

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

2. AMENDMENT/MODIFICATION NO. M003
3. EFFECTIVE DATE 12/17/2009
4. REQUISITION/PURCHASE REQ. NO.
5. PROJECT NO.(If applicable)

6. ISSUED BY CODE 3100
U.S. Nuclear Regulatory Commission
Div. of Contracts
Attn: Sheila Bumpass
Mail Stop: TWB-01-B10M
Rockville MD 20852
7. ADMINISTERED BY (If other than Item 6) CODE 3100
U.S. Nuclear Regulatory Commission
Div. of Contracts
Mail Stop: TWB-01-B10M
Rockville MD 20852

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)
AITHERAS, LLC
8201 CORPORATE DR STE 1170
LANDOVER MD 207857204
9A. AMENDMENT OF SOLICITATION NO.
9B. DATED (SEE ITEM 11)
10A. MODIFICATION OF CONTRACT/ORDER NO.
NRC-07-09-513
10B. DATED (SEE ITEM 13)

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended, is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
(a) By completing Items 8 and 15, and returning copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
DUNS: 136947608 FFS: NSR-10-173; B&R:J-11-13501-133 JC:11125
BOC: 251A AN:31X0200.011 Amount Obligated: \$17,000

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X) A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
52.212-4 Changes
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor is not, X is required to sign this document and return 2 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)
The purpose of this modification is to:
1. Provide incremental funding in the amount of \$17,000
2. Incorporate within scope changes to the Scope of Work
3. Incorporate the Section 8(a) clauses into the contract
See the following pages for further clarifications.
Contract Ceiling Amount: \$201,207.19 (Unchanged)
Total Obligated Amount: \$119,000.00 (Changed)
Amount Remaining for Obligation: \$82,207.09 (Changed)
Period of Performance: June 8, 2009 - June 7, 2010

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)
Andreas Mitsis Managing Partner
16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
Sheila Bumpass
15B. CONTRACTOR OFFICER
15C. DATE SIGNED 12/18/09
16B. UNITED STATES OF AMERICA
16C. DATE SIGNED 12/21/09

Specific changes to this contract are as follows:

**1. Provide incremental funding in the amount of \$17,000; thereby increasing the total funding (Obligation) amount from \$102,000 to \$117,200.**

**2. Incorporate the following Section 8(a) clause into "Addendum to Section 52.212-4":**

**52.219-12 Special 8(a) Subcontract Conditions (Feb 1990)**

(a) The Small Business Administration (SBA) has entered into Contract No. NRC-07-09-513 with the NRC to furnish the supplies or services as described therein. A copy of the contract is attached hereto and made a part hereof.

(b) The Aitheras, LLC, hereafter referred to as the subcontractor, agrees and acknowledges as follows:

(1) That it will, for and on behalf of the SBA, fulfill and perform all of the requirements of Contract No. NRC-07-09-513 for the consideration stated therein and that it has read and is familiar with each and every part of the contract.

(2) That the SBA has delegated responsibility, except for novation agreements and advance payments, for the administration of this subcontract to the NRC with complete authority to take any action on behalf of the Government under the terms and conditions of this subcontract.

(3) That it will not subcontract the performance of any of the requirements of this subcontract to any lower tier subcontractor without the prior written approval of the SBA and the designated Contracting Officer of the NRC.

(4) That it will notify the NRC Contracting Officer in writing immediately upon entering an agreement (either oral or written) to transfer all or part of its stock or other ownership interest to any other party.

(c) Payments, including any progress payments under this subcontract, will be made directly to the subcontractor by the NRC.

(End of clause)

**52.219-17 Section 8(a) Award (Dec 1996)**

(a) By execution of a contract, the Small Business Administration (SBA) agrees to the following:

(1) To furnish the supplies or services set forth in the contract according to the specifications and the terms and conditions by subcontracting with the Offeror who has been determined an eligible concern pursuant to the provisions of section 8(a) of the Small Business Act, as amended (15 U.S.C. 637(a)).

(2) Except for novation agreements and advance payments, delegates to the Nuclear Regulatory Commission (NRC) the responsibility for administering the contract with complete authority to take any action on behalf of the Government under the terms and conditions of the contract; *provided*, however that the contracting agency shall give advance notice to the SBA before it issues a final notice terminating the right of the subcontractor to proceed with further performance, either in whole or in part, under the contract.

