UNITED STATES
NUCLEAR REGULATORY COMMISSION
WASHINGTON, DC 20555 - 0001

SEP 2 8 2001

MEMORANDUM FOR: Donald King
Contracting Officer
Division of Contracts and Property Management
Office of Administration

FROM: Stuart Reiter
Chief Information Officer

SUBJECT: FINAL EVALUATION RECOMMENDATION REPORT FOR PROPOSALS SUBMITTED UNDER RFP NO. RQ-CIO-01-0290 ENTITLED, "INFRASTRUCTURE SERVICES AND SUPPORT CONTRACT (ISSC)"

The Source Evaluation Panel has completed its evaluation of all revised proposals received in response to RFP No. RQ-CIO-01-0290, and developed the attached Final Evaluation Recommendation Report as a result of that evaluation. I have independently evaluated the panel's report and concur with the panel's recommendation of award to L-3 Communications/EER Systems Inc. The proposals were evaluated consistent with the TOR's evaluation factors. Furthermore, the panel concluded that the technical solutions and strengths of the higher priced proposals did not justify their higher price premium over the lower price and highly rated L-3 Communications/EER Systems Inc. proposal. Please take the appropriate action to implement this recommendation.

Stuart Reiter
Designating Official

Attachment:
1. Summary Evaluations
2. SEP Summary Score Sheets
3. Individual Evaluation Sheets

B/3

FOREWARD

THIS REPORT COVERS THE EVALUATION BY THE
SOURCE EVALUATION PANEL
FOR

"INFRASTRUCTURE SERVICES AND SUPPORT CONTRACT (ISSC)"

RFP NO. RQ-CIO-01-0290

FINAL EVALUATION RECOMMENDATION REPORT

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"TO BE OPENED ONLY BY ADDRESSEE,
CONTAINS SEP REPORT"

This report is submitted by:

J. Schaeffer 9/25/01
James B. Schaeffer, Chairperson Date

9/25/01
Gregory L. Kee, SEP Member Date

9/25/01
James A. Shields, SEP Member Date

9/21/01
Louis Manning, III, SEP Member Date

9/24/01
Carl F. Konzman, SEP Member Date

ATTACHMENT 1

SUMMARY EVALUATIONS FOR

RFP NO. RQ-CIO-01-0290

"INFRASTRUCTURE SERVICES AND SUPPORT CONTRACT"

A. BACKGROUND

The U.S. Nuclear Regulatory Commission requires a single Seat Management Contractor to provide the planning, staffing, supervision, management, and IT hardware and software resources necessary to ensure that effective and efficient support, administration and control of required work are accomplished with minimal direct NRC involvement. The Seat Management Contractor will operate, maintain, and upgrade the NRC Distributed Computing Environment (DCE), and will establish formal relationships with other NRC service providers to provide these services. On June 14, 2001, a draft task order request (TOR) was issued to eight of the GSA Seat Management vendors. They were requested to provide the NRC with comments/questions, on the draft TOR. On June 19, 2001, NRC conducted a preproposal conference with the vendors in which a walk-through of NRC facilities was completed. On July 6, 2001, NRC's Office of Small Business and Civil rights (SBCR) conducted a Subcontracting Forum to encourage communications between the prime GSA vendors and the small business community. As a result of comments/questions received, the TOR was issued to the eight (8) GSA vendors, on July 11, 2001, with the intent of awarding a task order under an established GSA GWAC Seat Management contract. One vendor, Logicon purchased Federal Data Corporation and therefore one proposal was submitted that represented both vendors. Another vendor Science Application International Corporation (SAIC) notified the NRC that it would not provide a quote. Quotes were received from five vendors. After the initial evaluation and establishment of the competitive range all five firms remained in the competition. Discussion questions were provided to all the firms and discussions were held on August 30 and 31, and September 4, 5, and 6 2001. Vendors were scheduled to submit revisions to their quotes on September 14, 2001. However, due to the government closure on September 11, 2001, as a result of the World Trade Center incident, the date for submission of revisions was changed to September 18, 2001.

The proposals were evaluated by the SEP based on the offeror's responses to the SEP questions as they related to the evaluation criteria. Consistent with TOR section M.1, the SEP's recommendation for the source selection was based on a best value (technical-cost tradeoff) basis where the technical factors will be significantly more important than cost. The SEP also considered potential conflict of interest. Each offeror's price is included in the evaluations that follow. No conflicts of interest were identified.

FINAL EVALUATION RECOMMENDATION REPORT
RFP NO. RQ-CIO-0290
INFRASTRUCTURE SERVICES AND SUPPORT CONTRACT (ISSC)

B. SEP RECOMMENDATION FOR AWARD

The Source Evaluation Panel which performed the technical evaluation of this RFP consisted of James B. Schaeffer (Chairperson), Gregory L. Kee, James A. Shields, Louis Manning, and Carl Konzman. The panel scored the proposals as shown below:

TECHNICAL	Service Solution and Delivery (40 pts)	Seat Management Service Transition (40 pts)	Past Performance (10 pts)	Discovery Approach (10 pts)	Total	Total Cost (Including Options)
EER	35.4	31.2	8.4	8.8	83.8	$ 80,288,093.00
Logicon	33.4	30	8.8	7.8	80	$ 184,144,100.00
Getronics	26.6	25.2	8.4	7.4	67.6	$ 161,251,216.00
Dyncorp	28.4	22.2	8.4	7.6	66.6	$ 138,426,667.00
Multimax	24.4	22.8	7.4	6.8	61.4	$ 132,985,529.00

The results of the Panel's evaluation as shown above indicates that L-3 Communications/EER Systems, Inc.'s solution is the most advantageous to the NRC, technical and cost factors considered.

Principal factors considered included service solution and delivery, seat management service transition, past performance and discovery approach.

