

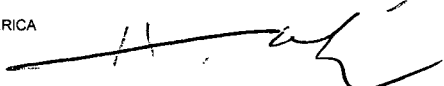
IMPORTANT: Mark all packages and papers with contract and/or order numbers.

BPA NO.

1. DATE OF ORDER 08-31-2010		2. CONTRACT NO. (if any) GS35F4900H		6. SHIP TO:	
3. ORDER NO. NRC-DR-33-10-357		4. REQUISITION/REFERENCE NO. OIS-10-357		a. NAME OF CONSIGNEE U.S. Nuclear Regulatory Commission	
5. ISSUING OFFICE (Address correspondence to) U.S. Nuclear Regulatory Commission Div. of Contracts, IMT Branch Attn: H. (Eddie) Colon, Jr. 301-492-3620 Mail Stop: TWB-01-B10M Washington, DC 20555				b. STREET ADDRESS Attn: John Beatty OIS/BPIAD/EASB Mail Stop O-6-E-7 11555 Rockville Pike	
7. TO:		c. CITY Rockville		d. STATE MD	e. ZIP CODE 20852
a. NAME OF CONTRACTOR FORRESTER RESEARCH, INC.				f. SHIP VIA	
b. COMPANY NAME				8. TYPE OF ORDER	
c. STREET ADDRESS 400 TECHNOLOGY SQ				<input type="checkbox"/> a. PURCHASE <input checked="" type="checkbox"/> 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.	
d. CITY CAMBRIDGE		e. STATE MA	f. ZIP CODE 021393583	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.	
9. ACCOUNTING AND APPROPRIATION DATA 010-15-5F1-325 J1267 252A 31X0200.010 OBLIGATE: \$47,282.01 (FFS Commitment # 10070707)				10. REQUISITIONING OFFICE OIS OIS/BPIAD/EASB	
11. BUSINESS CLASSIFICATION (Check appropriate box(es))				12. F.O.B. POINT Destination	
<input checked="" type="checkbox"/> a. SMALL <input type="checkbox"/> b. OTHER THAN SMALL <input type="checkbox"/> c. DISADVANTAGED <input type="checkbox"/> d. WOMEN-OWNED <input type="checkbox"/> e. HUBZone <input type="checkbox"/> f. EMERGING SMALLBUSINESS <input type="checkbox"/> g. SERVICE-DISABLED VETERAN-OWNED					
13. PLACE OF		14. GOVERNMENT B/L NO.		15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date)	
a. INSPECTION		b. ACCEPTANCE		9/1/2010 - 8/31/2011	
				16. DISCOUNT TERMS Net 30	

17. SCHEDULE (See reverse for Rejections) See CONTINUATION Page

ITEM NO. (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	DUNS # 106765928 The contractor shall provide "IT Research and Advisory Subscription Services" in accordance with the attached Statement of Work, the terms and conditions of GSA Schedule No. GS-35F-4900H, and the attached Fixed Prices (Refer to PRICE SCHEDULE for details) Attachment 1 - STATEMENT OF WORK Attachment 2 - PRICE SCHEDULE (including Options) Attachment 3 - FFP BILLING INSTRUCTIONS Ceiling: \$47,282.01 Obligations : \$47,282.01 Current Period of Performance: 9/1/2010 - 8/31/2011 Optional Period of Performance: 9/1/2011 - 8/31/2012 Reference your quote dated 8/6/2010, as revised 8/23/2010.	1	LOT	47,282.01	\$47,282.01	

18. SHIPPING POINT		19. GROSS SHIPPING WEIGHT		20. INVOICE NO.		\$47,282.01		
21. MAIL INVOICE TO:								
a. NAME Department of Interior / NBC NRCPayments_NBCDenver@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		\$47,282.01		17(h) TOTAL (Cont. pages)	
22. UNITED STATES OF AMERICA BY (Signature) 				23. NAME (Typed) Heriberto Colón, Jr. Contracting Officer TITLE: CONTRACTING/ORDERING OFFICER				17(i). GRAND TOTAL

