

2. AMENDMENT/MODIFICATION NO. <b>M003</b>	3. EFFECTIVE DATE 05-11-2012	4. REQUISITION/PURCHASE REQ. NO. FSM-12-076	5. PROJECT NO.(If applicable)
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6. ISSUED BY U.S. Nuclear Regulatory Commission Div. of Contracts Attn: H. (Eddie) Colón, Jr., Tel. (301) 492-3620 Mail Stop: TWB-01-B10M Washington, DC 20555	CODE 3100	7. ADMINISTERED BY (If other than Item 6) U.S. Nuclear Regulatory Commission Div. of Contracts Mail Stop: TWB-01-B10M Washington, DC 20555	CODE 3100
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8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)  LOCKHEED MARTIN SERVICES, INC.  700 N FREDERICK AVE  GAITHERSBURG MD 208793328	(X)	9A. AMENDMENT OF SOLICITATION NO.
		9B. DATED (SEE ITEM 11)
	(X)	10A. MODIFICATION OF CONTRACT/ORDER NO. NRC-41-10-017 <b>NRC-T003</b>
		10B. DATED (SEE ITEM 13) 08-01-2011
CODE	FACILITY CODE	

**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)	2012-55-34-2-156 F1219 252A 31X0200
	OBLIGATE: \$899,000.00 (FAIMIS #: 122091)
	NAICS: 541519; DUNS: 805258373

**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.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
(X)	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: 52.212-4 (c) Changes...Agreement of the Parties
	D. OTHER (Specify type of modification and authority)

**E. IMPORTANT:** Contractor  is not,  is required to sign this document and return 1 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) Extend services through May 10, 2013 by exercising Item 6 - USER/HELP DESK SUPPORT for OPTION PERIOD 2 (May 11, 2012 - May 10, 2013), and increasing the ceiling by \$2,890,737.78, from \$1,221,089.03 to "\$4,111,826.81," as a result of changes to the ID/IQ contract's SOW (Refer to ATTACHMENT) for these services; and (2) Provide incremental funding in the amount of \$899,000.00, thereby increasing the obligated amount from \$1,221,089.03 to "\$2,120,089.03."  
REFER TO THE FOLLOWING PAGE(S) FOR MORE DETAILS

CEILING: \$4,111,826.81 (Changed)  
OBLIGATIONS: \$2,120,089.03 (Changed)  
PERIOD OF PERFORMANCE: August 1, 2011 - May 10, 2013 (Changed)

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) <i>Jeffery W. Funk, Contract Mgr.</i>	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Heriberto Colón, Jr. Contracting Officer
15B. CONTRACTOR/OFFICER <i>[Signature]</i> (Signature of person authorized to sign)	16B. UNITED STATES OF AMERICA BY <i>[Signature]</i> (Signature of Contracting Officer)
15C. DATE SIGNED 6/7/2012	16C. DATE SIGNED 05-11-2012

Accordingly this task order is modified as follows:

1. Section 3.8 USER/HELP DESK SUPPORT of the basic ID/IQ SOW is revised as noted in the **ATTACHMENT** to this modification.

2. The first sentences of paragraphs (a) and (b) of Section A.1 CONSIDERATION AND OBLIGATION--DELIVERY ORDERS (JUN 1988) are revised as follows:

(a) The total estimated amount of this contract (ceiling) for the products/services ordered, delivered, and accepted under this contract is **\$4,111,826.81**.

(b) The amount presently obligated with respect to this contract is **\$2,120,089.03**...

