

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30				1. REQUISITION NO. NRR-12-092		PAGE 1 OF 14	
2. CONTRACT NO. NRC-HQ-11-C-33-0060		3. AWARD/EFFECTIVE DATE MAR 13 2012		4. ORDER NO. NRC-HQ-11-C-03-0018		5. SOLICITATION NUMBER	
7. FOR SOLICITATION INFORMATION CALL:		a. NAME		b. TELEPHONE NO. (No Collect Calls)		8. OFFER DUE DATE/LOCAL TIME	
9. ISSUED BY U.S. Nuclear Regulatory Commission Div. of Contracts Attn: Dominique Malone Mail Stop: TWB/ 1 A31M Washington, DC 20555				10. THIS ACQUISITION IS <input type="checkbox"/> UNRESTRICTED OR <input type="checkbox"/> SET ASIDE: _____ % FOR: <input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM NAICS: 541519 <input type="checkbox"/> HUBZONE SMALL BUSINESS <input type="checkbox"/> ECONOMICALLY DISADVANTAGED WOMEN-OWNED SMALL BUSINESS (EDWOSB) SIZE STANDARD: <input type="checkbox"/> SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS <input type="checkbox"/> 8(a)			
11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input checked="" type="checkbox"/> SEE SCHEDULE		12. DISCOUNT TERMS		13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700) <input type="checkbox"/>		13b. RATING N/A	
15. DELIVER TO U.S. Nuclear Regulatory Commission Washington DC 20555				16. ADMINISTERED BY U.S. Nuclear Regulatory Commission Div. of Contracts Mail Stop: TWB-01-B10M Washington, DC 20555			
17a. CONTRACTOR/OFFEROR CODE		FACILITY CODE		18a. PAYMENT WILL BE MADE BY		CODE 3100	
LOCKHEED MARTIN SERVICES, INC. 700 N FREDERICK AVE GAITHERSBURG MD 208793328 TELEPHONE NO.				Department of Interior / NBC NRCPAYMENTS_NBCDENVER@nbc.gov Attn: Fiscal Services Branch - D2770 7301 W. Mansfield Avenue Denver CO 80235-2230 PHONE: FAX:			
<input type="checkbox"/> 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER				<input type="checkbox"/> 18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM			
19. ITEM NO.	20. See CONTINUATION Page SCHEDULE OF SUPPLIES/SERVICES			21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	Task Order 18, NRR Licensing Infrastructure Support. This is a labor-hour task order. Contractor Rep: Jeffery Funk Phone: 301-519-5808 Email: Jeffery.W.Funk@lmco.com Total Obligated Amount: \$90,540 Total Contract Ceiling: \$317,515.82 Period of Performance: 03/13/2012 - 09/25/2012 (Use Reverse and/or Attach Additional Sheets as Necessary)						
25. ACCOUNTING AND APPROPRIATION DATA See CONTINUATION Page Obligate: \$90,540, FAIMIS:121257, DUNS:145969783, B&R: 2012-x0200-20-11-4-151 Appr: 31X0200.211 NAICS: 541519, RPPA: NRR-12-092, NAIC, JCN: J4263				26. TOTAL AWARD AMOUNT (For Govt. Use Only) Current Obligation: \$90,540 Total Award Amount (Ceiling): \$317,515.82			
<input type="checkbox"/> 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4, FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA				<input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED.			
<input type="checkbox"/> 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED. ADDENDA				<input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED			
<input checked="" type="checkbox"/> 28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 1 COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED				<input type="checkbox"/> 29. AWARD OF CONTRACT: REF. _____ OFFER DATED _____ YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN IS ACCEPTED AS TO ITEMS:			
30a. SIGNATURE OF OFFEROR/CONTRACTOR <i>Jeffery W. Funk</i>				31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER) <i>Dominique Malone</i>			
30b. NAME AND TITLE OF SIGNER (TYPE OR PRINT) Jeffery W. Funk, Contract Mgr.		30c. DATE SIGNED 3/12/2012		31b. NAME OF CONTRACTING OFFICER (TYPE OR PRINT) Dominique Malone Warrant Number 172		31c. DATE SIGNED 3-13-2012	

