

**SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS
OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30**

1. REQUISITION NO
RFPA: ADM-12-171

PAGE 1 OF **16**

2. CONTRACT NO. NRC-HQ-11-C-33-0060

3. AWARD/EFFECTIVE DATE **MAR 13 2012**

4. ORDER NO. NRC-HQ-12-T-10-0006

5. SOLICITATION NUMBER

6. SOLICITATION ISSUE DATE

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

CODE **3100**

10. THIS ACQUISITION IS

UNRESTRICTED OR SET ASIDE: _____ % FOR

SMALL BUSINESS

WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM NAICS: 541519

HUBZONE SMALL BUSINESS

ECONOMICALLY DISADVANTAGED WOMEN-OWNED SMALL BUSINESS (EDWOSB) SIZE STANDARD:

SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS (8A)

11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED

SEE SCHEDULE

12. DISCOUNT TERMS

13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)

13b. RATING N/A

14. METHOD OF SOLICITATION

RFQ IFB RFP

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

CODE **3100**

17a. CONTRACTOR/OFFEROR

LOCKHEED MARTIN SERVICES, INC.

700 N FREDERICK AVE

GAITHERSBURG MD 208793328

TELEPHONE NO.

17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER

18a. PAYMENT WILL BE MADE BY

Department of Interior / NBC
NRCPAYMENTS_NBCDENVER@nbc.gov
Attn: Fiscal Services Branch - D2770
7301 W. Mansfield Avenue
Denver CO 80235-2230

PHONE: FAX:

18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED SEE ADDENDUM

| 19. ITEM NO. | 20. See CONTINUATION Page SCHEDULE OF SUPPLIES/SERVICES | 21. QUANTITY | 22. UNIT | 23. UNIT PRICE | 24. AMOUNT |
|--------------|---|--------------|----------|----------------|------------|
| | <p>Task Order 6, IPSS This is a labor-hour task order.</p> <p>Contractor Rep: Jeffery Funk Phone: 301-519-5808 Email: Jeffery.W.Funk@lmco.com</p> <p>COR: Karen Cudd Total Obligated Amount: \$30,000 Total Contract Ceiling: \$140,715.03 Period of Performance: 03/13/2012 - 09/25/2012</p> <p>(Use Reverse and/or Attach Additional Sheets as Necessary)</p> | | | | |

25. ACCOUNTING AND APPROPRIATION DATA See CONTINUATION Page

Obligate: \$30,000 FAIMIS: 120988 DUNS:145969783

Appr: 31X0200.211 NAICS: 541519, RFPA: ADM-12-171

B&R: 2012-40-51-F-156, JCN: B1459

26. TOTAL AWARD AMOUNT (For Govt. Use Only)

\$30,000.00

27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4, FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA ARE ARE NOT ATTACHED.

27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED. ADDENDA ARE ARE NOT ATTACHED.

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

29. AWARD OF CONTRACT: REF. _____ OFFER DATED _____ YOUR OFFER ON SOLICITATION (BLOCK 6), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN IS ACCEPTED AS TO ITEMS:

30a. SIGNATURE OF OFFEROR/CONTRACTOR

Jeffery W. Funk

30b. NAME AND TITLE OF SIGNER (TYPE OR PRINT)

Jeffery W. Funk, Contract Mgr.

30c. DATE SIGNED

3/13/2012

31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)

Dominique C. Malone

31b. NAME OF CONTRACTING OFFICER (TYPE OR PRINT)

Dominique Malone
Warrant Number 172

31c. DATE SIGNED

3-14-2012

AUTHORIZED FOR LOCAL REPRODUCTION
PREVIOUS EDITION IS NOT USABLE

STANDARD FORM 1449 (REV. 6/2011)
Prescribed by GSA - FAR (48 CFR) 53.212

SUNSI REVIEW COMPLETE

TEMPLATE - ADM001

JUN 2 1 2012

ADM002

Table of Contents

SECTION B - SUPPLIES OR SERVICES AND PRICE/COSTS 2

- B.1 Contract Type 2
- B.2 Period of Performance 2
- B.3 Cost/Price 2
- B.4 CONSIDERATION AND OBLIGATION-TIME AND MATERIALS CONTRACT (AUGUST 2011) 2