A summary of NRC obligations under this Task Order is provided below:

FY2011	\$ 583,100.00 (Award)
FY2012	\$ 336,000.00 (M001)
FY2012	\$ 301,989.03 (M002)
FY2012	\$ 899,000.00 (M003)

Cumulative Total	<b><u>\$2,120,089.03</u></b>
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ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME

**NRC-41-10-017 NRC-T003 M003 ATTACHMENT**

**STATEMENT OF WORK (Changes)**  
Contract No. NRC-41-10-017  
**Task Order 003**

TASK TITLE: ISMP Help Desk and User Support  
JOB CODE: F1219  
TASK ORDER NUMBER: TASK 3  
B&R NUMBER: 2011-55-34-2-156  
NRC ISSUING OFFICE: FSME  
POC:  
Tira Patterson (COR - Admin) (301) 415-7808  
Menelik Yimam (COR - Contract/TO) (301) 415-0200  
Joel Bristor (Alt. COR - Contract /TO) (301) 415-8037  
Angela Randall (COR - TO) (301) 415-6806  
Irene Wu (Alt. COR - TO) (301) 415-1951

**3.8 Task Order 3 User/Help Desk Support**

The contractor shall provide User Support and Help Desk services for the Integrated Source Management Portfolio (ISMP), consisting of the following component systems: Web-based Licensing System (WBL), National Source Tracking System (NSTS), License Verification System (LVS) and Portfolio Enrollment Module (PEM). For planning purposes, the contractor shall align the help desk and user support staffing plan with the prevailing baselined integrated project schedule for each system supported. In doing so, the contractor shall ensure that the appropriate number of resources and skill sets are available to provide timely and cost-effective support.

**3.8.1 User Community**

The contractor shall provide all facilities and telecommunication services needed to provide comprehensive support to the user community, which will include NRC headquarters, NRC regional offices, DOE headquarters, NRC Agreement States agencies, NRC and Agreement State licensees, and other concerned parties.

**3.8.2 Support Infrastructure and Level**

Telecommunication infrastructure provided by the contractor under this task order shall include:

- at least one toll-free phone lines with roll-over to an answering system;
- at least one additional phone line dedicated for facsimile (fax) communications;
- broadband internet connectivity allowing the contractor to access the NRC ClearQuest software change request system;

- any communication lines or infrastructure to allow the contractor to access the systems to simulate user-provided scenarios and provide support such as access control changes;
- Software licenses, server computers, network equipment and all related support for hosting of the ISMP help desk ticket tracking software within the ISMP production hosting environment, including access by up to six (6) concurrent NRC users;
- Provide all technology infrastructure required to receive, handle, direct, manage and process fax, email or other transmission of forms (748), and related data; and
- Note that this task order supports WBL license data entry and processing is limited to providing the technology infrastructure to support the effort under Task 11; and-
- Provide help desk support to users in all aspects of obtaining and using authentication credentials (e.g., digital certificates) and hardware token devices, including technologies such as the Symantec one time password (OTP) technology;

The contractor shall configure all help desk and fax lines such that they can be re-routed within four hours of any event that disrupts delivery of support required under this task order. Examples of events of concern are extended local power failures and extreme weather conditions prohibiting staff access to items received by fax. Unless otherwise directed by the NRC TPM, the contractor shall implement processes such that fax and help desk communications are re-routed to another contractor facility where the contractor shall continue providing required support until such time as they can re-establish support at the primary facility. The re-routing of help desk phones and fax line(s) shall ensure that ISMP users may obtain support using the customary phone numbers.

The contractor shall specify, acquire, and provide continued support of any communication lines required for connection to an NRC facility.

The contractor shall provide and use Commercial Off-The-Shelf (COTS) help desk task tracking software. This software shall provide for reporting of support request data including: requester user group (e.g., Agreement State licensee, NRC licensee, other government agency, etc.), request reason (e.g., system use assistance, authentication credentials, or reporting a problem), and system module or function requiring explanation. The use of this software shall include access for NRC users and be maintained within the ISMP hosting environment.

The contractor shall propose a technical approach using either ~~submit quotes for two options: use of the Numara Footprints software (currently used under a leasing arrangement) and~~ or the BMC Remedy IT Service Management Suite. In proposing one of these products, the Contractor shall provide justification of the selection including ~~This comparison must include comparable price~~

quotations and a matrix of pros and cons, the latter quantifying the impact of any needed staff re-training. The proposal must also include a pre-priced option for later adding licenses to support access by further NRC users (beyond the initial six NRC users).