(3) That payments to be made under the contract will be made directly to the subcontractor by the contracting activity.

(4) To notify the (NRC) Contracting Officer immediately upon notification by the subcontractor that the owner or owners upon whom 8(a) eligibility was based plan to relinquish ownership or control of the concern.

(5) That the subcontractor awarded a subcontract hereunder shall have the right of appeal from decisions of the cognizant Contracting Officer under the "Disputes" clause of the subcontract.

(b) The offeror/subcontractor agrees and acknowledges that it will, for and on behalf of the SBA, fulfill and perform all of the requirements of the contract. (c) The offeror/subcontractor agrees that it will not subcontract the performance of any of the requirements of this subcontract to any lower tier subcontractor without the prior written approval of the SBA and the cognizant Contracting Officer of the (NRC).

(End of clause)

**52.219-18 Notification of Competition Limited to Eligible 8(a) Concerns (June 2003)**

(a) Offers are solicited only from small business concerns expressly certified by the Small Business Administration (SBA) for participation in the SBA's 8(a) Program and which meet the following criteria at the time of submission of offer—

(1) The Offeror is in conformance with the 8(a) support limitation set forth in its approved business plan; and

(2) The Offeror is in conformance with the Business Activity Targets set forth in its approved business plan or any remedial action directed by the SBA.

(b) By submission of its offer, the Offeror represents that it meets all of the criteria set forth in paragraph (a) of this clause.

(c) Any award resulting from this solicitation will be made to the Small Business Administration, which will subcontract performance to the successful 8(a) offeror selected through the evaluation criteria set forth in this solicitation.

(d)(1) Agreement. A small business concern submitting an offer in its own name shall furnish, in performing the contract, only end items manufactured or produced by small business concerns in the United States or its outlying areas. If this procurement is processed under simplified acquisition procedures and the total amount of this contract does not exceed \$25,000, a small business concern may furnish the product of any domestic firm. This paragraph does not apply to construction or service contracts.

(2) The Aitheras, LLC, will notify the NRC Contracting Officer in writing immediately upon entering an agreement (either oral or written) to transfer all or part of its stock or other ownership interest to any other party.

(End of clause)

**3. Delete the current Scope of Work and Replace with the following:**

**U.S. NUCLEAR REGULATORY COMMISSION (NRC)  
OFFICE OF NUCLEAR SECURITY AND INCIDENT RESPONSE (NSIR), DIVISION OF  
PROGRAM MANAGEMENT, POLICY DEVELOPMENT AND ANALYSIS (PMDA)  
STATEMENT OF WORK**

**SUPPORT FOR NSIR IT COORDINATION AND ADMINISTRATIVE ACTIVITIES**

**1. BACKGROUND**

The Office of Nuclear Security and Incident Response (NSIR) is enhancing its support for Information Technology (IT) coordination and administrative activities. NSIR is restructuring its

business processes and operations to increase the effectiveness and efficiency of NSIR IT coordination and administrative activities contributing to the accomplishment of the Agency's mission.

NSIR has approximately 260 personnel to include employees, interns, consultants, contractors and associates that require IT coordination support. IT coordination support and administrative activities are fully described in Section 3, Task 2 below.

## 2. OBJECTIVE

The objective of this contract is to obtain contractor support for IT coordination and administrative activities within NSIR.

## 3. SCOPE OF WORK

The Contractor shall support NSIR in meeting the objective described above by providing the support described in the Tasks below. The Contractor shall coordinate with other NRC Offices as necessary to accomplish these tasks, especially the Office of Information Services (OIS).

The Contractor shall include in its contract proposal a discussion of its approach to accomplishing each Task described below.

### Task 1: Kick-off Meeting, Project Plan, and Project Coordination

The Contractor shall submit a Project Plan that addresses each of the tasks defined in the Statement of Work for this requirement. The plan shall briefly describe individual tasks and identify key milestones. The Project Plan shall address the following areas:

1. Milestone Project Plan
2. Work Breakdown Structure
3. Communications Plan
4. Configuration Management Plan
5. Risk Management Plan

To facilitate project coordination and planning, the contractor shall plan on monthly project management meetings with the NRC Project Officer and/or Technical Monitor, and as needed, associated staff. These monthly meetings shall typically take no more than two (2) hours. At these meetings, the contractor shall describe the accomplishments since the last meeting, problems/issues encountered, plans for resolution of problems/issues, schedule impact, if any, and overall project status. The NRC Project Officer or Technical Monitor may schedule additional or less frequent meetings depending on the work progress and problems/issues encountered.