EVALUATION FACTOR	WEIGHT
Service Solution and Delivery The NRC will assess: a) the Contractor's proposed SLAs, measurements and metrics for providing Seat Management services; b) the feasibility, suitability, and effectiveness of the proposed service solution; c) the extent to which the proposed service solution meets the specific NRC requirements; and d) the reasonableness, realism, and cost sensitivity of the offerors solution; and e) Key Personnel (Resumes).	40 points
Seat Management Service Transition The NRC will assess: a) the Contractor's overall methodology for managing the interim support and service transition from the existing environment to Seat Management services; b) the Contractor ability to ensure continuity of operation; c) ability to maintain or improve customer satisfaction during transition; d) ability to coordinate and cooperate with affected parties.	40 points

Past Performance The NRC will assess: a) the Contractor performance on other Task Orders under the Master SMS Contract, and/or b) the Contractor performance on similar contracts/task orders of the same or similar size and scope of this TOR.	10 points
Discovery Approach The NRC will assess the Contractor: a) approach, schedule, milestones to conducting Discovery; b) the NRC involvement in the process; c) proposed approach to utilizing as configured, modifying, or replacing current assets.	10 points
TOTAL	**100 points**

Technical/Cost Tradeoff.
The panel reviewed and ranked the technical approaches and solutions of each of the vendors. The technical solutions (from highest to lowest) were ranked as follows: L-3 Communications/EER Systems, Inc., Logicon, Getronics, Dyncorp and Multimax.

L-3 Communications/EER Systems, Inc. proposed an innovative technical solution that met the requirements as set forth in the Task Order Request. Their approach included innovations such as designation of a Customer Advocate, implementation of a Storage Area Network to reduce operational administration costs, and replacement of the infrastructure with Gigabit Ethernet. L-3 Communications/EER Systems, Inc. balanced this technical approach with a strong customer service and satisfaction approach.

L-3 Communications/EER Systems, Inc. proposed the lowest cost solution to meeting the NRC's requirements as set forth in the Task Order Request. Their labor rates for the T&M/LOE portion were competitive with market rates and the Governments cost estimate. Their costs for the fixed price portion peaked during year 3 and then declined. This can be attributed to the implementation of their innovative technical solution which should reduce operational and administrative costs in the outyears due to learning curves and efficiencies gained through the implementation of their technical solution.

As a matter of Price Realism, the SEP did review the L-3/EER technical proposal to insure that its lower price was realistic and consistent with the proposal's solution and approach. The L-3/EER technical proposal is realistic in that the technical proposal appears to clearly understand the task order requirements and the magnitude of the task order requirement."

SEP Final Recommendation.
The SEP's recommendation is that the L-3 Communications/EER Systems, Inc. solution represents the best value to the NRC considering both technical and cost factors. A discussion of the essential elements of the SEP's evaluation of each of the offeror's proposals follows and are included in Attachment 1. Attachment 2 provides the SEP summary score sheet. The individual SEP evaluation worksheets are provided in Attachment 3.

OVERALL ASSESSMENT OF THE PROPOSALS:

L-3 Communications/EER Systems, Inc.
L3/EER was the top technical proposal and low cost vendor. The L-3 Communications/EER Systems, Inc. solution reflects an understanding of NRC's requirements as stated in the Task Order Request. The panel recommends selection of the L-3 Communications/EER Systems, Inc. team as the best overall value to the NRC. L-3 Communications/EER Systems, Inc. did an excellent job of presenting its solution for performing Seat Management Services at NRC. EER proposed a structured and organized approach for its Seat Management and LOE solution for Help Desk, Asset Management, Infrastructure Management, Maintenance, Development and Integration, Catalogs, and key personnel.

L-3 Communications/EER Systems, Inc. was clear on their overall Seat Management Services Transition Approach, presented strong past performance references, and had a sound discovery approach which emphasized customer support and involvement while providing an innovative technical solution.

The Panel's evaluation concluded that L-3 Communications/EER Systems, Inc.'s Seat Management Services solution was the technically superior proposal and the low cost solution. All elements of L-3 Communications/EER Systems, Inc.'s technical proposal appear to have been included and priced in the cost proposal.

Fixed price costs (IT Infrastructure Operations) peaked at the end of year 3 and declined in the outyears for the remainder of the Task Order (years 4-9). This is attributed to the replacement of all of the infrastructure equipment and desktops with tier 1 vendor equipment and refreshing to ensure that equipment age does not exceed 3 years (the warranty period). This fact combined with a learning curve enables L-3 Communications/EER Systems, Inc. to gain efficiencies in operations and maintenance of the NRC's DCE. In addition, L-3 Communications/EER Systems, Inc. attributed their costs to having multiple sources for their products and leveraging their vendor relationships from a corporate perspective. This is a realistic approach and places the risk of performing on the contractor. With EER's recent merger with L-3, it is our assessment that the contractor should have the corporate resources to accomplish this task order.

Their T&M labor rates were analyzed and determined to be overall competitive with current market rates. Therefore, their T&M labor rates were determined to be price realistic.

Logicon
Logicon did an overall good job of presenting its proposed methodology for performing Seat Management Services at NRC. Logicon proposed a structured and organized approach for its Seat Management Services Solution and LOE solution for Help Desk, Asset Management, Infrastructure Management, Maintenance, Development and Integration, Catalogs, and key personnel.

Logicon was clear on their overall solution to Seat Management Services Transition. Specific areas warranting attention are identified in this report.

The Panel's evaluation concluded that Logicon's Seat Management Services solution was technically sound. Logicon's costs were significantly higher than the Government's cost estimate (both fixed price and T&M/LOE). It was the panel's determination that the technical solution proposed with the higher costs did not warrant selection of this vendor over L-3 Communications/EER Systems, Inc.

Getronics

Getronics did an overall good job of presenting its proposed methodology for performing Seat Management Services at NRC. Getronics proposed a structured and organized approach for its Seat Management and LOE solution for Help Desk, Asset Management, Infrastructure Management, Maintenance, Development and Integration, Catalogs, and key personnel. Getronics was clear on their overall Seat Management Services Transition Approach, past performance and discovery approach. Specific weaknesses are identified in this report.

The Panel's evaluation concluded that Getronics Seat Management Services solution was technically sound. It was the panel's determination that the technical solution proposed with the higher costs did not warrant selection of this vendor over L-3 Communications/EER Systems, Inc.

Dyncorp

Dyncorp did an overall good job of presenting its proposed methodology for performing Seat Management Services at NRC. Dyncorp proposed a structured and organized approach for its Seat Management Services Solution and LOE solution for Help Desk, Asset Management, Infrastructure Management, Maintenance, Development and Integration, Catalogs, and key personnel.

Dyncorp was weak on their overall approach to ensuring customer satisfaction during the Seat Management Services Transition. Specific areas warranting attention are identified in this report.