**Support Transition of Help Desk Tracking Software**

A key consideration in transition of tracking software is potential disruption of the ongoing overall ISMP Certification and Accreditation (C&A) process. Because of this concern, work on this transition will be scheduled in consultation with the ISMP Information Systems Security Officer (ISSO). Dates below are initial estimates for purposes of proposal submission.

The Contractor shall perform the following activities in support of the NRC requirement to move hosting of help desk tracking software within the ISMP hosting environment:

	<b><u>Activity</u></b>	<b><u>Estimated Required Completion Date</u></b>
1	<p><u>The Contractor shall submit to the NRC all updated documentation related to the ISMP Authority To Operate (ATO) for each instance wherein the document will be affected by the addition of help desk tracking software. The Contractor shall support the FSME ISSO with all document revisions and providing any information needed to obtain Computer Security Office (CSO) approval of this architectural change.</u></p> <p><b><u>Deliverables:</u></b></p> <ul style="list-style-type: none"> <li><u>• Security Impact Assessment</u></li> <li><u>• Revised ISMP Risk Assessment</u></li> <li><u>• Revised ISMP System Security Plan</u></li> </ul>	<p><u>60 days from date NRC exercises this task order</u></p>
2	<p><u>The Contractor shall acquire all hardware and software related to deploying the help desk tracking software in the ISMP hosting environment.</u></p> <p><b><u>Deliverables:</u></b></p> <ul style="list-style-type: none"> <li><u>• Competitive quotations from GSA schedule vendors</u></li> </ul>	<p><u>Within 30 days of receiving NRC approval to proceed with procurement</u></p>
3	<p><u>The Contractor shall support any needed NRC/CSO reviews and inspections, data migration, complete all needed role-based training, including instruction of NRC ticket escalation staff and complete transition to the new ticket tracking.</u></p> <p><b><u>Deliverables:</u></b></p>	<p><u>Within 60 days of receiving NRC approval to proceed with procurement</u></p>

	<ul style="list-style-type: none"> <li>• <u>Draft and revised transition plans</u></li> <li>• <u>Facilities and hosting environment documentation as required by CSO processes</u></li> <li>• <u>Documentation showing that all required sever hardening and software security patching was completed</u></li> <li>• <u>Draft and final training plans</u></li> <li>• <u>Draft and final training materials</u></li> <li>• <u>Draft and final data migration plans</u></li> </ul>	
4	<p><u>The Contractor shall confirm that all historical ISMP help desk ticket data has been migrated into the new environment and shall present to the NRC documented assurance that data from the old environment has been destroyed.</u></p> <p><b><u>Deliverables:</u></b>  <u>Reports for IV&amp;V use in verifying successful data migration</u></p>	<p><u>Within 30 days after transition to new environment</u></p>

Support commencing;

The contractor shall provide support upon deployment of each new system. The Contractor shall prepare help desk staff in advance of deployment in such a manner that they will be able to answer users' questions about the system. For planning purposes, assume 4 months prior to deployment of any new system as described in the baseline integrated project schedule.

3.8.3 Support for user access credentialing

In providing user support under this task order, the contractor shall:

- assist all users in obtaining user accounts and maintaining those accounts for NSTS and WBL (on or about March 2012);
- provide help desk support to users in all aspects of obtaining and using authentication credentials (e.g., digital certificates) and hardware token devices;
- assist users in ascertaining status of their enrollment application process;
- interact with the NRC authentication credential contractor to resolve all user support requests related to these credentials or hardware tokens; and
- monitor assistance requests related to authentication credentials and hardware tokens, reporting monthly to the NRC the number and percentage of these calls that resulted in contact with the NRC authentication credential contractor.

