ORDER FOR SUPPLIES OR SERVICES

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

BPA NO. GS35F0273L

1. DATE OF ORDER DEC - 3

2. CONTRACT NO. (if any) GS35F0273L

6. SHIP TO:

3. ORDER NO. NRC-DR-33-10-303-T002   **MODIFICATION NO.**   **4. REQUISITION/REFERENCE NO.** 33-10-303T001

a. NAME OF CONSIGNEE U.S. Nuclear Regulatory Commission

b. STREET ADDRESS
Attn: Judy Seeherman
11545 Rockville Pike
Mail Stop: T-5-E-31

5. ISSUING OFFICE (Address correspondence to)
U.S. Nuclear Regulatory Commission
Div. of Contracts
Attn: Michele D. Sharpe
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
INFORELIANCE CORPORATION

b. COMPANY NAME

8. TYPE OF ORDER

☐ a. PURCHASE	☒ b. DELIVERY

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.

Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.

c. STREET ADDRESS
9990 LEE HWY STE 450

d. CITY FAIRFAX   **e. STATE** VA   **f. ZIP CODE** 220303135

9. ACCOUNTING AND APPROPRIATION DATA $392,096.98
Administratively transfer funds in the amount of $392,096.98 previously obligated under base order NRC-DR-33-10-303 (Acct. Data: 010-15-5E1-338 D1407 252A 31X0200.010 FFS# 10070514)

10. REQUISITIONING OFFICE OIS

11. BUSINESS CLASSIFICATION (Check appropriate box(es))

☒ a. SMALL	☐ b. OTHER THAN SMALL	☐ c. DISADVANTAGED	☐ g. SERVICE-DISABLED VETERAN-OWNED
☐ d. WOMEN-OWNED	☐ e. HUBZone	☐ f. EMERGING SMALL BUSINESS	

12. F.O.B. POINT Destination

13. PLACE OF

a. INSPECTION Rockville, MD   **b. ACCEPTANCE** Rockville, MD

14. GOVERNMENT B/L NO.

15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date)

16. DISCOUNT TERMS

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)
	TASK ORDER 002 UNDER NRC-DR-33-10-303: Contractor shall provide "Microsoft Systems Maintenance, Operations, and Support" in accordance with the terms and conditions of GSA Schedule GS-35F-0273L, the terms and conditions of NRC Order No., NRC-DR-33-10-303, and the price schedule in Section A.1.					
	Incorporated by Reference is InfoReliance's quote dated November 18, 2009 (DUNS# 143147762)					
	Order Type: Labor Hour Total Order Estimated Ceiling: $3,909,052.18 Total Obligated Amount: $392,096.98 Period of Performance: 11/9/2009 through 11/8/2010					
	This confirms the authorization to proceed given on 11/6/09 Authorizing InfoReliance to commence work with an estimated not to exceed cost ceiling of $63,268.80.					

ACCEPTANCE:
Signature _____
Print/Name and Title: Therese Grauso, Director of Contracts
Date: 12/3/09

18. SHIPPING POINT

19. GROSS SHIPPING WEIGHT

20. INVOICE NO.

SEE BILLING INSTRUCTIONS ON REVERSE

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

17(h) TOTAL (Cont. pages)

17(i) GRAND TOTAL $3,909,052.18

22. UNITED STATES OF AMERICA BY (Signature)

23. NAME (Typed) Stephen Pool
Contracting Officer
TITLE: CONTRACTING/ORDERING OFFICER

AUTHORIZED FOR LOCAL REPRODUCTION
PREVIOUS EDITION NOT USABLE

OPTIONAL FORM 347 (REV. 4/2006)
PRESCRIBED BY GSA/FAR 48 CFR 53.213(f)