The Panel's evaluation concluded that Dyncorp's Seat Management Services solution was overall technically sound. Dyncorp's costs were above the market rates and the Government's cost estimate. It was the panel's determination that the technical solution proposed with the higher costs did not warrant selection of this vendor over L-3 Communications/EER Systems, Inc.

Multimax

Multimax did an overall good job of presenting its proposed methodology for performing Seat Management Services at NRC. Multimax proposed a structured and organized approach for its Seat Management and LOE solution for Help Desk, Asset Management, Infrastructure Management, Maintenance, Development and Integration, Catalogs, and key personnel.

Multimax was unclear on their overall Seat Management Services Transition Approach and specifics on their overall technical solution. Specific areas warranting attention are identified in this report.

The Panel's evaluation concluded that Multimax's Seat Management Services solution was technically sound but would be a higher risk because of uncertain costs in the future. It was the panel's determination that the technical solution proposed with the higher costs did not warrant selection of this vendor over L-3 Communications/EER Systems, Inc.

CONTRACTOR: L-3 Communications/EER Systems, Inc.
Average Score: 83.8
Evaluated Cost: $80,288,093

No apparent or actual conflict of interest exists with respect to this Offeror performing the work required.

No current/former NRC employees have been identified.

1. Service Solution and Delivery (35.4 points out of 40 points)

Highlights of Proposed Solution:

- Rapidly Standardize All Desktops to a Tier One Platform
- Functionally Consolidate Servers
- Standardize UNIX Versions
- Create Central Login Server Cluster (NAS)
- Reduce Competing NOS Architectures to One
- Reinforce Servers with a Storage Area Network (SAN)
- Use Windows 2000 Intellimirror and Roaming Profiles
- Transition Headquarters LAN to Ethernet with Gigabit Backbone
- Modular Best-of Breed Tools Approach
- Onsite help desk (5x15)
  - Trouble ticket information is accessible on the web
  - An automatic escalation policy is initiated if issues are not resolved in a timely manner
- On-Site Infrastructure Control Center (ICC) and Network Operations Center (NOC) will manage the new environment
  - use a selection of tools which will monitor all infrastructure devices from the desktop to the servers
  - collect metrics which can be used for performance analysis and tuning, as well as incident detection and diagnostic tools.
- Three-tier hierarchical architecture that provides reliability, scalability, manageability, performance, and capacity at reduced cost
  - Layer 3 switching
  - All Ethernet architecture (no protocol translation)
  - Wider network pipes (10/100 Ethernet, Gigabit Ethernet)
  - Increased switch backbone speed
  - Redundant backbone switches.
- Remote access solution
  - Support up to 800 dialup lines
  - VPN solution

Strengths:
L-3 Communications/EER Systems, Inc. presented a service solution that was feasible, suitable, and effective in meeting the requirements of the NRC. The L-3 Communications/EER Systems, Inc. solution meets specific NRC requirements. Value added and innovative features of note included a Storage Area Network, a remote access solution that allowed dial in access and Virtual Private Network access, a migration path to Windows 2000 and the use of a Central Login Server Cluster with Roaming profiles which reduce operational costs and improves reliability. The contractor proposed a balanced teaming approach with well matched key personnel. L-3 Communications/EER Systems, Inc. proposed a comprehensive approach to satisfying the NRC's requirements and demonstrated the integration of their tools, processes, and metrics. Strong support, capabilities, and an aggressive approach to meeting High Performance Computing Environment requirements was a strength.

The Contractor's proposed SLAs, measurements and metrics for providing Seat Management services met NRC's requirements. The contractor's approach to Regional phase in and support and Development and Integration met NRC's requirements.

Proposed key personnel included the following positions: Project Manager, Transition Manager, On-site Infrastructure Control Manager, Service Delivery Manager, Systems Engineer and Architect, Information Systems Security Officer, Emerging Technology Specialist, and Customer Advocate. Based on the resumes provided, the proposed key personnel meet NRC requirements.

L-3 Communications/EER Systems, Inc. proposed a strong proactive customer support strategy and approach that minimized user disruption. L-3 Communications/EER Systems, Inc. established a Customer Advocate as a key position reporting to the Vice President of L-3 Communications/EER Systems, Inc. to ensure the customer's voice was heard.

L-3 Communications/EER Systems, Inc.'s proposed a good approach to Moves, Adds and Changes (MACs) through simplification of the definition and making all MACs a single type thus easing the burden on the contractor and NRC to manage and adminster the program.

L-3 Communications/EER Systems, Inc. overall solution is reasonable, realistic, and cost sensitive.

Weaknesses:
L-3 Communications/EER Systems, Inc.'s proposed Automatic Call Distribution system that would be used after transition was not clear. The contractor was inconsistent on what services are provided under "pre-seat" and full seat for the regions.

2. Seat Management Service Transition (31.2 points out of 40 points)

Highlights of Proposed Solution:

- Early submittal of the Discovery Plan
- Aggressive transition schedule
- Tested transition methodologies designed to simplify operations
- Improved infrastructure through consolidation of servers and an all-Ethernet backbone.

Strengths:

The Contractor clearly presented a strong methodology for managing the interim support and service transition from the existing environment to Seat Management services. Separation of duties and responsibilities during transition ensures that current operations will not be disrupted while implementing a full performance based seat management approach. L-3 Communications/EER Systems, Inc. will also pursue high performing incumbents to ensure a smooth transition.

The contractor clearly demonstrated their ability and approach to maintain or improve customer satisfaction during the transition period. The contractor's approach to coordinate and cooperate with affected parties was through the establishment of Integrated Process and Program Teams (IPPTs).

Weaknesses:

L-3 Communications/EER Systems, Inc. relies on a large amount of surveys to implement their solution. This approach needs to be refined to minimize user impacts caused by a large amount of surveys. The contractor did not address transition activities for the regions or minimizing the user impact during transition. The testing of applications (e.g. Windows 2000) was not discussed.

3. Past Performance (8.4 points out of 10 points)

Strengths:

Contractor performance on other Task Orders under the Master SMS Contract was good. Contractor performance on similar contracts/task orders of the same or similar size and scope of this TOR was excellent. Contact was made with nine of the vendor's references. The references were extremely favorable, with a significant majority of the sources consistently stating that the offeror's performance was superior and that they would unhesitatingly do business with the offeror again.

Weaknesses:

The contractor does not have familiarity with current NRC processes and procedures for operations of the NRC infrastructure although they plan to mitigate this by hiring existing staff.