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DATE OF ORDER: 08-31-2010 CONTRACT NO.: GS35F4900H ORDER NO.: NRC-DR-33-10-357

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	<p>NRC Project Officer: John Beatty, office 301-415-5774, email John.Beatty@nrc.gov</p> <p>[REDACTED]</p> <p>Please indicate your acceptance of this delivery order by having an official who is authorized to bind your organization execute/sign this document in the space provided below and return a signed electronic copy to Heriberto.Colon@nrc.gov</p> <p>Accepted: Delivery Order NRC-DR-33-10-357</p> <p><i>Michael Doyle</i> Signature</p> <p>Michael Doyle Name Chief Financial Officer</p> <p>Title</p> <p>Date 8-31-10</p> <p>Attachments:</p> <ol style="list-style-type: none"> Statement of Work Price Schedule Billing Instructions 					

TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H))

A.1 52.217-6 OPTION FOR INCREASED QUANTITY (MAR 1989)

The Government may increase the quantity of supplies called for in the Schedule at the unit price specified. The Contracting Officer may exercise the option by written notice to the Contractor within Base Year and/or Option Year (if exercised). Delivery of the added items shall continue at the same rate as the like items called for under the contract, unless the parties otherwise agree.

A.2 52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within 60 days; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 10 days before the contract expires. The preliminary notice does not commit the Government to an extension.

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

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 5 years.

A.3 PROJECT OFFICER AUTHORITY ALTERNATE 2 (FEBRUARY 2004)

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

Name: **John D. Beatty**
Address: **U.S. Nuclear Regulatory Commission**
Mail Stop: O6-D3M
Washington, DC 20555-0001
John.Beatty@nrc.gov

Telephone Number: **301-415-5774**

(b) The project officer shall:

(1) Monitor contractor performance and recommend changes in requirements to the contracting officer.

(2) Inspect and accept products/services provided under the contract.

(3) Review all contractor invoices/vouchers requesting payment for products/services provided under the contract and make recommendations for approval, disapproval, or suspension.

(4) Immediately notify the Security Branch, Division of Facilities and Security (SB/DFS) (via e-mail) when a contractor employee no longer requires access authorization and return of any NRC issued badge to SB/DFS within three days after their termination.

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

*To be incorporated into any resultant contract

A.4 OPTION PERIODS - TASK ORDER/DELIVERY ORDER UNDER A GSA FEDERAL SUPPLY SCHEDULE CONTRACT (MARCH 2007)

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

For proposal evaluation purposes, the NRC assumes that applicable Evergreen Clause Option(s) will be exercised and the NRC will apply price analysis, as applicable. It is in the best interest of the Offeror to explain major deviations in escalation, proposed in any Evergreen Clause option years. Resulting GSA task/delivery order option years subject to the Evergreen Clause will be initially priced utilizing the same rates proposed under the last GSA-priced year of the subject GSA Schedule. Upon GSA's exercise of the GSA Schedule option year(s) applicable to the Evergreen Clause, the NRC will modify the awarded task/delivery order to incorporate either the proposed pricing for the option years or the GSA-approved pricing (whichever is lower).

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

U.S. NUCLEAR REGULATORY COMMISSION (NRC)
OFFICE OF INFORMATION SERVICES (OIS)

STATEMENT OF WORK
IT RESEARCH AND ADVISORY SUBSCRIPTION SERVICES

1.0 Background

The NRC seeks to obtain IT research and advisory subscription services.

The NRC's mission is to regulate the Nation's civilian use of byproduct, source, and special nuclear materials to ensure adequate protection of public health and safety, to promote the common defense and security, and to protect the environment. In support of the mission, the NRC's Office of Information Services (OIS) plans, directs, and oversees the delivery of centralized information technology (IT) infrastructure, applications, and information management (IM) services, and the development and implementation of IT and IM plans, architecture, and policies.