SECTION C - PERFORMANCE WORK STATEMENT 3

- C.1 Background 3
- C.2 Objective 3
- C.3 Performance work Statement 3
- C.4 Specific Tasks 3
- C.5 Deliverables and Delivery Dates 6
- C.6 Place of Performance 7
- C.7 Government Furnished Information 7
- C.8 Oral Briefings and Participation in Meetings 7
- C.9 Monitoring of Funds 7
- C.10 Expertise/Skills 8
- C.11 Project Management Methodology 8
- C.12 Documentation 8
- C.13 Expertise/Skills/Training 9
- C.14 Productive Labor Hours 9

SECTION D - PACKAGING AND MARKING 9

SECTION E - INSPECTION AND ACCEPTANCE 9

SECTION F - DELIVERIES OR PERFORMANCE 9

SECTION G - CONTRACT ADMINISTRATION DATA 10

- G.1 Task Order Contracting Officer's Representative 10

SECTION H - SPECIAL CONTRACT REQUIREMENTS 12

- H.1 2052.215-70 KEY PERSONNEL (JAN 1993) **Error! Bookmark not defined.**

SECTION I - CONTRACT CLAUSES 13

SECTION J - TASK ORDER ATTACHMENTS 13

PART I

SECTION B - SUPPLIES OR SERVICES AND PRICE/COSTS

B.1 Contract Type

The contract type for this task order is Labor-Hours.

B.2 Period of Performance

Base Period - March 13, 2012 - September 25, 2012

B.3 Cost/Price

Section J-1

B.4 Consideration and Obligation-Time and Materials Contract (August 2011)

(a) Currently, the ceiling price to the Government for full performance under this contract is \$140,715.03.

(b) The contract includes: (1) direct labor hours at specified fixed hourly rates, inclusive of wages, fringe, overhead, general and administrative expenses, and profit; and (2) cost of materials totaling \$0.00.

(c) The amount presently obligated by the Government with respect to this contract is \$30,000.

(d) This is an incrementally-funded contract and FAR 52.232-22 - "Limitation of Funds" applies.

SECTION C - PERFORMANCE WORK STATEMENT

C.1 Background

The IPSS tracks and manages the personnel security (security clearances, investigative and access authorizations data) and badging data associated with the issuance of permanent and temporary badges; drug program data associated with applicant drug testing and employee random drug testing; incoming and outgoing classified visit data; and facility clearance data associated with contractor companies that must have a facility clearance.

C.2 Objective

The required result of this task order is that a contractor maintain the Integrated Personnel Security System (IPSS, S0003) used by the Office of Administration (ADM) to ensure the system processes information accurately, reliably, and in a timely manner.

C.3 Performance work Statement

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.

The contractor shall perform application systems maintenance for the system listed below in the Performance Work Statement section, subparagraph 1, Maintenance. Maintenance shall include actions taken to resolve application system failures, correct defects, maintain functionality when IT infrastructure is updated and to perform small enhancements such as adding a field to support general needs or for Homeland Security Presidential Directive 12 (HSPD-12) support or creating a new report. The maintenance that is performed will also include updating the documentation for any systems that have been changed.

The current system is documented and the documentation resides at the NRC User's site using the Rational Suite of products.

The contractor shall furnish the necessary personnel, materials, equipment, facilities, travel and other services needed for development and test systems to meet the requirements described in this statement of work. The NRC will supply equipment, software and facilities for any portion of the effort to be performed on-site for production.

The contractor shall fulfill the Office of Information Services (OIS) requirements for assistance in completing the maintenance, integration, conversion, testing, training and deployment as defined in the NRC's Project Management Methodology (PMM).

C.4 Specific Tasks

1. Maintenance

The contractor shall be responsible for making necessary changes to ensure that identified problems with an application system are corrected, modifications/updates are performed, and the system is returned to or placed in production in the shortest amount of time possible.

The contractor shall deploy all source code and PMM artifacts to the Rational ClearCase IPSS VOB (Versioned Object Base) or Rational Jazz tools.

Maintenance Requests:

The NRC Task Order COR/client shall notify the contractor of system maintenance requests using the Rational ClearQuest or Rational Jazz change request system, in accordance with the Delivery Order, Statement Of Work, Section C.3, Subsections 3.1 "Maintenance" and 3.2 "Maintenance Change Request Process." The contractor shall follow the procedures contained in the "OIS Application Change Request System Guide using Rational ClearQuest" to document all maintenance work performed and completed. The contractor shall attend, as required, occasional meetings with the NRC Task Order COR at the NRC office to discuss significant maintenance issues.