SUNSI REVIEW COMPLETE

TEMPLATE - ADM001

DEC 11 2009

TASK ORDER TERMS AND CONDITIONS

A.1 PRICE SCHEDULE

Role	Labor Category	Contract Rate	Hours	Total
MCS Sr. Engagement Manager	Software Consultant	▮	▮	▮
MCS Sr. Project Manager	Software Consultant	▮	▮	▮
MCS Architectural Consultant	Senior Software Consultant	▮	▮	▮
MCS Sr. Consultant	Software Consultant	▮	▮	▮
MCS Technician 2/IR PM Support	Software Integrator 4	▮	▮	▮
Travel				▮

TOTAL ESTIMATED CEILING   **$3,909,052.18**

A.2 CONSIDERATION AND OBLIGATION—LABOR HOUR ORDER

(a) The total not to exceed cost to the Government for full performance of this task order is $3,909,052.18

(b) The amount currently obligated by the Government with respect to this task order is $392,096.98.

A.3 PERIOD OF PERFORMANCE

The period of performance for this task order is November 9, 2009 through November 8, 2010.

DELIVERY ORDER NO. NRC-DR-33-10-303

TASK ORDER (002)

"NRC Microsoft Systems Maintenance, Operations, and Support"

1.0   OBJECTIVE

This task order is to provide technical support for maintenance, operations, and support activities for a variety of NRC Microsoft Technologies currently deployed or being considered for deployment in the NRC environment. These systems can either be in the test, development, or production environments.

2.0   BACKGROUND

The Nuclear Regulatory Commission (NRC) has deployed a wide range of Microsoft systems in the production and test environments, and the agency is planning to deploy several other Microsoft solutions in the coming months and years at the NRC. Examples of major applications and current Microsoft systems deployed include a robust Enterprise Project Management (EPM)/Enterprise Content Management environment (which includes Microsoft Project Server 2007, Microsoft SharePoint 2007, and Microsoft SQL Server 2005), Microsoft Exchange 2007 / Outlook 2007, Microsoft Server 2003/2008, Microsoft Active Directory, Microsoft Systems Center Operations Manager 2007, and many other Microsoft systems and applications. It is expected that the agency will continue to grow these existing technologies and add additional Microsoft technology solutions to the enterprise now and in the future. To support these initiatives, the NRC needs Microsoft consulting services expertise to ensure that these critical applications are deployed and maintained correctly and securely with optimum performance to meet critical production requirements.

3.0   SCOPE OF WORK

The contractor shall provide development, maintenance, and operations support for the Microsoft technologies listed in this task order based on the specific requirements for each task order. Additional Microsoft technologies may be added depending on NRC's production requirements during the period of performance of this task order.   There are several sub-tasks associated with this task order, and all of the sub-tasks can run concurrently.

Subtask 1: General Maintenance, Operations, and Support for Microsoft Technologies deployed or being considered for deployment in the NRC environment.

1.1   The contractor shall provide, based on Microsoft Best Industry practices, written guidance, assistance with, and recommendations for architecting, installing, configuring, maintaining, integrating and securing Microsoft technologies for production systems and systems associated with the continuity of operations at the NRC. The contractor shall provide evaluation of Microsoft-related development, test and production practices, and shall make recommendations for improved support. The contractor shall provide recommendations for and assistance with deployment and product integration of new releases of Microsoft technologies, bug fixes, and patches—including desktop dependencies. These recommendations' shall include capacity planning and system growth as defined by the NRC, identification of risks involved with implementing the new or existing Microsoft Products, and ways to mitigate the risks. The contractor shall also provide, as needed, assistance with security hardening to ensure that Microsoft technologies function properly. In this subtask the engineer(s) will work with NRC and contractor operational and development staff on existing Microsoft systems

deployed in the production and test environments at the NRC. These technologies include: Microsoft Active Directory, Microsoft Windows Server operating systems, Microsoft Exchange/Outlook, Microsoft System Center applications, Microsoft File and Print Services, Microsoft virtualization technologies (Hyper-V), Microsoft SQL Server, Microsoft BizTalk, Microsoft ISA Server, Microsoft SharePoint Services (and WSS), the NRC Enterprise Project Management environment, Microsoft Forefront, Microsoft Office Communications Server, Microsoft Terminal Server, Microsoft Windows desktop/laptop operating systems, and Microsoft Office applications. This shall also include new Microsoft technologies that are added to the NRC environment under separate task orders. The contract shall also provide initial recommendations for the deployment of new Microsoft technology into the NRC environment; however, the actual installation and associated activities for the deployment will be covered under a separate task order. (See Documentation under Section 6.0 Deliverables)