**Deliverables:** A draft Project Plan shall be provided to the NRC staff at the kick-off meeting for this project and shall be discussed at that meeting. A Final Project Plan shall be provided within one (1) week of the kick-off meeting. See Section 5 for deliverable due dates. This Project Plan shall include a more refined breakdown of individual tasks, including milestones, and shall address concerns raised at the project kick-off meeting. The project plan(s) shall be kept up-to-date and modified as decisions and work adjustments are made.

**Standard:** The Contractor's deliverable must be submitted by 5:00 p.m. EST on the due date specified by the contract. The Project Plan shall be in a format compatible with Microsoft Office Professional Suite 2003 or later. The Milestone Project Plan and Work Breakdown Structure part of the plan must be submitted in Microsoft Project 2003 or later.

Task 2: Provide IT Coordination & Administrative Support

For the services listed in Section 3 below, the contractor shall provide IT coordination and administrative support in the following areas:

1. **NSIR Property Account Maintenance**  
This includes assisting with maintaining accurate and up to date records in the NRC's property management system by keeping NSIR property custodians informed of the addition, the deletion, and the movement of NSIR property. . This also includes administrative duties such as completing and filing government forms associated with the disposition of property in addition to assisting with the mandatory Agency annual property inventory audit by providing an inventory of NSIR loaner equipment and by providing information that assists with finding NSIR assets. NSIR has approximately 2000 property items and of these approximately 550 are in the NSIR PMDA property account. The contractor will only be responsible for the administrative duties associated with NSIR PMDA property. This does not include items provided under the Agency Seat Management contract and specialty software (see 2 below for specialty software tracking requirements).
2. **NSIR IT Purchase Support and NSIR PMDA Specialty Software License Tracking**  
This includes researching, recommending, and receiving vendor quotes for hardware and software to meet NSIR personnel requirements and Agency standards. This also includes the preparation, submission, and filing of NRC purchase requests. This only includes items not provided under the Agency Seat Management contract such as specialty software, hardware peripherals, and special purpose laptops. Hardware items meeting Agency tracking requirements must be entered into the NSIR's property accounts (see 1 above for requirements). Specialty software license assignments and counts must be accurately and timely tracked separately from the NRC's property management system (e.g., on a Microsoft Excel spreadsheet or Access database).
3. **Support for NSIR Moves**  
This includes tracking and enabling all NSIR personnel moves, new personnel setups, and personnel departure preparations. This requires coordination with NSIR PMDA Administrative Management Branch staff and utilization of the NRC's IT ticketing system. The physical movement of telephone and computer equipment is performed under other Agency contracts.
4. **Support for NSIR Web Server and Postings on NRC's Public and Private Web Sites**  
This includes receiving, coordinating, and submitting staff requests for content and design changes on NSIR's web server and the NRC's public and private web sites. The NSIR web server is maintained under a separate NSIR PMDA contract. However, the contractor shall post routine document updates to NSIR's web server.
5. **Administrative support for NSIR's Change Control Board (CCB)**

This includes agenda preparation for the monthly meeting, recording meeting minutes, and maintaining the appropriate electronic files of CCB documents (e.g. Agendas, Minutes, and Change Request Forms submitted by NSIR PMDA project managers) in NSIR's electronic repository.

6. IT Coordination

IT coordination means providing help desk support that NSIR employees and associates may consult as a central point of contact concerning their Agency and NSIR computers and computer needs. This help desk shall be staffed, at a minimum, by 1 contractor staff during normal working hours Monday through Friday as agreed upon by the PO and contractor. The help desk shall use either or both the NRC's ticketing system and their own tracking system to keep track of the requests that come in. Each help desk ticket shall contain at least the following information: date ticket opened; name, location, LAN ID, and phone number of the NSIR personnel opening the ticket; description of the trouble; and resolution description. Note: the exception to the resolution description requirement is if an OIS staff or contractor closes the ticket, then the NSIR PMDA contractor is not held responsible for providing the resolution description. Requests not forwarded to OIS contractors or staff for resolution must be tracked separately by the contractor. Typical help desk requests include, but are not limited to, the loan of a laptop and/or projector, computer malfunction help, software application usage assistance, printer mapping requests, conference room port activation, and software installation requests. The contractor shall attend regular IT Coordinator meetings hosted by OIS staff and serve as the Office point of contact for the coordination and scheduling of OIS hardware and software upgrades, modifications, and refresh projects within NSIR.

