

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

BPA NO.

1. CONTRACT ID CODE

PAGE 1

OF 7

2. AMENDMENT/MODIFICATION NO.

M008

3. EFFECTIVE DATE

See block 16c

4. REQUISITION/PURCHASE REQ. NO.

See page seven (7)

5. PROJECT NO. (If applicable)

6. ISSUE BY

CODE

3100

7. ADMINISTERED BY (If other than Item 6)

CODE

3100

U.S. Nuclear Regulatory Commission
Div. of Contracts
Attn: Karla Garcia, 301-492-3603
Mail Stop: TWB-01-B10M
Washington, DC 20555

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Div. of Contracts
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Washington, DC 20555

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)

DELL SERVICES FEDERAL GOVERNMENT, INC.

8270 WILLOW OAKS CORPORATE DR

FAIRFAX VA 220314514

(X) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

10A. MODIFICATION OF CONTRACT/ORDER NO.
NRC-33-11-325 NRC-33-11-325-T002

10B. DATED (SEE ITEM 13)
08-15-2011

CODE 175344753

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) Please see page 7 for appropriation data
DUNS# 175344753 NAICS: 541513

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).

C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:

D. OTHER (Specify type of modification and authority) Limitation of Funds 52.232-22

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 amend the SOW and Price Schedule to add new CLINs that are within scope, and add an increment of FY2012 funds in the amount of \$4,820,747.27, thereby increasing the total obligated amount from \$29,973,834.56 to \$34,794,581.83, and to increase the ceiling by the amount of \$2,976,719.81, thereby increasing the total ceiling from \$123,134,233.00 to \$126,110,952.80.

Total Obligated Amount: \$34,794,581.83 (Changed)

Total Order Ceiling: \$126,110,952.80 (Changed)

Period of Performance: August 15, 2011 - May 17, 2014 (Unchanged)

Please see the following pages for details.

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)

KEVIN J. KRIST
SR. CONTRACTS MANAGER

16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)

Jordan Pulaski
Contracting Officer

15B. CONTRACTOR/OFFEROR

[Signature]
(Signature of person authorized to sign)

15C. DATE SIGNED

07 AUG 12

16B. UNITED STATES OF AMERICA

BY *[Signature]*
(Signature of Contracting Officer)

16C. DATE SIGNED

8-9-12

NSN 7540-01-152-8070
PREVIOUS EDITION NOT USABLE

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA - FAR (48 CFR) 53.243

SUNSI REVIEW COMPLETE

AUG 10 2012

TEMPLATE - ADM001

ADM002

The purpose of this modification is to amend the SOW and Price Schedule to modify existing CLINs and add new CLINs that are within scope (see the attached revised Price Schedule); add an increment of FY12 funds in the amount of **\$4,813,405.27**, thereby increasing the obligations from \$29,973,834.56 to **\$34,787,239.83**, and to increase the ceiling by the amount of **\$2,976,719.81**, thereby increasing the total ceiling from \$123,134,233.88 to **\$126,110,952.80**.

Specifically, this modification:

1. Adds CLINs to the Price Schedule to allow for the following NRC-requested requirements:

Providing Defender H100 External USB Hard Drives – 500GB

Contractor will provide Defender USB External Hard Drive – 500GB meeting the specifications below and support deployment thereof, as required.

Model

- MXCB1B500G4001FIPS Defender™ H100 External Hard Disk Drive 500GB

System Compatibility

- Microsoft Windows 7/Vista/XP
- Mac OS X 10.5 or higher (Intel based only)

Standards & Certifications

- *FIPS 140-2 Level 3 Validated, Certification #1269
- USB 1.1 and 2.0
- FCC
- CE
- WEEE Compliant
- RoHS Compliant

Interface

- USB 2.0 (1.1 compatible)

Providing Upgraded Hard Drive from 300GB to 600GB

Contractor will provide upgraded Hard Drive for the Dell PowerEdge DB server in CLIN AH49. The upgraded Hard Drive is to increase the storage capacity of CLIN AH49 from 300GB to 600GB. The specification is as follows:

- 600GB 10K RPM SA SCSI 6Gbps 2.5in Hotplug Hard Drive

Providing MiFi Compact Wireless Routers and Support

Contractor will provide MiFis, meeting the specifications set forth below, which will be added to the list of the Work from AnyWhere hardware and services. This will also include all support and associated products required.