1.2   The contractor shall assist in resolving Microsoft technology problems in the production and test environments. The contractor shall analyze the problem, provide written recommendations for resolution— including impacts of those recommendations—and, when directed by the NRC, take corrective actions. The contractor shall provide a direct interface with the appropriate corporate Microsoft product group and software product developers to expedite resolutions to issues as required. (See "Problem Analysis", "Code Review" and "Corrective Actions" under Section 6.0 Deliverables)

1.3   The contractor shall provide written recommendations for improvement in performance and maintenance of the NRC's applications that interface or use Microsoft technologies. All recommendations must comply with vendor product technical specification to retain vendor support. (See Documentation under Section 6.0 Deliverables)

Subtask 2: SharePoint Maintenance and Operations. The contractor shall provide best practices, written recommendations, guidance, architecture, training, design, problem resolution and other actives required for the successful maintenance and operations of the SharePoint environment. Maintenance tasks shall include but not be limited to the following: (see "Documentation," "Code Review," "Corrective Actions," "Operational IT Security and Compliance," and "Configuration of Microsoft Products," under Section 6.0 Deliverables)

- SharePoint portal integration and Agency roll out/deployment support

- Portal site structure/navigational architecture guidance and execution

- Placement of data/content within SharePoint or on data shares or other systems

- Governance, development and maintenance of SharePoint sites

- Portal/site/sub-site taxonomy at any level of the organization based on an organization's needs

- Process for defining, posting and managing relevant content based on the Agency informational needs

- Provide assistance to agency users and contractors for portal development and integration into the production environment.

- Review of custom developed web parts, custom code, and their integration into the SharePoint environment

- SharePoint workflow processes designed by Microsoft or other NRC organizations or contractors

- Data extraction and data loads from other Agency systems

- Expert-level troubleshooting for users' and administrators' issue and interface with agency SharePoint

help desk

- Expert-lever problem resolution for all aspects of the SharePoint environment. Make recommendation for resolutions and implement and test recommendation when approved.

- Assist with the integration of agency applications with SharePoint.

- Make recommendations for installation of product updates, hot fixed and service pack. Install and test recommendations as required.

- Hardware and software architecture for scalability to ensure business continuity

- Provide informal training of NRC Staff and contractors

- Operations management, assist with backup and restore, and daily monitoring of the SharePoint environment

- Compliance with federal IT security policies, standards, and guidance

- Configuration management to ensure the integrity and viability of the production system, that includes test and development environments and transitions from these environments into production

Subtask 3: The contractor shall provide best practices, written recommendations, guidance, architecture, training, design, problem resolution and other actives required for the successful maintenance and operations of the NRC' EPM environment. Provide oversight for the NRC EPM/SharePoint configuration to ensure that the performance continues to meet NRC's agency enterprise needs. Maintenance tasks shall include but not be limited to the following: (see "Documentation," "Code Review," "Corrective Actions," "Operational IT Security and Compliance," and "Configuration of Microsoft Products," under Section 6.0 Deliverables)

- Participate as a technical advisor to an integrated Agency team (including other government contractors) to provide a strategy for the integration of project activities, schedule, risks, and resources

- Provide EPM enterprise strategy and governance model guidance and execution

- Integrating new programs into EPM while ensuring system performance on existing production implementations is not negatively affected

- Training as needed; this shall include conducting customized training in the use of the NRC implementation of EPM, and the use of EPM as a tool to support the Agency's project management processes