4. Discovery **(8.8 points out of 10 points)**

Highlights of Proposed Solution:

- Establish task forces
  - Physical Infrastructure Task Force
    - desktop team
    - software team
    - network team
    - server team
  - Service Level Requirements Task Force
    - Evaluate current and historical call data to uncover support issues and trends
    - Assess current service level metrics and customer satisfaction results
    - Define the interface to other NRC support systems (e.g., ADAMS help desk)
    - Identify reporting requirements.

Strengths:
L-3 Communications/EER Systems, Inc. provided an aggressive approach, schedule, and milestones to conducting Discovery that minimized the impact on the NRC. The NRC involvement in the discovery process was clear and concise. L-3 Communications/EER Systems, Inc. proposed use of a Service Level Task Force and an integrated physical and electronic inventory approach to minimize disruption to the NRC.

Weaknesses:
No weaknesses were noted.

5. Overall Summary/Recommendation.

L3/EER was the top technical proposal and low cost vendor. The L-3 Communications/EER Systems, Inc. solution reflects an understanding of NRC's requirements as stated in the Task Order Request. The panel recommends selection of the L-3 Communications/EER Systems, Inc. team as the best overall value to the NRC. L-3 Communications/EER Systems, Inc. did an excellent job of presenting its solution for performing Seat Management Services at NRC. EER proposed a structured and organized approach for its Seat Management and LOE solution for Help Desk, Asset Management, Infrastructure Management, Maintenance, Development and Integration, Catalogs, and key personnel.

L-3 Communications/EER Systems, Inc. was clear on their overall Seat Management Services Transition Approach, presented strong past performance references, and had a sound discovery approach which emphasized customer support and involvement while providing an innovative technical solution.

The Panel's evaluation concluded that L-3 Communications/EER Systems, Inc.'s Seat Management Services solution was the technically superior proposal and the low cost solution. All elements of L-3 Communications/EER Systems, Inc.'s technical proposal appear to have been included and priced in the cost proposal.

Fixed price costs (IT Infrastructure Operations) peaked at the end of year 3 and declined in the outyears for the remainder of the Task Order (years 4-9). This is attributed to the replacement of all of the infrastructure equipment and desktops with tier 1 vendor equipment and refreshing to ensuring that equipment age doesn't exceeds 3 years (the warranty period). This fact combined with a learning curve enables L-3 Communications/EER Systems, Inc. to gain efficiencies in operations and maintenance of the NRC's DCE. In addition, L-3 Communications/EER Systems, Inc. attributed their costs to having multiple sources for their products and leveraging their vendor relationships from a corporate perspective. This is a realistic approach and places the risk of performing on the contractor. With EER's recent merger with L-3, it is our assessment that the contractor should have the corporate resources to accomplish this task order.

Their T&M labor rates were analyzed and determined to be overall competitive with current market rates. Therefore, their T&M labor rates were determined to be price realistic.

CONTRACTOR: Logicon
Average Score: 80
Evaluated Cost: $184,144,100

No apparent or actual conflict of interest exists with respect to this Offeror performing the work required.

No current/former NRC employees have been identified.

1. Service Solution and Delivery **(33.4 points out of 40 points)**

Highlights of Proposed Solution:

- Single point of contact (SPOC) Help Desk function (24x7) - Mason, OH
- On-site Infrastructure Control Center (ICC)
  - Symmetrical multi-processing supports file server consolidation,
  - Migration from an IPX to IP protocol environment,
  - More robust network directory service and authentication services to include RADIUS,
  - Better Internet/Intranet services to include dynamic host configuration protocol, and
  - Better vendor technical support since Novell is phasing out technical support for the NetWare 4.x environment.
  - Consolidating approximately 13 single-processor NW 4.2 file and print servers into four quad-processor NW 5.1 F&P servers at Headquarters.
  - Gigabit Ethernet connectivity (secondary redundant Fast Ethernet) and workstations with Fast Ethernet connectivity
    - 2 gigabit backbone capacity between edge switches and backbone switches in any given building at both Headquarters, Regions, and TTC.
    - 4 gigabit backbone capacity will be provided between the OWFN and TWFN Headquarters buildings.
  - Internet access -- WatchGuard Firebox 4500
  - Remote Access Services - Cisco 5300 series communication server, NetWare RADIUS, and Novell NDS components

Strengths:

Logicon presented a service solution that was feasible, suitable, and effective in meeting the requirements of the NRC. Logicon solution meets specific NRC requirements. The contractor's approach to Regional phase in and support and Development and Integration met the NRC's requirements. Logicon proposed a balanced teaming approach with well matched key personnel.

Logicon proposed a comprehensive integrated approach to network management which included a detailed list of tools, their value, and what they would monitor. The proposed

upgrade of the HQ infrastructure to Gigabit ethernet, implementation of a commercial firewall, and upgrade of the Remote Access Solution provided a solution that will provide the infrastructure to support the NRC for the near future. Logicon's industry best practice Single Point of Contact Help Desk, their RISE, mobile and remote user support process, listing of reports to be provided and maintenance of historical information will increase the customer satisfaction levels at NRC.

The Contractor's proposed SLAs, measurements and metrics for providing Seat Management services met NRC requirements. Logicon's disincentive model demonstrated the confidence that the vendor had in their overall proposed solution and capability to meet the service levels all the time.

Proposed key personnel included the following positions: Program Manager, On-site Infrastructure Control Center Manager, Transition Manager, Service Delivery Manager, Information Systems Security Officer, Systems Engineer and Architect, Interim Support Manager, Network Services Manager, Senior Systems Engineer (Infrastructure Development/Integration), Senior Systems Engineer (Applications Integration), and Senior Systems Engineer (CTF). Based on the resumes provided, the proposed key personnel meet NRC requirements.

Logicon's overall technical solution was reasonable and realistic.

Weaknesses:
Logicon's comprehensive and integrated approach to customer satisfaction was not demonstrated. Satisfaction of daily reporting requirements to meet day to day NRC requirements was weak. Logicon's approach to integration of SLA's, measurements, and metrics as part of their SMS solution needed additional clarity.

2. Seat Management Service Transition **(30 points out of 40 points)**

Highlights of Proposed Solution:

- Parallel activities
  - Interim Support Team will provide the services required to maintain current DCE operations while maintaining or improving existing levels of customer satisfaction.
  - Transition Team - begin transition activities as outlined in the Project Implementation Plan (PIP).