OIS is divided into four divisions: the Business Process Improvement and Applications Division (BPIAD), the Infrastructure and Computer Operations Division (ICOD), the Information and Records Services Division (IRSD), and the Program Management, Policy Development, and Analysis Staff (PMAS). See <http://www.nrc.gov/about-nrc/organization/oisfuncdesc.html> for a description of the organizational structure and responsibilities of OIS.

Though the need for IT research and advisory services can be found within multiple divisions, this SOW is focused on the specific needs of the Enterprise Architecture and Standards Branch (EASB) of BPIAD. IT research and advisory services are required by EASB in support of the following major functions:

- Developing, planning, and implementing the agency's Enterprise Architecture (EA) program.
- Ensuring that Information Technology (IT) / Information Management (IM) projects are aligned with the agency's Enterprise Architecture and with the Federal Enterprise Architecture.
- Establishing IT direction and standards to support the agency's mission and program goals.
- Acting as a liaison with internal and external customers to understand business needs and to identify opportunities where IT/IM may be used to make their activities more effective and efficient.
- Supporting and maintaining a separate technology lab environment for prototype and pilot programs.
- Performing technology assessments, white papers, and pilots for new and emerging technologies.

- Reviewing requests for introduction of new technology products and standards into the NRC environment
- Managing the life cycle of enterprise architecture models based or tied to the Federal Enterprise Architecture (FEA) Reference Models.

2.0 Objective

The objective of this proposed contract is to provide EASB with IT research and advisory subscription services. Rapidly evolving technologies and strategies make it impractical to possess all of the required in-house expertise and information required for strategic planning and tactical decisions. These services will allow the NRC to quickly react to changes in technology in order to make effective and informed strategic and tactical business decisions.

3.0 Scope of Work

The contractor shall provide the NRC with IT research and advisory subscription services.

IT Research services offered by the contractor shall include access to the contractor's store of previously published and new IT research documents. The IT research shall mostly have a customer (buy-side) rather than vendor (sell-side or marketing) focus.

The contractor shall provide the option for the NRC to purchase IT research services that include unlimited access to analyst advisory services. The NRC may choose to purchase some number of IT research subscription seats that do not include analyst advisory services, unless the contractor only sells subscriptions with an enterprise license.

The purpose of analyst advisory services is for the NRC to obtain answers to questions related to the content of the contractor's research. Inquiries shall generally be related to the interpretation or application of the research and shall be typically satisfied in about 30 minutes of analyst discussion and/or research. It is desirable that the standard analyst advisory services also include limited (requiring no more than 60 minutes of analyst time) technology reviews of short (about 20 pages or less) business related documents.

In the interest of obtaining multiple points of view, the NRC is seeking to acquire one or more solutions.

Additional services that may add value to the contractor's IT research and advisory subscription services solution(s) should be included (e.g., briefings, analyst on-site visits, facilitated sessions, conference tickets, document toolkits and templates, online communities, web conferences, assigned analysts, and/or pre-recorded media.)

In general, the IT research and advisory services shall be able to be leveraged by the NRC to:

- Obtain credible, authoritative, and independent IT information sources
- Enhance staff/leader knowledge, productivity, and performance
- Discover and comprehend IT innovations and best practices
- Bring clarity to complex IT issues and discover the alternatives
- Help in making decisions about IT investments
- Provide a sanity check or sounding board for technology decisions
- Identify qualified vendors and provide short-lists of vendor solutions
- Report IT industry news and technology trends
- Get beyond vendor hype and verify vendor claims/promises
- Reduce the time it takes to make technology and IT product assessment decisions
- Develop and select technical standards for the NRC's IT architecture
- Plan for future technology changes
- Identify opportunities where IT may be used to make activities more effective and efficient
- Provide background information on key technologies, IT topics, and issues

4.0 Requirements

The section below lists the requirements for the IT Research and Advisory Subscription Services.