TEMPLATE - ADM001

SUNSI REVIEW COMPLETE

MAR 13 2012 ADM002

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PART I**SECTION B - SUPPLIES OR SERVICES AND PRICE/COSTS****B.1 Contract Type**

The contract type for this task order is Time and Materials

B.2 Period of Performance

Base Period – February 20, 2012 – September 25, 2012

Option Period I – September 26, 2012 to September 25, 2013

Option Period II – September 26, 2013 to September 25, 2014

Option Period III – September 26, 2014 to September 25, 2015

B.3 Cost/Price

See Section J-1

SECTION C - PERFORMANCE WORK STATEMENT**C.1 Background**

The Office of Nuclear Reactor Regulation (NRR), Division of Operating Reactor Licensing, the Center for Planning & Analysis Branch (CPAB) requests project engineering for the Office. The scope of these activities is discussed below. For this task order, the contractor shall serve as a member of a team tasked with implementing project management best practices for specific NRR projects. The activities shall include the use of the Project Management Body of Knowledge (PMBOK), Microsoft Project, Microsoft Project Server, SharePoint, Crystal Reports, TeamDirection Intelliganttt, SQL Server, and SQL Server Reporting Services.

C.2 Objective

The contractor shall provide project engineering support listed in the Specific Tasks section below to ensure visibility and collaboration related to priority initiatives in the Office.

Work will begin under this task order upon the Contractor receiving a change request from the Task Order Contracting Officer Representative.

C.3 Performance-Base Scope of Work

Work will begin under this task order upon the Contractor receiving a change request from the Task Order Contracting Officer Representative through the NRC's IBM Rational Tools Suite.

As a member of the project team, the Contractor shall develop formal deliverables related to the project management tools for NRR. These deliverables shall be the final version of project schedules,

SharePoint sites, reports, databases and documentation for each individual work product the contractor develops during the course of this initiative. The scope of work is to provide continuous, accurate, and timely deliverables in support of NRR project management activities and Centralized Work Planning. To this end, the contractor shall perform the following.

1. Development and Maintenance of Project Schedules.

The CPAB has developed a library consisting of project schedules for Centralized Work Planning processes. The library consists of approximately 25 schedules for the various licensing projects. As the project scheduler team member, the contractor shall maintain the project schedules and perform related scheduling activities consistent with standards defined by the NRR/CPAB. Modifications are needed to activities and processes defined within the schedules.

2. Develop Documentation in the Use of TeamDirection Intelligentt and SharePoint.

The contractor shall develop end user training materials to communicate the effective use of SharePoint and TeamDirection Intelligentt. Training, guidance, and mentoring shall be delivered in the form of one on one informational sessions or group sessions for technical reviewers, branch chiefs, technical assistants, and team leaders. The contractor shall provide the final versions of training documents upon concurrence from project stakeholders and subject matter experts.

3. Establish Project Planning Tools.

The contractor shall establish and define scenario planning tools to support work planning activities. The scenario tools shall include Crystal Reports, SQL Server Reporting Services, Microsoft Excel Pivot Tables, Data Analysis graphs and worksheets, and/or output produced within Microsoft Project. The planning tools shall include the migration of the existing Centralized Work Planning to SQL Server.

4. Develop new schedules.

As the project scheduler team member the contractor shall use existing business process models, documentation, and stakeholder analysis to develop work breakdown structures and resulting generic schedule templates for licensing actions and Power Uprate programs. Upon concurrence from NRR subject matter experts, the schedule shall be deployed to the production environment.

5. Create new SharePoint Sites and Integrate with Centralized Work Planning.

As a project team member, the contractor shall use existing business process models, documentation, and stakeholder analysis to develop SharePoint sites as a project tracking and collaboration tool for licensing actions and integration with NRR's Centralized Work Planning Systems. Upon concurrence from NRR subject matter experts, the SharePoint Sites shall be deployed to the Production.

The statement of requirements appears in Section III.

C.4 Specific Tasks

Subtask 1 - Project Kick-Off Meeting

Upon notification by the NRR/CPAB, the contractor shall participate in a Project Kick-Off Meeting which serves an opportunity for both Government and Contract resources to discuss project expectations. Topics for the Project Kickoff include but are not limited the following.