Strengths:
The Contractor presented their overall methodology for managing the interim support and service transition from the existing environment to Seat Management services which included a proactive approach to managing change within the organization and the use of "Rovers" to resolve customer issues. Continuity of operations was addressed through a separate interim

support team to minimize the impact on current operations. The contractor clearly demonstrated their ability and approach to maintain or improve customer satisfaction during the transition period. The contractor's approach to to coordinate and cooperate with affected parties was to coordinate and cooperate with all existing NRC contractors during interim support and transition activities.

Weaknesses:
Logicon's transition approach was not clearly conveyed with regard to the overall implementation of their integrated SMS solution. Logicon specified a need for more than the 1,500 sq ft currently available at HQ for transition activities. Logicon's customer satisfaction approach lacked a level of detail to demonstrate integration into their overall technical solution.

3. Past Performance **(8.8 points out of 10 points)**

Strengths:
Contractor performance on other Task Orders under the Master SMS Contract was excellent. The Contractor's performance on similar contracts/task orders of the same or similar size and scope of this TOR was excellent. Contact was made with six of the vendor's references. The references were extremely favorable, with a significant majority of the sources consistently stating that the offeror's performance was superior and that they would unhesitatingly do business with the offeror again. The contractor proposed to leverage existing staff who are familiar with current NRC processes and procedures in operating the NRC infrastructure.

Weaknesses:
No weaknesses were noted.

4. Discovery **(7.8 points out of 10 points)**

Highlights of Proposed Solution:
- development of a detailed discovery plan and time line
  - identification
    - conduct a full audit of DCE assets including PCs, servers, printers, peripherals, and networking equipment
  - reconciliation
    - present the discovery audit and the anticipated modifications that will be implemented in transition

Strengths:
Logicon provided an detailed approach, schedule, and milestones to conducting Discovery. Their overall approach of performing both a physical and electronic inventory ensures that the NRC will have a higher confidence level in the existing inventory.

Weaknesses:
The delineation of roles and responsibilities between NRC and Logicon was not clear.

5. Overall Summary/Recommendation.

Logicon did an overall good job of presenting its proposed methodology for performing Seat Management Services at NRC. Logicon proposed a structured and organized approach for its Seat Management Services Solution and LOE solution for Help Desk, Asset Management, Infrastructure Management, Maintenance, Development and Integration, Catalogs, and key personnel.

Logicon was clear on their overall solution to Seat Management Services Transition. Specific areas warranting attention in the aforementioned areas are identified in this report.

The Panel's evaluation concluded that Logicon's Seat Management Services solution was technically sound. Logicon's costs were significantly higher than the Government's cost estimate (both fixed price and T&M/LOE). It was the panel's determination that the technical solution proposed with the higher costs did not warrant selection of this vendor over L-3 Communications/EER Systems, Inc.

Contractor Name: Getronics
Average Score: 67.6
Evaluated Cost: $161,251,216

No apparent or actual conflict of interest exists with respect to this Offeror performing the work required.

No current/former NRC employees have been identified.

1. Service Solution and Delivery **(26.6 points out of 40 points)**

Highlights of Proposed Solution:

- Integrated toolsets to meet NRC requirements
  - Vantive Help Desk,
  - Main Control Asset Management (AM),
  - Hewlett-Packard (HP) OpenView solutions
  - SLA Monitor (SLAM)
  - iWave Integrator
- Infrastructure Management approach
  - Onsite NOC/Help Desk
  - 24x7 network monitoring
  - Web-based health and performance info
  - Provide Tier 3 support/on call 24x7
  - Provide constant updates of SOPs, POC, and escalation documentation
  - Timely distribution of schedule, outage, or network migration information to the NRC user community
- Help Desk Approach
  - Customer-centric
  - Field tested Best Practices
  - Electronic integration with Network Operations Center
  - Proven integrated tool sets (Vantive Help Desk)
  - Automated technology for self-help and self-healing
  - Generalists and SMEs on staff
  - Establishment of Status Desk
- Detailed staffing approach defined
- Established key position of Customer Advocate Manager

Strengths:

Getronics presented a service solution that was feasible, suitable, and effective in meeting the requirements of the NRC. Getronics solution meets specific NRC requirements. Getronics proposed a clearly delineated and balanced teaming approach with well matched key personnel.

The Contractor's proposed SLAs, measurements and metrics for providing Seat Management services were clear and met NRC requirements. The contractor's approach to Regional phase in and support and Development and Integration met NRC requirements.

Proposed key personnel included the following positions: Project Manager, Service Delivery/Onsite Infrastructure Control Center Manager, Infrastructure Management Manager, Systems Engineer and Architect, Transition Manager, Information Systems Security Officer (ISSO), and Customer Advocate Manager. Based on the resumes provided, the proposed key personnel appear to meet NRC requirements.

Getronics has presented a comprehensive plan and process for refreshes and an innovative solution of laptops for RISE sites. Getronics proposed a Catalog tailored to NRC and the designation of a Customer Advocate.

Weaknesses:
Getronics does not recognize the current NRC environment and the changes that have already been incorporated. Getronics plans to use LOE to provide operational support which has not been successful in the past at NRC. Their approach to customer satisfaction with a 100% customer survey has proven to be very disruptive to NRC end users in the past.

Getronics cost management approach is weak and has the potential to incur additional costs for the NRC. Specifically, the Move, Add and Change approach is very rigid and may not meet NRC requirements; their proposed infrastructure solution has not been clearly defined; and the potential for LOE cost overruns with lack of prioritization.

Getronics proposed solution at the RISE sites with Gigabit ethernet is not cost effective.

2. Seat Management Service Transition (25.2 points out of 40 points)

Highlights of Proposed Solution:

- Kickoff Meeting
  - Refine Program Start Action Plan
  - Define & Match-up Key Personnel Contacts
  - Discuss Initial Phase of Communication Plan
  - Establish Daily Status Meeting Schedule
- Assemble Preidentified Getronics Interim Support Team Members
- Recruit/Hire High Performing Incumbent Staff
  - Conduct Daily Status Meetings with NRC
  - Establish Full Program Management Office To Provide Interim Support Management Oversight
  - Assign a full complement of highly skilled and experienced Interim Support personnel onsite

Strengths:
The Contractor presented their overall methodology for managing the interim support and service transition from the existing environment to Seat Management services. Getronics proposed methodology to ensure continuity of operations included continuing to use NRC's existing practices; and eliminating end user anxiety over the transition to IT seat management by communicating with end users frequently. The contractor demonstrated their ability and approach to maintain or improve customer satisfaction during the transition period.