4.1 Mandatory Requirements for IT Research Subscription Services

The contractor shall minimally provide, but not be limited to, the following requirements:

- 1) The contractor shall provide a broad range of reports within IT research coverage applicable to the scope and requirements of this statement of work.
- 2) General Requirements:
 - a) Provide unlimited web access to all previously-published and new contractor research and advisory documents, with 99% availability
 - b) Provide document web search capabilities
 - c) Permit any IT research reports to be printed locally to a printer
 - d) Permit any IT research reports to be saved locally to a PC hard drive
 - e) Provide all IT research reports in an industry standard document format (Ex. Adobe Portable Document Format (PDF), Microsoft Word, or Hypertext Markup Language (HTML))
 - f) Provide the scope and/or limitations of sharing of their IT Research Services within the agency. Contractor shall specify the mode of distribution permitted (verbal and/or printed). Contractor shall also be required to specify if the research information gathered from the contractor's web site is limited to the individual subscriber's use, or if it is available to be shared with a wider audience. If the research information may be shared, the contractor shall provide some illustrative examples of what is permitted and not permitted.

Some examples of some possible types of information sharing are described below:

- i) Individual (subscriber) – 1 person maximum
 - ii) Team (includes subscriber) – 6 persons maximum
 - iii) Project/Workgroup (includes subscriber) – Minimum 2 persons / Maximum 20
 - iv) Entire enterprise – All NRC employees and designated NRC contractors (having NRC email address)
- 3) The IT research services shall include significant coverage of technology issues of interest to, relevant for, and specific to the United States Federal Government.
 - 4) The IT research services shall include coverage of Enterprise Architecture (EA)

- a) Within the EA coverage area there shall be a significant quantity of research targeted to the needs of Enterprise Architects
 - b) The IT research services shall include coverage of at least the following related topics:
 - i) EA management
 - ii) Business and IT synchronization
 - iii) Achieving results in EA
 - iv) Data technologies and standards
 - v) Platforms, languages and frameworks
 - vi) Service Oriented Architecture
 - vii) Integration and process-orientation strategies
 - viii) Data modeling
 - c) The contractor shall retain at least one senior IT research analyst dedicating a major amount of their time to the coverage of EA.
- 5) The IT research services shall include significant coverage of the following subjects:
- a) Cloud Computing
 - b) Content management and collaboration (including Microsoft SharePoint)
 - c) Social media applications and their use in the enterprise
 - d) Security architecture and technologies
 - e) Identity and access management
 - f) Enterprise network architecture and technologies
 - g) Software development platforms and technologies
 - h) IT governance

4.2 Mandatory Requirements for Analyst Advisory Subscription Services

The analyst advisory services shall provide access to senior IT analysts via phone and/or email for the purposes of asking questions and/or obtaining advice within the scope and content of the contractor's existing research. The contractor shall include the scope and limitations of this service with respect to time, frequency, and audience participation.

The contractor's solution shall minimally provide the following requirements:

- Unlimited analyst advisory services uses per year
- Response to requests by telephone for analyst advisory services shall be within 48 hours of the request, and shall allow for a conversation duration of up to 30 minutes, as a minimum
- Provide analyst advisory services response within 48 hours to email inquiries

5.0 Quality Control

The documents shall be legible and readable in both web and print formats.

6.0 Place of Performance/Hours of Operation

The place of performance for this order is off-site at the contractor's location.

The hours of operation for IT Research Services are flexible as long as 99% service availability is maintained throughout the period of this contract.

The hours of operation for the optional Analyst Advisory Services, is 9:00 a.m.-5:00 p.m., Monday through Friday, Eastern Standard Time.

7.0 Period of Performance

The base period of performance is estimated to be September 1, 2010 – August 31, 2011 with one option year.

8.0 Continuity of Services

The services under the contract are considered vital to the Government and must be continued without interruption.

9.0 Deliverables

The contractor's deliverable shall be the IT research and advisory subscription services. The IT Research deliverable shall be the reports available via the web. The advisory deliverable shall be the analyst phone calls and emails.

The contractor shall bring problems or potential problems affecting performance to the attention of the Project Officer (PO) as soon as possible. Verbal reports shall be followed up with written reports when directed by the PO.