- The contractor's staff working under this contract shall coordinate their work with other work being done by NRC staff and/or other contractors doing work in the EPM environment

- Provide recommendations and guidance in fine tuning the platform, conduct on-site assessments and recommend optimal solutions

- Provide assistance in troubleshooting platform issues and defining workarounds, and/or solutions

- Provide hardware and software architectural recommendation and guidance for scalability to ensure business continuity

- Expert-level troubleshooting for users' and administrators' issue and interface with agency EPM help desk

- Expert-lever problem resolution for all aspects of the EPM environment. Make recommendation for resolutions and implement and test recommendation when approved

- Assist with the integration of agency applications with EPM

- Make recommendations for installation of product updates, hot fixed and service pack. Install and test recommendations as required

- Hardware and software architecture for scalability to ensure business continuity

- Provide informal training of NRC Staff and contractors

- Work with existing NRC contractors to implement roll out as needed

- Operations management, assist with backup and restore, and daily monitoring of the EPM environment

- Provide EPM enterprise strategy and governance model guidance and execution

- Assist with the integration of new projects and the management of project resources.

- Oversee the integration of future agency offices' EPM roll out to ensure that it does not affect system performance on production implementations

- Work as member of an agency team to provide a strategy to define integration project activities, schedule, risks, and resource needs.

- Assist with the integration of new projects and the management of project resources

- Provide assistance with data extraction and data loads from other agency systems.

- Make recommendations to facilitate the use of project resources and optimize the use of EPM.

- Provide assistance with data extraction and data loads from other agency systems

- Compliance with Federal It security polices, standards and guidance

- Configuration management to ensure the integrity and viability of the production systems, that includes test and development environments and transitions from these environments into production and comply with the EPM Program Configuration Management process.

- The contractor shall help in refining processes and procedures to manage EPM effectively. The contractor shall provide samples of those procedures. For example best practices recommendations. The contract shall assist in creating documentation. All these procedures shall be in alignment with NRC Policies and Guidelines.

Subtask 4: Database Management - The contractor shall provide best practices, written recommendations, guidance, architecture, training, and design for the maintenance of Microsoft SQL Server 2005 (or future versions). Maintenance tasks shall include but not be limited to the following: (see "Documentation," "Code Review," "Corrective Actions," "Operational IT Security and Compliance," and "Configuration of Microsoft Products," under Section 6.0 Deliverables)

- Conversion to the latest releases, database mirroring or clustering, performance tuning and monitoring, and implementation of new applications

- On-site assessments and recommendations for configuration and tuning

- Project activities, schedule, risks, and resource needs for deployments or upgrades

- Backup and recovery procedures, stored procedures, software/hardware configuration for using a Storage Array, and disaster recovery recommendations

- Compliance with Federal IT security policies, standards, and guidance

- Troubleshooting system and platform issues

<u>Subtask 5</u>: Microsoft Media Streaming Technology Deployment - The contractor shall provide, based on Microsoft industry best practices, written assistance and guidance helping the NRC staff in OIS/ICOD select the best media streaming solution for the NRC leveraging native Microsoft media streaming technology. Examples of this native functionality include Windows Media Streaming Services from Windows Server 2003, or the newest media streaming service available from Microsoft that leverages Silverlight technology. (See "Documentation," "Code Review," "Corrective Actions," "Operational IT Security and Compliance," and "Configuration of Microsoft Products," under Section 6.0 Deliverables)

This task will require the engineer to work with OIS/ICOD to provide recommendations for designing/architecting a solution that can be leveraged throughout the agency (HQ, Regions, and Resident Inspector sites), developing a deployment plan for the technology, working with the Network Operations Center and other Operational staff to test WAN connectivity, develop a proof of concept environment (virtual or CTF), and deploy the solution in production if approved.