The contractor shall document all maintenance requests in writing when received, noting the originator of the request, system number, maintenance action description and nature (corrective, perfective, or adaptive), and the estimated level of effort to complete the maintenance activity.

The Task Order Contracting Officer Representative (COR) shall review the contractor assessment and, if acceptable, authorize the contractor to perform work through ClearQuest or Rational Jazz tools. If the contractor is authorized to perform the work, the contractor shall perform the work in accordance with the project plan schedule approved by the Task Order COR.

The contractor shall notify the Task Order COR and appropriate ADM user when the corrected system is ready for deployment (i.e., testing completed, ready for deployment) and follow e-mail directions of NRC/ADM's Task Order COR or the ADM user for deployment.

The contractor shall update the Project Management Plan and provide a project schedule which describes the tasks associated with the development, integration, testing, training and deployment efforts.

a. System to Be Serviced

| System Name | System Number | System Acronym | Software | Platform |
|---|---------------|----------------|--|----------|
| Integrated Personnel Security System (IPSS) | S0003 | IPSS | J2EE Compliant Java, WebLogic (web platform), Struts, Sybase | Web |

NOTE: All web interfaces are only used on the NRC Intranet.

b. Work Actions Requiring Pre-approval

The contractor shall develop and deliver to the Task Order COR, via ClearQuest or Rational Jazz tools, work estimates and project plans for all change requests. The Task Order COR will review the contractor's assessment (estimate and plan) and will authorize work to be performed through ClearQuest or Rational Jazz tools.

The contractor shall not commence code or data changes for efforts covered by a work estimate and plan without authorization from the Task Order COR. The contractor shall not update User Guides without an e-mail authorization from NRC/ADM's Task Order COR.

Authorized actions shall be performed by the contractor in accordance with the project plan schedule approved by the Task Order COR.

c. Additional Requirements:

- Desktop icon is made available to all users of the application
- Electronic copy is functional and workable at first installation
- Latest production version of the application is checked out through the CM Library and used for modifications
- Updated version of the application is returned to the CM Library
- Changes to source code utilize products defined in the application system baseline, unless authorization is received in writing from NRC/ADM's Task Order COR
- New products introduced to the application system are consistent with the authorized list of vendor products (aka., toolkit) approved by NRC's Environmental Change Control Board

- Monthly status reports accurately reflect work performed and are a true reflection of task status, including expenditure of funds
- The contractor shall notify the Task Order COR when less than 24 hours remain available for application system maintenance
- Status reports are delivered on time
- Expertise of contractor staff is in accordance with that expected of individuals in the specified labor categories
- Contractor personnel interact professionally with Government personnel. Assistance is provided in a courteous, professional manner

C.5 Deliverables and Delivery Dates

| | | |
|---|--------------------|---|
| Kick-off Meeting at NRC HQ | contractor/NRC | 5 workdays after Task Order startup |
| Maintenance Work Plan and Estimate to NRC Task Order COR | contractor | For every change request and release |
| Work Plan and Estimate Approval via IBM Rational tools | NRC Task Order COR | Upon review and approval of Work Plan and Estimate |
| Deployed application update, including desktop icon for users | contractor | When maintenance effort tested and ready for deployment |
| Work effort approach of Ceiling Notification e-mail | contractor | When 24 or fewer hours are available |
| Project Schedule | contractor | 1 week after Kick-Off Mtg. |
| Project Management Plan | contractor | 30 days after Task Order startup and thereafter, as needed by the Task Order COR. |
| Status reports | contractor | Monthly |
| Users Guide | contractor | Update, as needed, in conjunction with changes to the application. |
| Systems Operations Guide | contractor | Update, as needed, in conjunction with changes to the application. |
| Voucher summaries detailing funding status | contractor | Twice a month |

C.6 Place of Performance

Most efforts under this task order shall be performed at the contractor site. Access to the NRC/ADM facilities shall be provided by the NRC/ADM, as required, during business hours.