3.8.4 General Support (applicable to NSTS, ~~and WBL~~, LVS and PEM)

In providing user support under this task order, the contractor shall:

- assist users to understand and properly use the system;
- provide reports and data analysis services to designated NRC and Agreement State users;
- assist users in resolving errors caused by the system or user;
- direct users to appropriate NRC or Agreement State agency personnel for clarification or interpretation of applicable reporting regulations;
- log in the NRC ClearQuest change management system all reports of potential problems with the system as well as any user

requested changes/enhancements reported to the user support staff;

- report to the NRC TPM and investigate all user reports of apparent inaccessibility of the system (Note: in cases of alleged system inaccessibility, the contractor shall deliver to the NRC TPM within three business days an initial report of findings with a comprehensive report delivered no later than 10 business days after the event was reported);
- Ensure that any call recorded on the user support answering system is returned within two business hours of receipt. Call returns and return attempts shall be logged in the COTS support tracking system and associated with the initial call or message. The contractor shall log user support phone messages such that the time of message recording is tracked.

### 3.8.5 Provide Training for the System

The contractor will provide training services upon request by TPM or TM. In providing user support under this task order, the contractor shall:

- Provide a general training plan for users and NRC staff necessary for implementation of ISMP systems under development, and include a variety of necessary formats and general content plans. The plan shall be provided to the Technical Project Manager and applicable Technical Monitors no later than 60 days after award of this task order, and may require one revision for finalization 60 days after receipt of comments.
- Create, maintain, and update training materials including computer based training (CBT) module Provide demonstration of systems

#### Provide classroom training

Provide train the trainer training

- For each training requested by the TPM the contractor shall provide 30 days prior:
  - A description of the specific goal(s) of the training
  - A description of the key points to be covered during the training
  - Identify Audience makeup (beginners, refresher trainees)
  - Training materials required for classroom instruction
  - Training materials required for "hands on" training
  - Anticipated questions along with correct answers

For planning purposes during the period of performance of this task order, the contractor shall plan as follows:

For NSTS the contractor shall:

- ~~Provide at least four (4) one-day webinars~~
- ~~Provide two day workshops. **Training may be provided via webinar only.** For planning purposes, one trip will be in the west coast and the other will be in area close to Texas. The Contractor should assume two people traveling to the workshop locations (4 days 3 nights). The NRC must approve all Contractor-proposed workshop locations. The Contractor proposal shall include all costs of hosting the workshops (e.g., conference facility and equipment rental).~~

For WBL the contractor shall:

- Perform all the necessary preparatory work in order to provide help desk support from day one of WBL deployment August 2012.
- For states that elect to use WBL as their system, the contractor shall provide help desk support for any issues they may have starting four months prior to deployment (current estimated timeframe is May 2012).
- Provide at least four (4) one-day webinars.
- Provide two one-day workshops —on location as directed. Training may be provided via webinar only. For planning purposes, one trip will be in the west coast and the other will be in area close to or near Texas. The Contractor should assume two people traveling to the workshop locations (4 days 3 nights), per location. The NRC must approve all Contractor-proposed workshop locations. The Contractor proposal shall include all costs of hosting the workshops (e.g., conference facility and equipment rental).

For LVS the contractor shall:

- Perform all the necessary preparatory work in order to provide help desk support from day one of LVS deployment April 2013.

### 3.8.6 NSTS Support

In providing user support under this task order, the contractor shall:

- provide data entry support for users who choose not to use the system and who provide data by hard copy, fax or other means;
- provide a system for marking mail regarding data entry work (e.g., Forms 748) with the date received and for tracking data entry, quality check, and upload tasks to ensure timely completion and trace reporting to the NRC;
- develop, run, and deliver to the authorized NRC Technical Monitors and Technical Project Managers, reports related to NSTS operations, but not limited to reports based on NSTS system data (e.g., data on sources, licensees, and source transactions)
- recurring reports including weekly listings such as a report of NSTS data on apparent overdue transfers and operations data such as the weekly and monthly reports on fax processing including detailed data on unsuccessful fax events; and
- ad hoc reports as needed to support such activities as licensing agency investigation of source transactions and regulatory compliance, investigation of inventory discrepancies, and to determine user activity by licensee type (e.g., well logging companies)
- investigate and resolve discrepancies in data submitted by users (e.g., when a licensee enters a source receipt for which there is no transfer);
- provide escalation to NRC on issues that cannot be addressed by the contractor such as regulation decisions
- report to the NRC Technical Monitors and Project Managers within 24 hours any notification received from licensees or Agreement State agencies regarding lost, stolen, or recovered sources;
- support the Annual Inventory Reconciliation (AIR) required by NRC regulation to be performed in January. The due date for the receipt of the reconciliation forms is January 31, 2013. It is anticipated that 95% of the responses will be received and processed by end of February 2013.
- Support shall include:
  - develop scripts or revise existing scripts to extract for each NSTS licensee a report reflecting their current inventory (Note: it is essential that this report be run no more than five business days before the report is sent to each licensee);
  - prepare inventory reports, supplemental instruction sheets and mailing labels (Note: under the current process, the NRC will mail envelopes that are prepared by the contractor);

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- performing quality control checks to ensure that the correct report is addressed to each licensee;
- should the current standard mail approach be replaced with email transmittal, the contractor shall also implement processes related to tracking transmittal records;
- support to licensees in making expedited inventory corrections, including ensuring that appropriate issues are promptly escalated to the NRC Technical Monitors; the contractor is expected to report to NRC TPM or designated alternate information recipient the identified issues within 4 hours; and
- prepare and transmit updated reports for licensees who have corrected reports and request revised hard copy which may be estimated as approximately 50% of licensees.

**AIR Reporting:** The contractor shall include separate reporting for AIR related processing including, numbers of associated call volumes and numbers of forms processed as prescribed by the reporting section of the task order.

### 3.8.7 WBL Support

The NRC expects all routine work related to loading and profiling of license images to be performed under Task 11 of the contract. Licensees who have questions about the correctness of the data processed thru Task 11, will use the same phone numbers and email account for their initial contact. (The help desk will log their request and direct it to appropriate persons.) In providing user support under this task order, the contractor shall:

- track license and Inspection data issues,
- provide help desk assistance to licensee in license application loading,
- provide help desk assistance to Agreement States and NRC in licensing process support (e.g. how to approve a license or enter a milestone),
- provide help desk support to Agreement States and NRC in user account management support, (e.g. setting up administrator account)
- record and direct operational support requests, and (e.g., Accidentally closed license needs to be moved back to active.)

- provide support to Agreement State agencies that host a copy of the WBL within their local environment – including escalation support for server configurations and any difficulties related to installing the WBL.

### 3.8.8 Help Desk and User Support Availability and Staffing

The contractor shall develop a training plan for staff of the help desk which is to be submitted for review and approval by the NRC Technical Project Manager and applicable Technical Monitors within 60 days following award. In the contractor training plan for user support staff, the contractor shall specifically address ongoing training in authentication credentials and hardware tokens. The contractor shall identify to the NRC no more than six key support personnel to be trained in these technologies.

Through the NRC authentication credential contractor, the contractor shall provide "train the trainer" training to these key support staff. This one-time training will be approximately two days in length. The contractor shall ensure knowledge capture and a sustainable strategy to passing this training information to all appropriate user support staff.

The contractor shall propose sufficient user support staff to provide coverage during core hours Monday - Friday (Core hours of coverage shall be from 8a.m. until 8p.m. EST). NRC may increase or reduce the supports hours by notification from the Contracting Officer. Minimal staffing is required outside core hours. Coverage shall exclude **all Federal holidays**. The contractor shall ensure sufficient support staff to address the anticipated surge in support needs in the first 6 months following significant system enhancements and system deployments. The contractor shall notify the NRC technical project managers 30 days prior to the deployment of a new system or significant enhancement of necessary changes to help desk staffing levels.