This project will require a detailed Design Document, detailed architectural drawings of the proposed solution, Standard Operating Procedures, and other documentation as required for the project. This task will require the coordination with other offices and regions at the NRC and thorough testing must be done to ensure the selected solution performs optimally in our environment. The design should take into consideration maintenance, monitoring, and high availability of the solution. The period of performance of this subtask shall be no longer than 4 months of effort once the subtask begins. This task can be coordinated with subtask 1 to leverage the same engineers on this effort.

5.0   CONFIGURATION MANAGEMENT

No changes will be made to the production environment until those changes are approved by the NRC project officer.

The NRC configuration management process includes submission of a change request by the NRC staff into IBM Rational ClearQuest. The NRC reviews change requests, and may then assign a change request to the contractor for analysis. The contractor will provide analysis of the change request, a recommendation to resolve the change request, an estimate to complete the work, and any supporting documentation. The NRC will determine whether to initiate the recommended solution. The NRC staff will assist the contractor with the submission of artifacts to the change requests as needed. All contractor configuration management recommendations are to be made in accordance with Federal IT security policies, best practices, standards, and guidance.

6.0   DELIVERABLES

<u>Documentation</u>

The contractor shall provide written recommendations on architecture, design, and implementation/deployment, risk mitigation, and technology integration based upon information and requirements collected. These recommendations shall be provided as needed for each project, and may be revised during the course of the project as requirements are added, changed, or removed. The format of these recommendations will depend on the required effort and will be agreed upon by the contractor and project officer prior to start of the effort. These recommendations will be reviewed by the project officer or designee, and if accepted, an implementation plan—which must include step-by-step directions for the implementation and schedule—shall be provided. For problem resolution, the contractor must provide a written assessment of the problem and a course of action to analyze and resolve the problem.

Task Reporting by Subtask.

The contractor shall provide (at a minimum) a monthly status report to the project officer no later than the third (3rd) business day of every month.

A report on EACH activity shall include:

- NRC Activity Lead

- Project Health Dashboard (Green=No Impact; Yellow=Possible Impact; Red=Impact)

- Status Summary

- Work Completed (with key milestones, decisions and accomplishments)

- Work Summary (Resource, Activity Name, Actual Hours, Completed (Y/N), Estimated Hours, Comments [as appropriate])

- Total Hours for Current Report

- Total Hours to Date

A report on ALL activities to include:

- Budget Plan for current contract period (by month): Planned costs, actual costs, cost variance, planned cumulative costs, actual cumulative costs, cumulative cost difference, planned remaining budget, and actual remaining budget

- Work breakdown for each major job category as defined by project officer (by month)

- Work planned for next period

- Key risks, decisions or actions required by either the NRC or contractor (risk, impact, owner, resolution/mitigation/status)

- List of problems identified as being caused by contractor implementations (description, estimated hours to resolution, actual hours to resolution, deviation between estimated and actual hours)

The contractor shall provide project schedules, updates to project schedules, and resource requirements in Microsoft Project format to the NRC project officer as requested. The dates of the project tasks will be coordinated with and agreed to by the NRC project officer. This reporting deliverable applies, but is not limited to, the following tasks under Maintenance and Operations: 1.4 of Section 12.0, Support Tasks.

Problem Analysis

Problem resolution documentation shall be submitted to the project officer within 4 hours of issuance of the problem notification. If the problem is not resolved within 4 hours, updates shall be issued at 12 hour increments until the problem resolution has been determined and an appropriate course of action determined.

This problem analysis deliverable applies, but is not limited to, the following tasks under Maintenance and Operations: 1.2 and 1.4 of Section 12.0, Support Tasks.

Corrective Actions

Upon the request of the project officer, the contractor shall take the actions recommended by them to resolve the issue at hand.

This corrective actions deliverable applies, but is not limited to, the following tasks under Maintenance and Operations: 1.2 and 1.4 of Section 12.0, Support Tasks.

Code Review

Using best practices, the contractor shall review custom code produced by other government contractors or third-party vendors to determine maintenance by the NRC. The contractor shall provide recommendations for modifications to the code that will provide the NRC with best value and usability in the enterprise environment.