7. Technical Support for New IT Equipment and Software

This includes transporting new IT equipment and software, not associated with another contractor supported project within NSIR, to the NRC Consolidated Test Facility (CTF) for security testing and hardening. The contractor shall conduct IT hardening per NRC standard procedures.

**Deliverables:** See Section 5 for deliverables and due dates.

**Standard:** The Contractor's deliverable must be submitted by 5:00 p.m. EST on the due date specified by the contract. The Contractor's submitted deliverables shall be in the appropriate format compatible with Microsoft Office Professional Suite 2003 or later. The deliverable shall be, at a minimum, 98 percent free of grammatical and spelling errors, this does not apply to daily help desk tickets.

### 3. DESCRIPTION OF SERVICES

#### Introduction

In performing the activities of this SOW, the contractor shall ensure that their activities are consistent with all NRC IT policies, management directives, and configuration standards.

#### 3.1 Seat Managed Computers

Contractor support is required to provide NSIR IT coordination for the computers (to include monitors, keyboards, mice, and laptops) provided under the NRC Agency Seat Management contract. Each NRC employee and some contractors are provided a computer under this contract. This contract is managed by the Office of Information Services (OIS). Most of the support for these computers is also provided under this contract. This contract also provides support for computer and peripheral (e.g. local printers) moves and software computer inventory reports. However, IT coordination between the NSIR personnel and the OIS employees and contractors shall be provided. This means help desk and technician support to include IT "triage" (computer is disabled in a trivial manner, fix it on the spot; or computer needs to be referred to the OIS seat management contractor for repair or replacement).

### 3.2 Software Support

Contractor support is required to provide NSIR IT coordination for productivity and collaboration software such as Microsoft Office Professional suite and SharePoint. Most of the support for this software is provided under the NRC Agency Seat Management contract, managed by OIS. However, IT coordination between the NSIR personnel and the OIS employees and contractors supporting this software shall be provided. This means helpdesk and technician support to include IT "triage" (software is disabled in a trivial manner, fix it on the spot; or software issue needs to be referred to the OIS contractor for assistance).

### 3.3 Telecommunications

Contractor support is required to provide NSIR IT coordination for office phones, secure phones, cell phones, pagers, and BlackBerrys. The service plans, support (including relocation), and wiring for these items is provided by OIS and other NSIR contractors. However, IT coordination between the NSIR personnel and the OIS and NSIR employees and contractors supporting these devices shall be provided. This means helpdesk and technician support to include IT "triage" (phone is disabled in a trivial manner, fix it on the spot; or phone needs to be referred to the OIS or NSIR telecommunications contractor for repair or replacement).

### 3.4 Printers, Fax Machines, Copiers, Scanners, and Supplies

Contractor support is required to provide NSIR IT coordination for printers, fax machines, copiers, and scanners. The support, phone service, and wiring is provided by OIS contractors. However, IT coordination between the NSIR personnel and the OIS employees and contractors supporting these devices shall be provided. This means help desk and technician support to include IT "triage" (device is disabled in a trivial manner, fix it on the spot; or device needs to be referred to the OIS contractor for repair or replacement) and provisioning supplies. NSIR personnel will notify the IT Coordinator when toner and ink supplies are needed. The IT Coordinator shall obtain the necessary cartridge from the Agency Supply room and appropriately recycle the used cartridge.