### 3.8.9 Work Authorization and Performance Monitoring

#### 3.8.9.1 Work Authorization

##### Help Desk Support

Routine help desk support in response to phone calls, fax and email requires no advance authorization from the NRC. However, when an issue requires escalation to or involvement of staff beyond the planned effort of the contractor team the contractor shall comply with the following work authorization procedure:

- The contractor shall ensure that all calls, faxes and emails to the help desk are logged, even if these require minimal interaction or are immediately redirected (e.g., to the NRC). Documentation of this data is crucial in support of the NRC to ensure that we are meeting the adequate levels of help desk responsiveness.

- If a given support issue relates to system or information security, the contractor shall immediately notify the appropriate NRC individual in accordance with the policy. In addition to making the appropriate notifications per NRC policy, the contractor may proceed with all support needed to address the issue even if NRC approval cannot be obtained. This only applies to system or information security related issues.
- If the subject support issue does not relate to security, but relates to a situation that is keeping users from accessing the system or an issue that is clearly compromising data integrity, the contractor shall follow the same process as issues related to security.
- For all other issues requiring escalation, the contractor shall continue making reasonable efforts to contact NRC personnel and suspend escalation activities until NRC work authorization is obtained.

#### Other User Support

For user support activities apart from those initiated by or directly related to the help desk (including, but not limited to ad hoc reporting, back end database revisions, and training), the contractor shall comply with the following work authorization process:

- The contractor shall ensure that all support requests are logged and may not expend any resources on support request that are not received through the prevailing work tracking process that has been approved by the NRC Technical Project Manager. The interim support tracking process will require that requests be submitted to a new NRC email resource (e.g., ISMP.Support@nrc.gov) using an NRC-approved Word document template. The longer term target approach will utilize Sharepoint with forms.
- Upon receipt of the request, the contractor shall reply to the requestor, with cc to the ISMP\_Support email resource. This and any needed subsequent replies shall include requests for clarification (as needed) **and an estimate of the time required to complete the support task.**
- If the contractor is unable to reach NRC work authorization staff, the contractor may proceed only in cases where the support is needed to prevent immediate compromise of the database integrity.
- Should the contractor discover that support will require more time than what has been estimated and approved, the contractor shall suspend support pending receipt of NRC authorization. The only exceptions to this are cases where data integrity would be compromised.
- Upon completion of the request, the contractor shall provide the

product (e.g., report) or a report summarizing completion of the task (e.g., database changes) by email to the requestor with cc to the ISMP\_Support email resource. In this email, the contractor shall state the actual support hours expended to address the request.

### 3.8.9.2 Performance Monitoring

#### Help Desk Support

To support NRC efforts in monitoring help desk support, the contractor shall:

- Maintain logging data about all requests for support, including, but not limited to: requestor name; requestor organization; requestor's phone number; time and date support requested; support status (e.g., submitted, pending, escalated, resolved); time and date of any contractor response contacts or contact attempts (including when messages are left or emails sent); time and date of any escalations with information on the group or individual to whom the issue was directed; and any information received from the escalation support staff;
- Provide to the NRC TPM support tracking reports on a monthly basis, ensuring that these reports provide all data needed to support NRC monitoring of contract Performance Requirement Summary metrics related to help desk activities (Note: The data shall be in a format compatible with Microsoft Access and Crystal Reports);
- Ensure that all performance monitoring report content and format are acceptable to the NRC technical monitors. With a minimum of 48 business hours advance notice from NRC technical project manager or alternate, provide access to the help desk monitoring system and support NRC staff or independent contractors in conducting spot checks of performance requirement compliance and general help desk work quality

#### Other User Support

The contractor shall provide support to NRC Technical Monitors in the areas as follows:

- Support Regulatory changes that affect usage of the systems and processing of information into or out of the system.
- Support research needed to respond to NRC-approved FOIA requests.
- Support adherence to standards – e.g. changes to license numbers to match regulated state formats.