- Introduction of Project Officials
- Review of Project Guidelines
- Review of High-level Timeline & Milestones, Roles
- Review of Deliverables
- Questions and Answers
- Next Steps

The Contractor shall present at a high level the vision for leading the project to a successful completion.

Subtask 2 - Maintenance of Project Schedules.

The Contractor shall maintain all published licensing action and Power Uprate project schedules and perform scheduling activities to include the following:

- 2.1. Identification of schedule conflicts, critical path analysis, and resource allocation as related to project constraints, i.e. time and scope. The resolution of schedule conflicts shall be communicated to project stakeholders in writing with a copy to the Technical Monitor.
- 2.2. Provide consistent approaches for estimating project activity times, sequencing those activities to optimize the guidance of a project through its life span. These approaches shall be documented in writing with a copy to the Technical Monitor.
- 2.3. Update the project schedule(s) for the licensing action and Power Uprate business process(es) identified by the Technical Monitor and save the schedules to Production.
- 2.4. Analyze validity of schedules submitted by outside parties contributing to the project via written assessment to the Technical Monitor.
- 2.5. Monitor actual progress, compare to baseline and report progress against schedule.
- 2.6. Analyze and report productivity and trends.
- 2.7. Forecast the impacts on schedule of proposed changes.
- 2.8. Recommend policy or procedural revisions that will improve schedule accomplishment.
- 2.9. Attend management, project team and customer meetings as requested by the project manager.
- 2.10. Archive actual schedule achievements for estimating future similar projects.

Subtask 3 - Develop Documentation and Training in the Use of TeamDirection Intelligant and Microsoft SharePoint.

The contractor shall:

- 3.1. Use existing documentation templates to create user guides and quick reference materials for NRR users. In the event that a template does not exist, the contractor shall recommend a format to satisfy training requirements.
- 3.2. As directed by the Government project manager, meet with EPM users to deliver one on one tutorial or information sessions. As required, group sessions shall be conducted to an audience including but not limited to technical reviewers, branch chiefs, technical assistants, and team leaders. In addition, the contractor shall make recommendations on topics to be presented at a NRR Super User's Group.

Subtask 4 - Establish Project Planning Tools.

The contractor shall:

- 1.1. Develop Crystal Reports, SQL Server Reports, Data Analysis graphs and pivot tables (worksheets), filters, views, and/or other output produced in SharePoint and within Microsoft Project to facilitate "what if" exercises pertaining to but not limited to the following.
 - Programs and tasks
 - Staffing assignments
 - Budgeting
 - Collaboration
 - Spending
- 1.2. Make recommendations and perform analysis regarding the best use of project scheduling tools for program planning, reporting, and communication of data. As appropriate, the contractor shall develop tools utilizing SharePoint to facilitate NRR work processes and workflow.
- 1.3. Implement modifications to planning tools as required such as the existing Centralized Work Planning tool and its modernization. The modernization shall consist of the following.
 - 1.3.1. New SQL Server database design for the existing access database, and the migration of data to the new platform.
 - 1.3.2. Transition of Web forms to the new environment.
 - 1.3.3. Development of new interfaces.
 - 1.3.4. Development of SharePoint Sites.
 - 1.3.5. Development of new Crystal Reports and new SQL Server Reports.

Subtask 5 - Development of New Schedules.

The contractor shall perform the following.

- 5.1 Publish/deploy 20 new schedules to Production after concurrence from project stakeholders. The project schedules, identified by CPA, shall be integrated to include all tasks needed to satisfy NRR business requirements. The project schedules developed shall have as standard, but are not limited to project resources, dependencies, milestones, durations, sequencing, and the definition of any custom fields. The contractor shall utilize existing business process models and historical documentation as provided by NRR subject matter experts. The business processes

employed in developing and maintaining the schedules shall be consistent and reflected as reflected in documentation provided by the NRR/CPAB.