### 3.5 NSIR Owned Computers

Contractor support is required to provide NSIR IT Coordination for a small fleet of NSIR-owned computers which include approximately 10 mobile laptops. This means help desk and technician support to include IT "triage" (laptop is irreparably broken, properly dispose of it; laptop is disabled in a trivial manner, fix it on the spot; or laptop needs to be referred to the

manufacturer for warranty repair- if available), component tracking, component maintenance, patch management, account establishment, and system administration. The operating system and applications on these laptops must be maintained on a monthly basis to meet Agency security and functionality requirements. The patch management of these laptops is provided by the Agency Seat Management contract. However, IT coordination between the OIS employees and contractors performing this patch management shall be provided. This shall be coordinated so as to maximize availability of the laptops to NSIR personnel.

### 3.6 NSIR Owned Peripherals

Contractor support is required to provide NSIR IT coordination support for computer and telecommunication peripherals which include items such as:

1. Monitors
2. Keyboards
3. Mice
4. Local printers
5. CDROM burners
6. DVD burners
7. Scanners
8. Plotters
9. Telephone head sets
10. Satellite phones
11. Conferencing phones
12. Computer speakers
13. Computer projectors
14. Extension cords
15. LAN cables

This means help desk and technician support to include IT "triage" (item is irreparably broken, properly dispose of it; item is disabled in a trivial manner, fix it on the spot; or item needs to be referred to the manufacturer for warranty repair- if available) and end user support for these items (e.g., usage assistance and replacing consumables). This also means inventorying, tracking, and recommending purchase of consumables, such as toner cartridges, for these items.

## 4. STANDARD WORK APPROACH

When working on documents, the Contractor shall comply with all prevailing NRC document formatting standards. The NRC Project Officer or Technical Monitor will ensure that the Contractor has access to all applicable NRC standards.

## 5. DELIVERABLES



Deliverable No.	Task	Subject	Due Date
1.1	1 - Project Plan and Project Coordination	Kick-off Meeting; Draft Project Plan	Within 5 working days from award
1.2	1 - Project Plan and Coordination	Final Project Plan	Within 5 working days from kick-off meeting
2.1	2 - Provide IT Coordination & Administrative Support	NSIR PMDA Property Inventory (including cell phones, laptops, computer peripherals, BlackBerrys, etc.)	NSIR PMDA Property Inventory List due 90 days from contract award. Within 5 working days from any changes, the inventory list shall be updated. Changes in inventory shall be noted in the MTFP reports.
2.2	2 - Provide IT Coordination & Administrative Support	IT Purchase Support Summary (research completed, recommendations made, quotes received and purchase requests prepared).	The IT Purchase Support Summary shall be included in the MTFP reports. IT purchase recommendations must be completed and forwarded to OIS for approval within 5 working days of receipt. If approved, they must be forwarded for purchase within 2 working days of receipt of approval.
2.3	2 - Provide IT Coordination & Administrative Support	Specialty Software License Inventory (non Seat Management Contract supplied).	Specialty Software License Inventory due 60 days from contract award. Within 5 working days from any changes, the inventory list shall be updated. Changes in inventory shall be noted in the MTFP reports.

2.4	2 - Provide IT Coordination & Administrative Support	Move Summary (new and terminating personnel, current personnel moves). This must include telephone reassignments, equipment moves, software tracking, and room assignments.	Initial Move Summary due 90 days from contract award. Within 5 working days from any changes, the move summary shall be updated. The Move Summary shall be included in the MTPR report. Move requests must be forwarded for completion within 2 working days of receipt.
2.5	2 - Provide IT Coordination & Administrative Support	Web Content Summary (deletions, additions, and modifications made to content).	The Web Content Summary shall be included in the MTPR report. Web requests must be forwarded within 2 days and posted within 5 days of receipt.
2.6	2 - Provide IT Coordination & Administrative Support	CCB Support Summary (support provided and list of documents created and filed).	The CCB Support Summary shall be included in the MTPR report. CCB artifacts, minutes and document changes must be posted within 5 working days after the monthly CCB meeting.
2.7	2 - Provide IT Coordination & Administrative Support	Supply Status Summary (laser toner cartridges, ink jet supplies, fax cartridges, and other supplies purchased by NSIR or obtained from the NRC Supply store).	Initial Supply Status Summary due 90 days from contract award. The Supply Status Summary shall be updated monthly in the MTPR report.