- Assist with researching data issues (e.g. standardizing data such as makes and models in the application).
- Provide support for NRC outreach efforts.
- Provide statistical reports to monitor progress and for analysis.
- Provide reports to support inspections.
- Support NRC approved event driven reports – e.g. outreach efforts, national exercises, reporting for chairman, list of licenses that will be affected by a hurricane, etc.

3.8.9.3 Reporting

The contactor is required to provide monthly statistics of the service provided. This report shall include all relevant statistical data including monthly and bi-annually matrix report that includes: number of calls, average duration of the calls, number of escalated calls, numbers of reports requested, number of faxes received, and number of emails received. Additional data may be added upon request from NRC's TPM or TM.

3.8.10.0 Period of Performance:

The period of performance is May 11, 2012 through May 10, 2013.

3.8.11.0 RESERVED

3.8.12.0 Schedule of Deliverables

<u>Deliverable</u>	<u>Estimated Due Dates</u>
Users Training Plan	Not later than 60 days after award
Revised Training Plan	Not later than 60 days after NRC Comments
Help Desk Staffing Training Plan	Not later than 60 days after award

3.8.13.0 Technical Direction

Angela Randall and Irene Wu are the designated NRC Contracting Officer Representatives (COR) for this task order.

Menelik Yimam (Primary), Joel Bristor (Alternate) are designated COR's, and Tira Patterson assistant COR under the contract and this task order. Technical direction may be provided to the contractor staff by the COR's

during the period of performance of this task order in accordance with the NRC COR Clause in the contract. Technical direction shall not constitute new assignments of work or changes of such a nature as to justify an adjustment in cost or period of performance. Directions, if any, for changes in scope of work, cost, or period of performance will be issued by the NRC Contracting Officer.

#### 3.8.14.0 Financial and Technical Status Reports

The contractor shall submit monthly technical and financial reports as follows:

##### 3.8.14.1 Technical Progress Report (JAN 1993)

The contractor shall provide a monthly Technical Progress Report to the COR's, technical assistance project manager and the contracting officer. The report is due within 15 calendar days after the end of the report period and must identify the title of the project, the contract number, task order no., appropriate financial tracking code specified by the NRC Project Manager and/or principal investigator, the task order period of performance, and the period covered by the report. Each report must include the following for each discrete task/task order:

- (a) A listing of the efforts completed during the period, and milestones reached or, if missed, an explanation provided;
- (b) 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) A summary of progress to date; and
- (d) Plans for the next reporting period.

##### 3.8.14.2 Financial Status Report (OCT 1999)

The contractor shall provide a monthly Financial Status Report (FSR) to the COR and the contracting officer. The report is due within 15 calendar days after the end of the report period and must identify the title of the project, the contract number, the appropriate financial tracking code (e.g., Job Code Number or JCN) specified by the CORs principal investigator, the contract period of performance, and the period covered by the report. Each report must include the following information for each discrete task:

- (a) Total estimated task order amount.
- (b) Total funds obligated to date.
- (c) Total costs incurred this reporting period.

(d) Total costs incurred to date.

(e) Detail of all direct and indirect costs incurred during the reporting period for the entire contract or each task, if it is a task ordering contract.

(f) Balance of obligations remaining.

(g) Balance of funds required to complete contract/task order.

(h) Contractor Spending Plan (CSP) status: 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 contract will be either greater or substantially less than what had been previously estimated.

(1) Projected percentage of completion cumulative through the report period for the project/task order as reflected in the current CSP.

(2) Indicate significant changes 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 "h".

(j) Travel status. List the starting and ending dates for each trip, the starting point and destination, and the traveler(s) for each trip.

(k) 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 request for funding required in accordance with the Limitation of Cost (LOC) Clause (FAR 52.212-4 Alternate 1) or the Limitation of Funds (LOF) Clause FAR 52.232-22.