C.7 Government Furnished Information

The following software inventory will be furnished to the contractor for work on this system.

| | | |
|---|--------------------|---|
| Sybase Enterprise Application Studio | Windows 3.0.1 | N/A |
| Sybase Enterprise Application Studio | Windows 3.5 Update | N/A |
| Sybase PC Client | Ver. 12.0 | N/A |
| Crystal Reports 9 Report Application Server | Ver. 9.0 | AWM50-G0C000S-M8S00WM |
| Crystal Reports 9 Developer's Edition | Ver. 9.0 | A6S50-01C000G-KG900ZK |
| BEA WebLogic Platform | Ver. 10.3 | Downloaded from website (have maintenance contract with Oracle for software upgrades) |
| BEA WebLogic Platform | Ver. 10.3 | Online Documentation |
| IPSS Data Disks | | N/A (from LMIT) |
| IPSS Deployment Disk | 1 each | Dated 09/2011 from LMIT |
| IPSS Closeout Files | 1 each | Dated 09/2011 from LMIT |
| IPSS Source Code and Executables | 1 each | Dated 09/2011 from LMIT |

C.8 Oral Briefings and Participation in Meetings

Contractor personnel shall attend and participate in regularly scheduled staff, planning and task control meetings as requested. Upon request, the contractor shall prepare and present oral briefings on progress of work, unique or interesting technical findings, and results of research and presentation of draft conclusions or reports. It is anticipated that meetings may occur bi-weekly initially and taper to an as-needed basis and that up to ten presentations may be necessary. An initial kick-off meeting to introduce the team members will be held when the task order is awarded.

C.9 Monitoring of Funds

Work on this Performance Work Statement is measured in support hours provided and since the effort is constrained by a fixed budget, the contractor shall monitor and report expenditure of staff hours monthly and shall compare actual monthly expenditures with proposed monthly expenditures outlined in the spending plan. The Government reserves the right to redirect effort within the scope of this task to insure that the product is as usable within the limits of the funds provided.

C.10 Expertise/Skills

The contractor shall provide personnel for this task order that possess the following:

Work experience in a Windows 32 bit operating environment (Windows Server 2003 or higher)

Certification in a web application software is desired; primary focus specific to experience in using Java and Struts front ends that integrate with WebLogic web server

Experience using relational databases. Primary focus should be Sybase. This includes creating database tables and indexes and writing complex queries based on the Structured Query Language (SQL).

Experience in writing stored procedures against databases. Primary focus should be Sybase databases.

Knowledge of Rational Rose, ClearCase, RequisitePro ClearQuest, and Rational Jazz tools.

Excellent communications and interpersonal skills.

Competency in managing development efforts (e.g., costs, schedules, and staff) as demonstrated through prior assignments.

Competency in writing user and technical documentation as demonstrated through prior assignments.

C.11 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.12 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.13 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.14 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:

Karen Cudd
Office: Office of Administration (ADM)
Mailstop: OWFN/ 6 D3M
Washington, DC 20555-0001
Phone: 301-492-3691
Email: Karen.Cudd@nrc.gov

(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**C.15 H.1 2052.215-70 KEY PERSONNEL (JAN 1993)**

- (a) The following individuals are 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.

See base contract

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 Standards and Metrics

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 Standard | Acceptable Quality Level (AQL) | QASP Monitoring Method |
|---|--|---|---|
| Release Schedule | Release should be deployed into production by due date | No more than 2 business days deviation unless delay agreed upon with Task Order COR | Task Order COR will run Rational Release reports |
| Release Acceptance | Releases should not have been rejected because of defective code or artifacts found in User Acceptance Testing or Production | No deviation | Task Order COR will run Rational Release reports |
| ChangeRequests (CRs) tracked and updated within the designated CM tools | CRs are tracked and implemented within the designated CM tools | No deviation | Task Order COR will run Rational Release reports |
| Release Cost Estimating | Estimated Cost of each release should be equal or less than the Actual Cost of the release | Deviation is 15% below cost or 5% over cost | Task Order COR will run Rational Release reports |
| Production System Availability during business hours | Production system must be available during business hours excluding Federal Holidays and Scheduled system outages | No deviation | Task Order COR will review performance |
| Response Time | Coverage provided from 08:00 to 18:00 Eastern Standard Time, Monday through Friday, excluding holidays | <u>Priority 1:</u> Shall not exceed a two hour response time for service calls | Task Order COR will analyze call log and tracking reports |

| Required Services | Performance Standard | Acceptable Quality Level (AQL) | QASP Monitoring Method |
|-------------------|---|---|---|
| | | Priority 2: Shall not exceed a one business day response time for service calls | |
| Deliverables | Delivered within the agreed upon timeframes, addresses the agreed upon scope and complies with acceptable and professional formatting and/or required templates | Delivered by COB of designated deadline Defects within documents are at a non-material level | Task Order COR will review deliverables |