2.8	2 - Provide IT Coordination & Administrative Support	Help Desk Tickets	On a daily basis the tickets shall be updated to include current status and/or closed within the NRC's IT ticketing system or within the contractors IT ticket tracking system. A summary of activities and difficulties or anomalies shall be noted in the MTPR report.
-----	--	-------------------	--

5.1 Instructions for Deliverables

Deliverables shall be delivered per the lead times specified in the cost proposal and consistent with the deliverables schedule as shown in this statement of work. Each draft shall be submitted for Agency review. If the Agency makes changes to the draft, the Contractor shall submit a corrected draft for Agency review. Upon approval of the draft by the Project Officer, the deliverable shall be submitted in final form. The Project Officer shall have 5 working days to review draft deliverables upon receipt. For large or complex documents, the agency shall have additional review time as agreed to between the Project Officer and the Contractor.

All deliverables, in both draft and final form, shall be submitted as both electronic and hard copy in the appropriate format. The format for the deliverables shall be appropriate to the deliverable type.

All written deliverables shall be phrased in language that can be understood by the non-technical layperson. Statistical and other technical terms used in the deliverable shall be defined in a glossary.

**6. PERSONNEL QUALIFICATIONS**

The Contractor shall provide qualified, competent, and fully trained personnel to perform the support activities delineated under this contract. The Contractor shall maintain qualified backup personnel so that continuity of service shall not be disrupted at any time. The Contractor shall provide staff with the appropriate skills who meet or exceed the qualifications described below. Resumes of proposed personnel shall be provided that demonstrate their professional experience, and their knowledge, skills, and abilities.

The IT Coordination Technician must have experience in providing IT support and administration activities in an enterprise environment and in meeting federal computer security

requirements. They must possess strong interpersonal skills with experience in a customer service setting and have the ability to balance multiple work assignments and address shifting task priorities.

A qualified candidate shall be able to:

1. Use subject-matter knowledge and judgment to complete assignments consisting of numerous steps varying in nature and sequence.
2. Select from alternative methods and refer problems not solvable by adapting or interpreting substantive guides, manuals, or procedures.
3. Maintain a wide variety of financial or other records (stored both manually and electronically), compile information, and verify statistical and other reports for accuracy and completeness.
4. Provide technical and operational support to users of personal computers (PC), either by telephone or desktside, for software packages (e.g. Microsoft Outlook, Word, Excel etc) and PC hardware and peripherals.
5. Troubleshoot computer problems and perform IT triage.
6. Provide IT coordination to enable Agency contractors and employees to provide support for NSIR personnel to include software support and the installation, testing, repair, and troubleshooting of stand-alone PCs, networked PCs, printers, and other computer peripherals.
7. Meet NRC's requirements for and receive the appropriate IT Level security clearance.

## **7. REPORTING REQUIREMENTS**

The requirements for Reporting Requirements apply to all deliverables discussed herein.

### **7.1 Monthly Reports and Reviews**

#### **7.1.1 Monthly Technical Progress Reports (MTPR)**

The contractor shall provide a Monthly Technical Progress Report to the Project Officer and the Contracting Officer. The report is due the 20th of each month and must identify the title of the project, the contract number, Job Code Number (JCN), project manager, contract period of performance, and the period covered by the report. Each report must include the following:

- a. A listing of the efforts completed during the period, by individual's name and milestones reached or, if missed, an explanation must be provided.
- b. Progress reports shall cover all work completed during the preceding month and shall represent the work to be accomplished during the subsequent month. This report shall also identify 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. The MTPR shall include a summary of cumulative issues that lists all issues encountered, current status of the issue (open or resolved), and for resolved issues a description of the resolution.
- d. A report of resource usage and spending for each sustained support project. This report shall detail any deviations from the spending and resource usage plan.

#### 7.1.2 Monthly Financial Status Report (MFSR)

The contractor shall provide a Monthly Financial Status Report to the Project Officer and Contracting Officer. The report is due the 20th of each month and must identify the title of the project, the contract number, Job Code Number (JCN), project manager, the contract period of performance, and the period covered by the report. Each report must include the following for each task:

- a. Provide total estimated cost (Value) of the project as reflected in the contract, the amount of funds available in the contract to date, and the balance of funds required to complete the work as follows:
  - 1. Total estimated contract amount;
  - 2. Total funds obligated to date;
  - 3. Total costs incurred this reporting period;
  - 4. Total costs incurred to date;
  - 5. Provide a detail of all direct costs incurred during the reporting period for the entire contract, if applicable;
  - 6. Balance of obligations remaining;
  - 7. Balance of funds required to complete the contract; and
  - 8. Contractor Spending Plan (CSP) Status.
- b. Projected percentage of completion cumulative through the report period for the project as reflected in the current CSP.