Model:

- Verizon JetPack 4G LTE Mobile Hotspot MiFi 4620L

Features

- 4G LTE Mobile Broadband and Mobile Broadband capable
- LTE: Typical download speeds of 5 – 12 Mbps and upload speeds of 2 -5 Mbps.
- Connect up to 10 Wi-Fi enabled devices at one time in 4G and 5 devices at one time in 3G
- Global Ready Supports GSM data roaming
- VPN Capability
- Auto connect
- User friendly Web UI: No Software to Install
- High performance internal antenna

Technology Bands

- CDMA 1xEV-DO Rev. A/Rev.0: 800/1900MHz
- 4G LTE (700MHz)
- Quad Band GPRS/EDGE 850/900/1800/1900MHZ
- Quad HSPA+UMTS 850/900/1900/2100 MHZ

System Requirements

- Wi-Fi 802.11b/g/n
- Compatible with all major operating systems
- Works with the latest versions of browsers, Including Android, Chrome, Firefox, Internet Explorer, Safari, and Mobile Safari

Specifications

- Dimensions: H x W x D
- Size: 3.76 x 2.36 x0.53 in
- Weight: 3.17 oz
- Battery Times: Usage – Up to 5hrs; Auto Display Shutoff with 30-second timer on by default
- SAR: 1.570 W/kg

Providing VMWare Enterprise vSphere 5

Contractor will provide the VMWare Enterprise software. This will also include all support and associated products required

- Federal VMware vSphere 5 Enterprise Plus for 1 processor with 96 GB vRAM entitlement per processor
- Support/Subscription for VMware vSphere 5 Enterprise Plus for 1 processor for 3 years

Providing NISR Ultra Small Form Factor workstation

Contractor will provide the workstations for NSIR, meeting the specifications set forth below, will be added to the list of the DataCenter Administration hardware and services. This will also include all support and associated products required.

- Dell Optiplex 990 (Intel Core i7 2600S processor) Ultra Small Form Factor (Memory 8GB
- Hard Drive 500 GB
- All-in-one Monitor stand
- Dell Professional P1911 19 in. monitor (Note: two of these on each PC)
- Speakers (bar)
- Smart card keyboard

Providing High Performance Table-size 11"x17" network printers

Contractor will provide network printers, meeting the specifications set forth below, will be added to the list of the standard hardware and services. This will also include all support and associated products required.

- Dell 7130cdn Color Printer
- Max Print Speed: up to 35 ppm
- Print Resolution: 1200 x 1200 dpi
- 1GB Memory

2. Revises support being providing under Subtask 1.5, Network Components, and corresponding Price Schedule CLIN (NS01) to include support of the Three White Flint North ("3WFN") Data Center by adding the following:

Network Components

DSFG will provide the additional right-sized network equipment needed for the operation of the 3WFN Data Center to accommodate the requirements below. 3WFN is a new NRC facility and network equipment capable of supporting the NRC Data Center and Building Network requirements must be provided by DSFG. The network equipment currently in place at the satellite offices, Church St, Executive Blvd, Twin Brooks and Wisconsin) will be replaced as these offices are being consolidated into the 3WFN Data Center. DSFG has designed the network solution to meet the provided NRC Network Requirements for Data Center and 3WFN Building Networking Support.

The 3WFN Network design addresses the following requirements:

- **90 Rack Data Center** in 3WFN requires Top of Rack Gigabit Connectivity for Servers and other NRC System.
 - 10 Gigabit Ethernet is required to connect 90 Racks of 3WFN Data Center equipment
 - All edge switches shall be connected via a **10 Gigabit Ethernet** uplink connection to the core.
 - Multi-Mode Fiber (MMF) will be extended to each wire closet from the Data Center and terminated with Single-Mode Fiber (SMF) connections.
 - The vendor shall ensure that all related products and services for this project are IPV4 and IPV6 capable. (FA 12.202)
 - 3WFN solution is required to meet IPv4 and IPv6 Network Solution requirements.
 - 3WFN shall support IPv4 and IPv6
 - The vendor shall provide network access for a minimum of 210 to a maximum 240 of network-attached device (160 seat workstations and 50 additional devices, i.e. network printers, SLES devices ...) for each of the following floors 2nd, 3rd, 5th to 14th floors.
 - All edge switches, at a minimum, shall be provided with a Fast Ethernet to One Gigabit (100 / 1000 Mbps) LAN connection for each network attached device (e.g. workstations, printers, SLES devices).
 - The contractor shall supply a UPS for every edge switch, not to exceed 30 .
 - All edge switches and UPSs shall be rack-mounted in the data closets (Telecommunication Rooms) on each floor (from the lobby to the 14th floor and the P2 level). These rooms are not connected to the building UPS.
 - The vendor shall provide a network connection for the NRC provided DS-3 (45 Mbps) circuit for Wide Area Network (WAN) connectivity to the Regional and RISE locations. This connection will be configured with FIP 140-2 validated cryptography and support multicasting.
 - A WAN Router capable of connecting to the Verizon MPLS Network is required to be provided by Dell
 - Quality of Service and Multicast capabilities shall be provided on all network equipment
3. Adds a new Subtask 16, under the authority of ITISS Contract SOW Section C.6.3, and corresponding CLIN (EU52 through EU65) to provide support for the NRC's Bring Your Own Device (BYOD) initiative, as follows:

Subtask 16 Bring Your Own Device (BYOD) (Section 1.6.3)

DSFG proposes to provide the following support in response to the requirement that Contractor is to provide BYOD support in three (3) specific areas:

- Service Desk Support and Provisioning
- Server Administration and Reporting
- Provision of Test Equipment

A. Service Desk Support and Provisioning

DSFG Service Desk staff will provide the primary interface for BYOD users. They will provide support over the telephone and also through the Service Request Ticketing System. DSFG anticipates a variety of calls and tickets that vary in nature: issues requiring resolution, general service inquiries, a BYOD user's level of comfort with mobile technology, and mobile device operating system behaviors with BYOD. However, it is important to note, because devices are personally owned, the Service Desk has very limited diagnostic capabilities and ultimately may refer the user to his carrier or device manufacturer. The Service Desk Support tasks include:

- Instruct the user how to receive new security policies or other policy files from the MDMS (if applicable)

- Instruct the user how to receive new installation files from the MDMS or how to install or re-install the MDMS client (if applicable)
- Wipe the MDMS interface and system from the APOD (if applicable)
- Instruct the user on how to configure the APOD to connect to the MDMS per default settings for authorized users on NRC networks (if applicable)
- Assist with the task to manage certificate renewal or re-issue device certificate(s), as needed
- Assist with the backing up of device data, per NRC recommendation
- If the DSFG Service Desk is unable to resolve an issue within 30 minutes, or if the Service Desk analyst has exhausted all support activities listed above, then the Service Desk analyst will be unable to continue troubleshooting the issue, and the Service Desk analyst will direct the user to the cellular phone carrier or device manufacturer for further support and will provide the user with the appropriate contact information to continue troubleshooting with the cellular carrier

Under no circumstances, APODs will be handled or touched by DSFG Service Desk Support staff in carrying out their supporting duties.

Upon approval from the IT Coordinators, BYOD Service request tickets will be routed to the trained technical staff for service fulfillment. In certain situations such as spillage, IT Coordinators approval is not required before the service (device wipe) is performed. Account Removal, Policy Provisioning and Device Wipe can be requested by Security Team and do not need IT Coordinators approval. The operational technical staff will use the account management tools that reside in the Production Operating Environment (POE) to service a user's account in order to close the service request. The Service Provisioning tasks include:

- BYOD account enrollment
- BYOD account removal
- BYOD device wipe
- BYOD policy provisioning

B.1. Server Administration

In addition to the service desk and provisioning service components, DSFG will administer the BYOD infrastructure in the POE. The general infrastructure maintenance tasks include:

- Visual inspections of hardware and other hardware maintenance not to include personally owned devices
- Software updates and required patches
- Logging, recordkeeping, and reporting
- Server administration
- Software licensing monitoring

B.2. Reporting

Initially, the following reports will be provided weekly and will be converted to monthly reports as the BYOD program matures.

Reporting metrics will evolve as well as our maturity grows. Basic metrics include:

- Growth rate
- Number of new devices
- Number of devices by type
- Number of new device types available (devices added to BYOD service offering)
- Number of wipes
 - Resulting from accident

- Resulting from malicious intent
- Number of accounts terminated
- Number of BYOD incident tickets
- Number of and names of users and their approved devices by Program/Regional Office
- Name of users and agency connection report

C. Provide Bring Your Own Device (BYOD) Test Devices

Contractor will provide test devices for BYOD, meeting specifications and with the data and voice plans set forth below. In addition, Contractor shall provide services and support to registered user as set forth in Section II.A., above. The test devices specifications and related voice/data plans are as follows:

Android Test/Evaluation Device Population

- Samsung Galaxy Nexus, Android 4.0, OS Version 4.0, Verizon
 - Smartphone SharePlan 450 minutes with 1000 Messages
- Motorola DROID XYBOARD 10.1, 16GB, OS Version 3.2, Verizon
 - Mobile BroadBand 10GB
- Motorola DROID RAZR, OS Version 2.3.6, Verizon
 - Smartphone SharePlan 450 minutes with 1000 Messages

Apple Test/Evaluation Device Population

- iPhone 4S – 16GB, Verizon
 - Smartphone SharePlan 450 minutes with 1000 Messages
- iPad 2, 16 GB 3G, Verizon
 - Mobile Broadband for iPad 10GB

Research in Motion (RIM) Test/Evaluation Device Population

- BlackBerry Bold 9930
 - Smartphone SharePlan 450 minutes with 1000 Messages