Getronics presented a good communications plan and strategy approach which involved close coordination with NRC managers and a schedule to minimize disruptions. In addition, Getronics proposed to perform a complete inventory of assets.

Weaknesses:
Getronics solution was unclear as to how they would transition existing work/tickets in progress as they transitioned to a seat solution. Getronics solution waited to assess the NRC environment until transition and then reserved the right to change the proposed solution. This has the potential to significantly increase NRC costs. Getronics was unclear in what the impact and cultural change is that would be required of NRC end users as NRC transitioned to seat management.

3. Past Performance **(8.4 points out of 10 points)**

Strengths:
Contractor performance on other Task Orders under the Master SMS Contract was excellent. The Contractor's performance on similar contracts/task orders of the same or similar size and scope of this TOR was excellent. Contact was made with five of the vendor's references. The references were extremely favorable, with a significant majority of the sources consistently stating that the offeror's performance was superior and that they would unhesitatingly do business with the offeror again.

Weaknesses:
The contractor does not have familiarity with current NRC processes and procedures for operations of the NRC infrastructure although they plan to mitigate this by hiring existing staff.

4. Discovery **(7.4 points out of 10 points)**

Highlights of Proposed Solution:
- Establish a dedicated Discovery organization
  - Identification and Reconciliation Groups

- The Identification Group will be deployed based on certain functions (e.g., Help Desk, network management, system administration)
- Use preformatted Discovery electronic forms to facilitate querying end users and expediting data entry.

- Develop and follow a detailed 30-day Discovery schedule for NRC's infrastructure
  - interview current service provider personnel and a sampling of the end-user population located throughout the NRC
- Migrate approximately 80-85 percent of the Discovery personnel to the Transition Team.

Strengths:
Getronics provided an approach, schedule, and milestones to conducting Discovery. The NRC involvement in the discovery process was clear and concise. Getronics discovery approach was based on commercial best practices and included a well defined discovery identification analysis approach. Part of this approach included a complete inventory of DCE and working with NRC to assess the utility of existing NRC assets.

Weaknesses:
Getronics was unclear as to the impacts that the NRC would experience during the discovery phase.

5. Overall Summary/Recommendation.

Getronics did an overall good job of presenting its proposed methodology for performing Seat Management Services at NRC. Getronics proposed a structured and organized approach for its Seat Management and LOE solution for Help Desk, Asset Management, Infrastructure Management, Maintenance, Development and Integration, Catalogs, and key personnel. Getronics was clear on their overall Seat Management Services Transition Approach, past performance and discovery approach. Specific weaknesses are identified in this report.

The Panel's evaluation concluded that Getronics Seat Management Services solution was technically sound. It was the panel's determination that the technical solution proposed with the higher costs did not warrant selection of this vendor over L-3 Communications/EER Systems, Inc.

CONTRACTOR: Dyncorp
Average Score: 66.6
Evaluated Cost: $138,426,667

No apparent or actual conflict of interest exists with respect to this Offeror performing the work required.

No current/former NRC employees have been identified.

1. Service Solution and Delivery (28.4 points out of 40 points)

Highlights of Proposed Solution:

- upgrade the existing ATM backbone network to a gigabit Ethernet and provide 10/100 Mbps service to the desktop;
- perform a technology refresh on the DCE including desktop and laptop computers and servers;
- deliver support services enterprise-wide at the designated service level;
- An outsourced service model that furnishes consistently high quality services on a 24x7 basis for network monitoring and 12x5 basis for Help Desk support
- Technology refreshment every 3 years (variable refresh available for certain designated Product Classes) that maintains a path that is easily supported and upgraded agency wide
- A low-risk Transition supported by a proven Change Management Plan and implemented by a team of firms experienced with SMS conversions and supporting the NRC IT environment
- Evolution to secure remote/off-site Help Desk support
- Implementation of a fully integrated and highly proactive Network Operations Center

Strengths:

Dyncorp presented a service solution that was feasible, suitable, and effective in meeting the requirements of the NRC. Dyncorp solution meets specific NRC requirements. Value added features of note include: >10mbps to the desktop at RISE sites; a commercial firewall solution, VPN connectivity solution within 1 year, Gigabit ethernet, a remote self help solution, use of an industry best practice Gold disk concept and designation of a customer advocate. The contractor's approach to Regional phase in and support met NRC's requirements.

The Contractor's proposed SLAs, measurements and metrics for providing Seat Management services were adequate and met all NRC requirements.

Proposed key personnel included the following positions: Project Manager, On-site Infrastructure Control Center Manager, Transition Manager, Service Delivery Manager, Information Systems Security Officer, Systems Engineer and Architect (Development and Integration Manager), Quality Control Manager, Customer Satisfaction Manager, User Advocate, and Current Operations Manager. Based on the resumes provided, the proposed key personnel meet NRC requirements.

Dyncorp overall solution is reasonable, realistic, and cost sensitive. Dyncorp proposed a well balanced team and with appropriate experienced key personnel. They demonstrated a strong QA process and approach. A strong asset management approach included managing software licenses centrally to ensure that only licensed software is installed.

Weaknesses:
Dyncorp did not demonstrate an understanding of the Agency culture or NRC's current environment. Dyncorp did not propose solutions in sufficient detail to demonstrate an understanding of the NRC's environment. Examples of this include the testing of COTS and custom applications but not integrating or fixing these applications; referencing a "Tool Bag" but not defining or discussing the details; integration of performance monitoring and measuring.

Dyncorp's proposed solution and approach left potential areas of exposure to the NRC for cost. These included: connection of all equipment throughout the agency to the network infrastructure on a per incident basis (and didn't include price in cost proposal); and deferring proposal of a backup solution until after PIP.

The contractor's approach to Development and Integration was weak. The balance between the use of SMS and LOE personnel was not clear and the use of Development and Integration personnel to support operational activities has proven to be problematic at the NRC in the past.

Dyncorp's solution seems to rely heavily on hardware to raise service levels. Actual experience has shown that it requires product (hardware, processes, and procedures) to improve service levels. This was not clearly demonstrated in Dyncorp's proposed solution.