Indicate if there has been a significant change 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 8.

- c. 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 work effort will be either greater or substantially less than what had been previously estimated.
- d. 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 report 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), both of which are hereby incorporated by reference and made a part of this contract.

**8. PLACE OF PERFORMANCE**

All work performed under this contract shall be performed primarily at NRC Headquarters in Rockville, MD. NRC will provide the necessary work space, desktop computer, system access, and telephone.

**9. NRC FORM 187 (ATTACHED)**

## Acquisition Summary

Contractor: Aitheras, LLC  
Contract No: NRC-DR-07-09-513  
Contract POP: June 8, 2009 – June 7, 2010  
Contract Ceiling: \$201,207.19  
Obligation Amount Per This Mod: \$17,000  
Adjusted Total Obligation Amount: \$119,000  
Amount Remaining for Obligation: \$82,207.09  
RFPA No.: 07-09-513/FFS:NSR-10-173  
Project Officer: Louise Lovell, NSIR/PMDA/ITB  
Contracting Officer: Sheila Bumpass

---

### Procurement Key Milestones

	<u>Dates</u>
RFPA and Revised SOW received in DOC	12/10/2009
Draft Modification to Contractor for Review	12/14/2009
Signed Modification Received in DOC	12/22/2009
Modification Award	12/22/2009

### Contract Purpose/Objective

The objective of this contract is to obtain contractor support in support of the NSIR IT coordination.

### Modification Purpose

**Mod 1-** Provided \$27,000 in incremental funding.

**Mod 2-** Changed the PO from Omar Khan to Louise Lovell

**Mod 3 -** The purpose of this modification is to provide incremental funding, incorporate Section 8(a) clauses missing from the contract award document, and to make within scope changes to the SOW. The changes are editorial and clarification, not affecting the contract's total estimated cost (TEC) or distribution of line items: Task 2 – Property Account Maintenance – clarified that the contractor is only responsible for administrative duties associated with NSIR PMDA property (not Seat Management and specialty software). IT Coordination – changed the help desk stated time from “contractor staff starting at 7:30 am and ending between 4:15 pm Monday through Friday” to “normal working hours” agreed upon by the contractor and PO. This change allows flexibility in alignment with the Agency's flex schedules. Telecommunications: removed “NSIR employees.” NSIR Owned Computers – Added “account establishment and system administration.” The additional words resulted in the following sentence change: “This means help desk and technician support to include IT “triage” (laptop is irreparably broken, properly dispose of it; laptop is disabled in a trivial manner, fix it on the spot; or laptop needs to be referred to the manufacturer for warranty repair- if available), component tracking, component maintenance, and patch management, account establishment and system administration.”

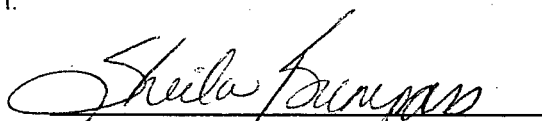
### Discussion:

The project officer requested award of this contract to fulfill a critical need within NSIR. The awarding project officer (Omar Khan) anticipated a total level of effort of 2040 hours. The contract is for a one year period of performance. SBA accepted this requirement into the 8(a) program on May 14, 2009. A RFP was issued to Aitheras, LLC on May 4, 2009 with a proposal due date of 3:30 pm on May 22<sup>nd</sup>, under the SBA Section 8(a) program as a sole source requirement. The changes reflected above do not affect the contract's ceiling, period of performance, or total estimated cost. The contractor concurred with the changes prior to execution of the modification. Modification 3 was prepared under the authority of the Changes Clause, and was sent to the contractor for review, formal concurrence, and signature on 12/14. The contractor signed and returned the modification on 12/22.

### RECOMMENDATION

Based upon the foregoing, the signing of this memorandum represents that the rates are fair and reasonable and constitutes approval of award of this modification.

12/22/09  
Date

  
Sheila Bumpass  
Contracting Officer