This code review deliverable applies, but is not limited to, the following tasks under Maintenance and Operations: 1.2 and 1.4 of Section 12.0, Support Tasks.

Operational IT Security and Compliance

The contractor shall ensure that NRC-approved secure baseline configurations are implemented on all of the Microsoft product specific technologies listed in: *12.0, Task 1: Maintenance and Operations.* For the technologies listed in this section that have no NRC-specified or NRC-approved baseline configuration, the contractor shall ensure these technologies are implemented under the auspices of Federal IT security "best practices", as designated by the appropriate NRC internal office.

The contractor shall identify production limitations that have been introduced by modifications to IT security settings and make recommendations for how the NRC can operate Microsoft products in a secure manner. This operational IT security and compliance deliverable applies, but is not limited to, the following tasks under Maintenance and Operations: 1.4 of Section 12.0, Support Tasks.

Configuration of Microsoft Products

Upon the reqOuest of the project officer, the contractor shall make modifications to Agency Microsoft products based on the recommendations that the contractor has made.

This corrective actions deliverable applies, but is not limited to, the following tasks under Maintenance and Operations: 1.4 of Section 12.0, Support Tasks.

7.0   Performance Measures

This section describes the performance measures that will be evaluated monthly to determine whether or not the option years will be exercised. A high performance score does not automatically indicate that an option will be exercised.

Task 1 **Maintenance and Operations**	Fails to meet expectations, objective not accomplished (1)	Objective accomplished but significant rework required (2)	Objective accomplished; met expectations in terms of quality, timeliness, and cost (3)	Superior Job in terms of quality, timeliness, and cost (4)	Outstanding Job in terms of quality, timeliness, and cost (5)
Cost Realism					
Architecting/Planning					

Support					
Design and Configuration Support					
System Health Monitoring					
Problem Identification and Resolution					

Definitions

Cost Realism - The extent to which the contractor's estimates for activities to be preformed are accurate (1 = Greater than 20 percent over budget, 2 = Greater than 10 percent over budget, 3 = On budget, 4 = More than 5 percent under budget, 5 = More than 10 percent under budget).

Architecting/Planning Support - The efficacy the of the proposed architecture in deploying new technologies or products into the Technical Reference Model and infrastructure without impact to the Production and Operating Environment (PO&E) and host applications. (Recommendations for implementation of new Microsoft software tools: 1 = Rejected by the NRC more than 50 percent of time, 2 = Rejected by the NRC more than 35 percent of time, 3 = Rejected by NRC less than 15 percent of time, Rejected by the NRC less than 10 percent of time, Rejected by NRC less than 5 percent of time).

Design and Configuration Support - The effectiveness and documentation of changes to the PO&E to ensure they are supportable and meet the conditions for secure implementation as specified and approved by the appropriate the NRC internal office(s). The Project manager will evaluate this measure based on consultation with the NRC staff and contractors responsible for maintaining contractor implementations. (Number of requests for corrections to documentation: 1 = More than 2 times, 2 = N/A, 3 = More than 1 time, 4 = N/A, 5 = No corrections required).

System Health Monitoring - The extent to which the contractor's advice helps the NRC meet its service level agreements (SLAs). (After contractor recommendation is implemented, the NRC's meets

SLAs: 1 = 85 percent of time, 2 = 90 percent of time, 3 = 95 percent, 4 = 98 percent, 5 = Greater than 99 percent of time).

Problem Identification and Resolution - The timeliness and effectiveness in resolving problems identified as being caused by contractor implementations. (Based on **initial** contractor estimates of the number of hours to resolve the identified problem. Percentage deviation from estimate: 1 = more than 100 percent above estimate, 2 = more than 50 percent above estimate, 3 = at estimate, 4 = more than 5 percent below estimate, 5 = more than 10 percent below estimate).

8.0 MEETINGS

The contractor's technical representative shall attend status meetings at NRC Headquarters to discuss work being done under this task order.