

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

BPA NO 1 CONTRACT ID CODE PAGE 1 OF 5

2 AMENDMENT/MODIFICATION NO M007 3. EFFECTIVE DATE see block 16c 4 REQUISITION/PURCHASE REQ. NO. 5 PROJECT NO (If applicable)

6 ISSUED BY CODE 3100 7 ADMINISTERED BY (If other than item 6) CODE 3100 U.S. Nuclear Regulatory Commission Div. of Contracts Attn: Dominique Malone, 301-492-3613 Mail Stop: TWB-01-B10M Washington, DC 20555

8 NAME AND ADDRESS OF CONTRACTOR (No. street, county, State and ZIP Code) LOCKHEED MARTIN SERVICES, INC. 700 N FREDERICK AVE GAITHERSBURG MD 208793328 9A AMENDMENT OF SOLICITATION NO 9B DATED (SEE ITEM 11) 10A MODIFICATION OF CONTRACT/ORDER NO. NRC-HQ-11-C-33-0060 NRC-HQ-12-T-03-0003 10B DATED (SEE ITEM 13) 03-14-2012 CODE 805258373 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) B&R: 020-11-5-156 JC: J4292 BOC: 2574 APPN: 31X0200.220 Obligates: \$0.00, NAICS: 541519

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) Mutual Agreement of the Parties.

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) Task Order 3, NRR Systems Task Order COR: Indu Konduri The purpose of this modification is to incorporate a revised Quality Assurance Surveillance Plan (QASP). Total Order Ceiling: \$2,772,344.97 (unchanged) Total Obligated Amount: \$685,000.00 (unchanged) Period of Performance: March 14, 2012 - September 25, 2013 (unchanged)

Except as provided herein, all terms and conditions of the document referenced in item BA or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A NAME AND TITLE OF SIGNER (Type or print) Sheila Dupain Contract Negotiator Staff 15B CONTRACTOR/OFFICER Signature of person authorized to sign 16A NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Dominique C. Malone Contracting Officer 16B UNITED STATES OF AMERICA BY Signature of Contracting Officer 16C DATE SIGNED 10-25-2012 16C DATE SIGNED 10-25-2012

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.

The required services, which are defined below, include RPS Help Desk support of production support operations, delivery of Change Requests, and other documentation on an as needed basis to fulfill the contract requirements.

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.
- **Monitoring Method:** method used for monitoring performance against standards.

Required Services	Performance Measure	Acceptable Quality Level (AQL)	Monitoring Method
Release User Acceptance Testing (UAT) Schedule	Release shall be deployed into UAT environment by established target date.	Less than 10 business days beyond the established UAT target date (Due Date for a Release in JAZZ).	The Task Order Contracting Officer's Representative (TO-COR) will run Jazz reports.

Required Services	Performance Measure	Acceptable Quality Level (AQL)	Monitoring Method
Release Acceptance	The releases should be of high-quality.	<p>No deviation from requested functionality</p> <p>No defect should be introduced as a result of release CR implementation</p> <p>Release shall not be rejected because of existing defect(s) found during testing</p> <p>Release shall not be rejected because of the requirement clarification</p> <p>Release shall implement enterprise-wide application of business rules</p> <ul style="list-style-type: none"> • inclusive UAT documentation 	The TO-COR will compare the differences between the RPS baseline and the pending release.
Change Request (CR) Actual Cost	The CR's actual cost shall be equal to or less than the total estimated cost.	<p>Deviation of $\pm 10\%$ from estimated cost is acceptable.</p> <p>Lower deviation of actual vs. estimated cost shall be considered favorable.</p> <p>Each CR's proposal shall be reviewed for ability to determine planned and actual hours by labor category.</p>	TO-COR will compare Jazz and Cost reports.

Required Services	Performance Measure	Acceptable Quality Level (AQL)	Monitoring Method
Release Actual Cost	The Release's actual cost shall be equal to or less than the estimated cost.	<p>A deviation of $\pm 10\%$ of the estimated cost is deemed acceptable.</p> <p>Lower deviation of actual vs. estimated cost shall be considered favorable.</p> <p>Each CR's proposal shall be reviewed for ability to determine planned and actual hours by labor category.</p>	TO-COR will compare Jazz and Cost reports.
<p>RPS Help desk support and response time</p> <p>Coverage: 8AM to 6PM (ET) Business Days (M-F), except federal holidays</p>	The CR's actual cost shall be equal to or less than the total estimated cost.	<p>Types of requests:</p> <p><u>High</u>: Four (4) hour response time for RPS service requests and calls from RPS Project Manager.</p> <p><u>Normal</u>: Two (2) business day response time for RPS service requests and calls from RPS Project Manager.</p>	TO-COR will monitor the RPS Help resource for requests and response.

Required Services	Performance Measure	Acceptable Quality Level (AQL)	Monitoring Method
Deliverables	Requested documents through change requests and periodic status reports shall be delivered within the agreed upon timeframes, addresses established scope, and complies with acceptable and professional formatting and required templates.	<p>Delivered no later than 5 days of established due date in JAZZ.</p> <p>Documents delivered shall be clear and concise.</p> <p>A suggested document template by NRC will be included in the change request for delivery.</p> <p>Basic documents shall include:</p> <ul style="list-style-type: none"> - introduction with detailed problem statement, - alternatives studied with a suggested solution, - suggested solution with clear design and implementation plan, and - conclusion 	TO-COR will review deliverables

Estimates for change requests and Help Desk request support by labor category:

The estimated hours for the level of effort (LOE) by labor category for each change request (CR) and task by difficulty level (Exceptional and Normal) shall be proposed by the contractor and mutually agreed upon by the NRC TO-COR.