2. Seat Management Service Transition (22.2 points out of 40 points)

Highlights of Proposed Solution:

- Replace current PC workstations and refreshing designated servers and infrastructure components during the Transition period (Task 2).
- Servers will be refreshed using a consolidation methodology to reduce the total number of supported servers.
- Refresh all desktop PCs to meet the minimum requirements for the standard suite of software, our Help Desk tools, and the network management system.

- Upgrade the network backbone from ATM technology to Gigabit Ethernet technology
- Implement the required NRC service levels

Strengths:
The Contractor presented their overall methodology for managing the interim support and service transition from the existing environment to Seat Management services. Hiring of existing staff, establishment of operating level agreements with existing contractors, leveraging the customer advocate, and maintaining CSC operations ensured that NRC's current operations were not disrupted. NOC support was proposed to be provided to the NRC environment using the existing on-site NOC The existing Help Desk (CSC) will continue to perform until the end of the Transition period. Staffing and configuring the remote Help Desk will begin immediately upon task-order award.

At the completion of Transition to seat management, all hardware, including GFE that has been retained, will be subject to the applicable SLRs of the task order. GFE hardware will be subject to the SLAs that are presently in effect.

Weaknesses:
The contractor did not adequately demonstrate their ability and approach to maintain or improve customer satisfaction during the transition period. Furthermore, their schedule indicates that task 1 ends before task 2 ends, which would mean a gap between maintaining current operations and beginning seat management services. The contractor's approach to coordinate and cooperate with affected parties was through the establishment of operating level agreements and questionnaires.

3. Past Performance **(8.4 points out of 10 points)**

Strengths:
Contractor performance on other Task Orders under the Master SMS Contract was excellent. The Contractor's performance on similar contracts/task orders of the same or similar size and scope of this TOR was excellent. Contact was made with four of the vendor's references. The references were favorable, with most sources consistently stating that the offeror's performance was good and that they would willingly do business with the offeror again. The contractor leverages existing staff who are familiar with current NRC processes and procedures in operating the NRC infrastructure.

Weaknesses:
No issues were noted.

4. Discovery **(7.6 points out of 10 points)**

Highlights of Proposed Solution:

- Communicate early with each NRC HQ and Regional/TTC office outlining the Discovery process, expectations, requirements, and coordination including suggested areas for improvement or existing processes to retain
- Provide users with information about the benefits of seat management and the SMS deployment schedule.
- Identify unusual or unique aspects of each office that might affect the Team during the Transition period
- Verify the type of user (VIP, Professional, High Performance, RISE, and Mobile/Remote) by NRC location
- Inventory and populate the DynCorp asset management system, ITMS, and validate the existing equipment inventory covered under SMS and compare it with the existing NRC Property Asset System database
- Gather information from users about the software they use through a questionnaire, the offices/systems with which they interface and their accessibility needs related to Section 508 of the Rehabilitation Act (e.g., mobility, hearing, or visual impairments)
- Identify non-standard software application requirements not listed in the TOR and identify any business processes unique to the particular office or site
- Validate facility, IT, and telecommunications support technical points of contact and ensure they will be available during Discovery to coordinate inspections of cable runs, wiring closets, and LAN rooms
- Review system and physical security plans, policies, and procedures including the Continuity Of Operations (COOP) Plan assessment
- Verify and quantify NRC's contingency planning requirements
- Review and quantify software licenses for availability for use or transfer on DynCorp-owned DCE

Strengths:

Dyncorp provided an approach, schedule, and milestones to conducting Discovery. The NRC involvement in the discovery process was clear and concise. A well defined approach for gathering and analysis of user requirements was proposed. Use of automated tools for discovery was leveraged as well as a 100% inventory of existing assets. Communication with NRC offices was emphasized to mitigate the transition impact. In addition, the vendor proposed a two day facilitated meeting with NRC and a detailed plan/schedule for components to be used, modified and replaced was proposed.

Weaknesses:

The contractor relied heavily on the use of questionnaires which has proven to be disruptive in the past to NRC end users.

5. Overall Summary/Recommendation.

Dyncorp did an overall good job of presenting its proposed methodology for performing Seat Management Services at NRC. Dyncorp proposed a structured and organized approach for its Seat Management Services Solution and LOE solution for Help Desk, Asset Management, Infrastructure Management, Maintenance, Development and Integration, Catalogs, and key personnel.

Dyncorp was weak on their overall approach to ensuring customer satisfaction during the Seat Management Services Transition. Specific areas warranting attention in the aforementioned areas are identified in this report.

The Panel's evaluation concluded that Dyncorp's Seat Management Services solution was overall technically sound. Dyncorp's costs were above the market rates and the Government's cost estimate. It was the panel's determination that the technical solution proposed with the higher costs did not warrant selection of this vendor over L-3 Communications/EER Systems, Inc.

CONTRACTOR: Multimax
Average Score: 61.4
Evaluated Cost: $132,985,529

No apparent or actual conflict of interest exists with respect to this Offeror performing the work required.

No current/former NRC employees have been identified.

1. Service Solution and Delivery **(24.4 points out of 40 points)**

Highlights of Proposed Solution:

- Procedure-based/Process intensive management approach that is repeatable, effective, and efficient
- Customer coordination, growth management, performance management, vendor coordination, fault management, configuration management, and security management
- Onsite Help Desk at NRC Headquarters in Rockville, Maryland, during the core business hours: Monday through Friday, from 6:00 a.m. to 6:00 p.m
- Tivoli Storage Manager (TSM) to provide backup and recovery services for DCE support desktop systems and servers

Strengths:

Multimax presented a service solution that was feasible, suitable, and effective in meeting the requirements of the NRC. Multimax solution met specific NRC requirements. Value added features included the use of Multimax's corporate Center for Enterprise Testing and Integration (CETI), establishment of a Management Advisory Board, 7x24 onsite support and designation of a Customer Advocate.

The Contractor's proposed SLAs, measurements and metrics for providing Seat Management services were adequate. The contractor's approach to Regional phase in and support and Development and Integration was adequate.

Proposed key personnel included the following positions: Project Manager, Transition Manager, Emerging Technology Specialist, Service Delivery manager, Asset Manager, Master Engineer, Systems Engineer and Architect, Senior Subject Matter Expert, Change Management, Senior Analyst, Master Engineer, Information Systems Security Officer, and Customer Advocate. Based on the resumes provided, the proposed key personnel meet NRC requirements.