- 5.2. Assist Branch staff in identifying generic resource requirements (planned hours and staff skill sets) for all tasks/subtasks in the detailed project schedules;
- 5.3. Load the detailed schedules on the EPM infrastructure by process, once the schedule has been baselined.
- 5.4. Create additional custom fields in Microsoft Project 2007 that may be required for viewing, tracking and reporting project status within EPM.
- 5.5. Design and develop management reports (bi-weekly, monthly, quarterly, and forward-looking Planning Reporting) in Production. Develop these project reports through the use of Microsoft Project 2007, BI Cube, Crystal Reports, SQL Server Reporting Services, and Crystal Reports Server to satisfy NRR business views and reporting requirements.
- 5.6. Retain a local copy of each project schedule in the event of a system malfunction and project data saved on the server is unrecoverable.

Subtask 6 - Create New SharePoint Sites

The contractor shall perform the following.

- 6.1. The contractor shall establish SharePoint sites for 16 NRR programs to provide end users the ability to communicate project data.

C.5 Deliverables Timeline.

Project deliverables shall be provided within the time negotiated with the NRC Task Order Contracting Officer Representative (COR) for each system release.

C.6 Place of Performance

The work shall be performed at the NRC Offices located at 11545 and/or 11555 Rockville Pike, Rockville, Maryland.

C.7 Expertise Skills

The Contractor shall provide expertise in the following.

- Microsoft Project
- Microsoft Office
- Microsoft Project Server
- Enterprise Project Management

- Microsoft SharePoint
- Crystal Reports
- SQL Server Data Design and Architecture
- SQL Server Reporting Services
- Team Direction Intelligent
- Business Intelligence Cube
- Data Analysis
- Scenario Planning
- Project Management
- Project Engineering

C.8 Project Management Methodology

The contractor shall comply with Management Directive (MD) 2.8, Project Management Methodology, in performing the requirements of this task order. See http://www.internal.nrc.gov/ADM/DAS/cag/Management_Directives/md2.8.pdf. The PMM provides important system development guidance and requirements for all NRC IT programs across the life cycle from initial concept to retirement and defines key milestones, activities and deliverables.

C.9 Documentation

The contractor shall provide system documentation in accordance with NRC Management Directive (MD) 2.8, Project Management Methodology. The Task Order COR will provide the contractor with guidance on the required content of the documentation. Documents shall be updated according to the configuration management methodology approved by the Task Order COR. The contractor shall store all documentation in the IBM Rational tools within the time frame specified by the Task Order COR. All documents developed shall become the property of NRC.

C.10 Expertise/Skills/Training

The contractor shall ensure that its personnel that work on this task order are appropriately qualified in the technologies and commercial products identified in the NRC's Technical Reference Model (TRM) which is accessible at <http://portal.nrc.gov/edo/ois/bpiad/EASB/TRM/default.aspx>. Training that is needed by the contractor's personnel on the technologies and commercial products identified in the NRC's Technical Reference Model (TRM) shall be at the expense of the contractor.

C.11 Productive Labor Hours

ADDENDUM TO PARAGRAPH (i) OF CLAUSE 52.212-4 ALTERNATE I

The contractor may submit invoices to the Government only for "productive labor hours." "Productive labor hours" are defined as those hours expended by the contractor in performing requirements under a task order and are directly related to an NRC-issued change request that is issued to the Contractor through NRC's IBM Rational tools suite. Requests for operational support from NRC task orders under this contract will be issued to the contractor via change requests in NRC's IBM Rational tools suite and will include a ceiling number of Contractor productive labor hours within a given period (e.g., 10 productive labor hours between 8:00 a.m. and 7:00 p.m.) If the contractor finds the number of productive labor hours in the change request to be unrealistically low, then the contractor shall inform the Task Order COR within a reasonable time after receiving the change request and should provide a written ceiling estimate for the Task Order COR to consider. If the Task Order COR agrees with the contractor's written ceiling estimate, then the Task Order

COR would make the change in IBM Rational tools suite or request that a person with access to the system make that change. The Government may not reimburse the contractor for any invoiced productive labor hours that are not directly related to a NRC issued change request and/or exceed the number of hours included in the applicable change request.