10.0 Inspection and Acceptance

In the absence of other agreements negotiated with respect to time provided for government review, deliverables will be inspected and the contractor notified of the PO's findings within 5 work days of the first business day of each month if a deliverable is not acceptable.

11.0 Records/Data. FAR 52.227-14, "Rights in Data-General (June 1987)"

FAR 52.227-14 is applicable and hereby incorporated by reference into this order, with the addition of the following terms:

"However and in addition thereto, the contractor understands and agrees that copyright of data first developed or produced in the performance of this order(s) shall be subject to obtaining permission and approval from the government contracting officer and is further subject to granting the government with a free paid up, world wide, irrevocable license to use, copy, release, duplicate, distribute, and disseminate the data for governmental purposes and to further allow the government the right to use, copy, release, duplicate, distribute, and disseminate the data to participants, interested parties, litigants and members of the public that the government deems necessary to fulfill its statutory, regulatory and policy obligations."

12.0 508 Compliance

The contractor shall support the Government in its compliance with Section 508 throughout the development and implementation of the work to be performed. Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d) requires that when Federal agencies develop, procure, maintain, or use electronic information technology, Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who do not have disabilities, unless an undue burden would be imposed on the agency. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a Federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

The contractor should review the following websites for additional 508 information:

<http://www.section508.gov/index.cfm?FuseAction=Content&ID=12>

<http://www.access-board.gov/508.htm>

<http://www.w3.org/WAI/Resources>

**BILLING INSTRUCTIONS FOR
FIXED PRICE CONTRACTS (JUNE 2008)**

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

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

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

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

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

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

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

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

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

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

HAND-CARRIED SUBMISSIONS WILL NOT BE ACCEPTED

**BILLING INSTRUCTIONS FOR
FIXED PRICE CONTRACTS (JUNE 2008)**

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

Frequency: The contractor shall submit a voucher/invoice only after the NRC's final acceptance of services rendered or products delivered in performance of the contract unless otherwise specified in the contract.

Preparation and Itemization of the Voucher/Invoice: The voucher/invoice shall be prepared in ink or by typewriter (without strike-overs). Corrections or erasures must be initialed. To be considered a proper voucher/invoice, all of the following elements must be included:

1. Contractor's Data Universal Number (DUNS) or DUNS+4 number that identifies the contractor's name and address. The DUNS+4 number is the DUNS number plus a 4-character suffix that may be assigned at the discretion of the contractor to identify alternative Electronic Funds Transfer (EFT) accounts for the same parent concern.
2. Contract number.
3. Sequential voucher/invoice number.
4. Date of voucher/invoice.
5. Payee's name and address. Show the name of the Payee as it appears in the contract and its correct address. If the Payee assigns the proceeds of this contract as provided for in the assignment of claims terms of this contract, the Payee shall require as a condition of any such assignment, that the assignee shall register separately in the Central Contractor Registration (CCR) database at <http://www.ccr.gov> and shall be paid by EFT in accordance with the terms of this contract. See Federal Acquisition Regulation 52.232-33(g) Payment by Electronic Funds Transfer - Central Contractor Registration (October 2003).
6. A description of articles or services, quantity, unit price, and total amount.
7. For contractor acquired property, list each item with an initial acquisition cost of \$50,000 or more and provide: (1) an item description, (2) manufacturer, (3) model number, (4) serial number, (5) acquisition cost, (6) date of purchase, and (7) a copy of the purchasing document.
8. Weight and zone of shipment, if shipped by parcel post.
9. Charges for freight or express shipments. Attach prepaid bill if shipped by freight or express.
10. Instructions to consignee to notify the Contracting Officer of receipt of shipment.

**BILLING INSTRUCTIONS FOR
FIXED PRICE CONTRACTS (JUNE 2008)**

- 11. For Indefinite Delivery contracts or contracts under which progress payments are authorized, the final voucher/invoice shall be marked "FINAL VOUCHER" OR "FINAL INVOICE."**

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

Supersession: These instructions supersede any previous billing instructions.