Multimax's overall solution is reasonable and realistic.

Weaknesses:

Multimax's proposed technical solution of upgrading to Windows 2000 during the first year was potentially disruptive to the NRC environment. Details of the proposed technical architecture were not demonstrated. Furthermore, it was not clearly demonstrated how Multimax would meet the SLRs by utilizing existing NRC equipment. Coordination of support between help desks and the Help desk handoff approach was not clearly demonstrated.

2. Seat Management Service Transition (22.8 points out of 40 points)

Highlights of Proposed Solution:

- Appoint a full-time experienced transition manager to lead a team of transition experts
- Establish seat management transition focus groups as part of our Customer Outreach and Communications activities
- Conduct model training and information exchange for NRC management and staff, end users, non-seat contractors, and our own service deliver team
- Coordinate with mission operation schedules, end-user deliverable schedules, and NRC facilities managers for planned moves, changes, and relocations
- Schedule upgrade or change activities to occur whenever possible during nights, weekends, and holidays to minimize disruptions to ongoing activities.

Strengths:

The Contractor presented their overall methodology for managing the interim support and service transition from the existing environment to Seat Management services. The contractor clearly demonstrated their ability and approach to maintain or improve customer satisfaction during the transition period.

The contractor ensured continuity of operations by retaining qualified and acceptable (incumbent) and deliver (new) seat experienced personnel; developing and sustaining employees technical expertise with the NRC environment; and maintaining a customer focus and commitment to the end users success. Furthermore, the contractor would tailor and execute proven and effective processes to ensure a smooth transition.

Weaknesses:

Multimax was not clear how interim support would be provided and what the impact on the end user was anticipated to be. Transition to seat management in the regions and RISE sites was not discussed. The contractor's communications approach had the potential to be very disruptive in the NRC environment.

3. Past Performance **(7.4 points out of 10 points)**

Strengths:
Contractor performance on other Task Orders under the Master SMS Contract was excellent. The Contractor's performance on similar contracts/task orders of the same or similar size and scope of this TOR was excellent. Contact was made with six of the vendor's references. The references were favorable, with most sources consistently stating that the offeror's performance was good and that they would willingly do business with the offeror again.

Weaknesses:
The contractor does not have familiarity with current NRC processes and procedures for operations of the NRC infrastructure.

4. Discovery **(6.8 points out of 10 points)**

Highlights of Proposed Solution:

- Conduct an accurate survey of NRC functional offices, current facilities, and assets to identify any discrepancies with the information provided in the TOR.
- Document any significant discrepancies that it finds and suggest recommendations to the NRC in a reconciliation report.
- Accomplish the Discovery and CONOPS Plan sub-task concurrently with the Discovery sub-task, thus sharing information between the two sub-tasks and minimizing duplicate information gathering and impact on NRC personnel.

Strengths:
Multimax provided an approach, schedule, and milestones to conducting Discovery. The NRC involvement in the discovery process was clear and concise. Multimax proposed a solid schedule and milestones thereby minimizing disruption.

Weaknesses:
Multimax proposed to leverage the existing NRC solution as configured, with modifications and replacement performed as required - however based on this approach it was unclear how Multimax would achieve the SLRs as stated in the TOR. No specific detail on how information will be collected during the discovery phase was provided.

5. Overall Summary/Recommendation.
Multimax did an overall good job of presenting its proposed methodology for performing Seat Management Services at NRC. Multimax proposed a structured and organized approach for its Seat Management and LOE solution for Help Desk, Asset Management, Infrastructure Management, Maintenance, Development and Integration, Catalogs, and key personnel.

Multimax was unclear on their overall Seat Management Services Transition Approach and specifics on their overall technical solution. Specific areas warranting attention in the aforementioned areas are identified in this report.

The Panel's evaluation concluded that Multimax's Seat Management Services solution was technically sound but would be a higher risk because of uncertain costs in the future. It was the panel's determination that the technical solution proposed with the higher costs did not warrant selection of this vendor over L-3 Communications/EER Systems, Inc.

ATTACHMENT 2

SEP SUMMARY SCORESHEETS FOR

RFP NO. RQ-CIO-0290

"INFRASTRUCTURE SERVICES AND SUPPORT CONTRACT"

James Schaeffer

TECHNICAL	Service Solution and Delivery (40 pts)	Seat Management Service Transition (40 pts)	Past Performance (10 pts)	Discovery Approach (10 pts)	Total
Getronics	25	30	7	7	69
Logicon	35	35	8	7	85
Multimax	28	28	6	7	69
EER	35	30	6	7	78
Dyncorp	30	20	8	8	66

Gregory Kee

TECHNICAL	Service Solution and Delivery (40 pts)	Seat Management Service Transition (40 pts)	Past Performance (10 pts)	Discovery Approach (10 pts)	Total
Getronics	20	15	10	7	52
Logicon	31	32	10	9	82
Multimax	20	20	10	7	57
EER	35	35	10	9	89
Dyncorp	30	33	10	9	82

Jim Shields

TECHNICAL	Service Solution and Delivery (40 pts)	Seat Management Service Transition (40 pts)	Past Performance (10 pts)	Discovery Approach (10 pts)	Total
Getronics	31	30	8	10	79
Logicon	37	27	8	8	80
Multimax	25	25	5	8	63
EER	35	27	8	10	80
Dyncorp	27	27	8	10	72

Louis Manning

TECHNICAL	Service Solution and Delivery (40 pts)	Seat Management Service Transition (40 pts)	Past Performance (10 pts)	Discovery Approach (10 pts)	Total
Getronics	27	25	7	6	65
Logicon	32	30	8	8	78
Multimax	25	25	6	6	62
EER	35	33	8	8	84
Dyncorp	25	23	6	6	60

Carl Konzman

TECHNICAL	Service Solution and Delivery (40 pts)	Seat Management Service Transition (40 pts)	Past Performance (10 pts)	Discovery Approach (10 pts)	Total
Getronics	30	26	10	7	73
Logicon	32	26	10	7	75
Multimax	24	16	10	6	56
EER	37	31	10	10	88
Dyncorp	30	8	10	5	53

ATTACHMENT 3

INDIVIDUAL SCORESHEETS FOR

RFP NO. RQ-CIO-0290

"INFRASTRUCTURE SERVICES AND SUPPORT CONTRACT"