SECTION D – PACKAGING AND MARKING

See base contract

SECTION E - INSPECTION AND ACCEPTANCE

See base contract

SECTION F - DELIVERIES OR PERFORMANCE

See base contract

SECTION G - CONTRACT ADMINISTRATION DATA

G.1 Task Order Contracting Officer's Representative

(a) The Task Order COR for this task order contract is:

Sophonia Simms
Mailstop: OWFN/ 13 F2
Washington, DC 20555-0001
Email: Sophonia.Simms@nrc.gov
Phone: 301-415-0601

(b) Performance of the work under this task order contract is subject to the technical direction of the NRC Task Order COR. The term "technical direction" is defined to include the following:

- i. Technical direction to the contractor which shifts work emphasis between areas of work or tasks, authorizes travel which was unanticipated in the Schedule (i.e., travel not contemplated in the Performance Work Statement (PWS) or changes to specific travel identified in the PWS), fills in details, or otherwise serves to accomplish the contractual PWS.
- ii. Provide advice and guidance to the contractor in the preparation of drawings, specifications, or technical portions of the work description.
- iii. Review and, where required by the task order contract, approval of technical reports, drawings, specifications, and technical information to be delivered by the contractor to the Government under the contract.

(c) Technical direction must be within the general statement of work stated in the task order contract. The Task Order COR does not have the authority to and may not issue any technical direction which:

- i. Constitutes an assignment of work outside the general scope of the contract.
 - ii. Constitutes a change as defined in the "Changes" clause of this contract.
 - iii. In any way causes an increase or decrease in the total estimated contract cost, the fixed fee, if any, or the time required for contract performance.
 - iv. Changes any of the expressed terms, conditions, or specifications of the contract.
 - v. Terminates the contract, settles any claim or dispute arising under the contract, or issues any unilateral directive whatever.
- (d) Technical directions must be issued in writing by the Task Order COR or must be confirmed by the Task Order COR in writing within ten (10) working days after verbal issuance. A copy of the written direction must be furnished to the Contracting Officer. A copy of NRC Form 445, Request for Approval of Official Foreign Travel, which has received final approval from the NRC must be furnished to the Contracting Officer.
- (e) The contractor shall proceed promptly with the performance of technical directions duly issued by the Task Order COR in the manner prescribed by this clause and within the Task Order COR's authority under the provisions of this clause.
- (f) If, in the opinion of the contractor, any instruction or direction issued by the Task Order COR is within one of the categories as defined in paragraph (c) of this section, the contractor may not proceed but shall notify the Contracting Officer in writing within five (5) working days after the receipt of any instruction or direction and shall request the Contracting Officer to modify the contract accordingly. Upon receiving the notification from the contractor, the Contracting Officer shall issue an appropriate contract modification or advise the contractor in writing that, in the Contracting Officer's opinion, the technical direction is within the scope of this article and does not constitute a change under the "Changes" clause.
- (g) Any unauthorized commitment or direction issued by the Task Order COR may result in an unnecessary delay in the contractor's performance and may even result in the contractor expending funds for unallowable costs under the contract.
- (h) A failure of the parties to agree upon the nature of the instruction or direction or upon the contract action to be taken with respect thereto is subject to 52.233-1, Disputes.
- (i) In addition to providing technical direction as defined in paragraph (b) of the section, the Task Order COR shall:
- a. Monitor the contractor's technical progress, including surveillance and assessment of performance, and recommend to the Contracting Officer changes in requirements.
 - b. Assist the contractor in the resolution of technical problems encountered during performance.
 - c. Review all costs requested for reimbursement by the contractor and submit to the Contracting Officer recommendations for approval, disapproval, or suspension of payment for supplies and services required under this contract.
 - d. Assist the contractor in obtaining the badges for the contractor personnel.

- e. 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.
- f. Ensure that all contractor employees that require access to classified Restricted Data or National Security Information or matter, access to sensitive unclassified information (Safeguards, Official Use Only, and Proprietary information) access to sensitive IT systems or data, unescorted access to NRC controlled buildings/space, or unescorted access to protected and vital areas of nuclear power plants receive approval of SB/DFS prior to access in accordance with Management Directive and Handbook 12.3.
- g. For contracts for the design, development, maintenance or operation of Privacy Act Systems of Records, obtain from the contractor as part of closeout procedures, written certification that the contractor has returned to NRC, transferred to the successor contractor, or destroyed at the end of the contract in accordance with instructions provided by the NRC Systems Manager for Privacy Act Systems of Records, all records (electronic or paper) which were created, compiled, obtained or maintained under the contract.

SECTION H - SPECIAL CONTRACT REQUIREMENTS

H.1 2052.215-70 KEY PERSONNEL (JAN 1993)

- (a) The following labor category is considered to be essential to the successful performance of the work hereunder:

Software Engineering Mgr

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

- (b) If one or more of the key personnel, for whatever reason, becomes, or is expected to become, unavailable for work under this contract for a continuous period exceeding 30 work days, or is expected to devote substantially less effort to the work than indicated in the proposal or initially anticipated, the contractor shall immediately notify the Contracting Officer and shall, subject to the concurrence of the Contracting Officer, promptly replace the personnel with personnel of at least substantially equal ability and qualifications.
- (c) Each request for approval of substitutions must be in writing and contain a detailed explanation of the circumstances necessitating the proposed substitutions. The request must also contain a complete resume for the proposed substitute and other information requested or needed by the Contracting Officer to evaluate the proposed substitution. The Contracting Officer and the Task Order COR shall evaluate the contractor's request and the Contracting Officer shall promptly notify the contractor of his or her decision in writing.
- (d) If the Contracting Officer determines that suitable and timely replacement of key personnel who have been reassigned, terminated, or have otherwise become unavailable for the contract work is not reasonably forthcoming, or that the resultant reduction of productive effort would be so substantial as to impair the successful completion of the contract or the service order, the contract may be terminated by the Contracting Officer for default or for the convenience of the Government, as appropriate. If the Contracting Officer finds the contractor at fault for the condition, the contract price or fixed fee may be equitably adjusted downward to compensate the Government for any resultant delay, loss, or damage.

PART II**SECTION I CONTRACT CLAUSES**

See base contract for clauses that apply to this task order.

SECTION J TASK ORDER ATTACHMENTS

- 1) Cost/Price Schedule
- 2) Performance Standards and Metrics

Performance Metrics and Standards.

The contractor shall provide accurate metrics for the defined performance measures. The contractor shall also make available to the Government any source data for the measured metrics when requested to substantiate the reported metrics.

Table Column Definitions

- **Required Services:** the type of support service being rendered under the scope of the task order.
- **Performance Standard:** the performance level required to meet the contract requirements. The benchmark for satisfactory performance.
- **Acceptable Quality Level:** establishes the maximum allowable variation (or error rate) from the standard.
- **QASP Monitoring Method:** method used for monitoring performance against standards.

Required Services	Performance Measure	Acceptable Quality Level (AQL)	QASP Monitoring Method
Schedule Development	Project schedules should be deployed into production by agreed upon due date from Center for Planning and Analysis Branch (CPAB)	No deviation	Task Order COR will verify project schedule conforms with established standards.
Schedule Maintenance	Project schedules should be updated based on information gathered from customers and project managers in the Center for Planning and Analysis Branch	No deviation	TASK ORDER COR will verify project schedule conforms with established standards.
Development of Documentation in the use of Project Management Tools	Documentation should be provided in accordance within agreed upon timeframes and due date	Delivered by COB of designated deadline	TASK ORDER COR will verify documentation meets agreed upon requirements.
Development of Project Planning Tools	Each tool must satisfy requirements outlined and communicated by end users and CPAB	Delivered by COB of designated deadline	TASK ORDER COR and end users will confirm that the tool(s) are acceptable and meet agreed upon requirements.
Creation of new SharePoint Sites	Each site must satisfy requirements outlined and communicated by end users and CPAB	Delivered by COB of designated deadline	TASK ORDER COR and end users will confirm that the sites meet agreed upon requirements.
Integration of SharePoint Sites	Each site must satisfy requirements outlined and	Delivered by COB of designated	TASK ORDER COR and end users will

MOM Task Order #18 NRR Licensing Infrastructure Project Support

Required Services	Performance Measure	Acceptable Quality Level (AQL)	QASP Monitoring Method
with Centralized Work Planning	communicated by end users and CPAB	deadline	perform user acceptance testing on deliverables and report deficiencies.