

**AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT**

BPA NO \_\_\_\_\_ 1. CONTRACT ID CODE \_\_\_\_\_ PAGE 1 OF 3

2. AMENDMENT/MODIFICATION NO. M015  
 3. EFFECTIVE DATE 4-18-2013  
 4. REQUISITION/PURCHASE REQ. NO. CFO-13-032  
 5. PROJECT NO. (if applicable) \_\_\_\_\_

6. ISSUED BY CODE 3100  
 U.S. Nuclear Regulatory Commission  
 Div. of Contracts  
 Attn: Sharon M. Lim  
 Mail Stop: TWB-01-B10M  
 Washington, DC 20555  
 7. ADMINISTERED BY (if other than Item 6) CODE 3100  
 U.S. Nuclear Regulatory Commission  
 Div. of Contracts  
 Mail Stop: TWB-01-B10M  
 Washington, DC 20555

8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP Code)  
 CW GOVERNMENT TRAVEL, INC.  
 4300 WILSON BLVD STE 500  
 ARLINGTON VA 222034178  
 CODE 785836151 FACILITY CODE \_\_\_\_\_  
 8A. AMENDMENT OF SOLICITATION NO. \_\_\_\_\_  
 8B. DATED (SEE ITEM 11) \_\_\_\_\_  
 10A. MODIFICATION OF CONTRACT/ORDER NO. GS33FN0017 NRC-DR-09-09-328  
 10B. DATED (SEE ITEM 13) X 09-30-2008

**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: 2013-7N-51G-156, Job Code: N7362, BOC: 252A, Appropriation No: 31X0200, Obligate: \$0.00  
 NAICS: 541512 Commitment No: 13-16-33

**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 data, 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 Mutual 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 following changes are hereby incorporated into Task Order No. NRC-DR-09-09-328:

(SEE ATTACHED CONTINUATION PAGE)

Period of Performance: 10/1/09 - 11/11/13 (Unchanged)  
 Order Obligation: \$3,549,148.00 (Unchanged)  
 Order Ceiling: \$7,716,130.04 (Changed)

Except as provided herein, all terms and conditions of the documents referenced in Item 8A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) Marc Stec, Vice President, Strategic Business Initiatives  
 15B. CONTRACTOR OFFICER (Signature of person authorized to sign)  
 15C. DATE SIGNED 04/18/2013  
 15A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Sharon M. Lim, Contracting Officer  
 15B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)  
 15C. DATE SIGNED 4-18-13

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

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

TEMPLATE - ADM001

SUNSI REVIEW COMPLETE

APR 23 2013

ADM002

The following changes are hereby incorporated into Task Order No: NRC-DR-09-09-328:

1. The following changes are hereby incorporated into Option Period 3 (10/1/12 – 11/11/13):
  - CLIN 7 – GSA Master Contract CLIN 66 – Help Desk Analyst – the estimated quantity of hours is hereby reduced by 8,207 hours from 12,832 hours to 4,625 hours, thereby reducing the dollar value of CLIN 7 by \$467,799.00 from \$731,424.00 to \$263,625.00.
  - CLIN 8 – GSA Master Contract CLIN 46 – Help Desk Manager – the estimated quantity of hours is hereby reduced by 242 hours from 776 hours to 534 hours, thereby reducing the dollar value of CLIN 8 by \$16,456.00 from \$52,768.00 to \$36,312.00.
  - CLIN 15 – GSA Master Contract CLIN 66 – TMC Agent / Travel Counselor – the estimated quantity of hours is hereby reduced by 3,780 hours from 8,320 hours to 4,540 hours, thereby reducing the dollar value of CLIN 15 by \$197,490.00 from \$361,920.00 to \$164,430.00.
  - CLIN 16 – GSA Master Contract CLIN 66 – TMC Supervisor – the estimated quantity of hours is hereby reduced by 453 hours from 1,040 hours to 587 hours, thereby reducing the dollar value of CLIN 16 by \$22,197.00 from \$50,960.00 to \$28,763.00.
2. Clause A.2 – Consideration and Obligation – delete the current version in its entirety and replace with the following:
  - "a) The total estimated ceiling for this order is \$7,716,130.04 as follows:
    - 1) The total estimated ceiling for CLINs 1 – 16 is \$4,528,728.04
    - 2) The total estimated ceiling for CLINs 17 – 28 is \$3,187,402.00
  - b) The amount presently obligated for CLINs 1 – 16 is \$3,549,148.00. CLINs 17 – 28 will be paid via a centrally billed account in accordance with the GSA ETS ordering guide. The funds for these CLINs will not be obligated under this contract."
3. As a result of Item (1) above the total ceiling for Option Year Three is hereby decreased by \$703,942.00 from \$2,175,778.80 to \$1,471,836.80.
4. As a result of Item (1) above the total task order ceiling is hereby decreased by \$703,942.00 from \$8,420,072.04 to \$7,716,130.04.

5. As a result of Item (1) above, TMC services and Help Desk Support services will be provided to the NRC under the requirements contained in the GSA Master Contract (GS-33F-N0017) once the current hours are expended under CLINs 7, 8, 15, and 16 of Option Year Three of the subject order (See Item (1) above). These services will be provided at no additional cost to the Government.
6. As a result of Item (1) above, delete the current Statement of Work and replace with the revised version contained in Attachment One to this document.
7. This modification is being accomplished at no additional cost to the Government.
8. All other terms and conditions of Task Order No: NRC-DR-09-09-328 hereby remain unchanged and in full force and effect.

**STATEMENT OF WORK  
FOR CONTRACTOR TO PROVIDE  
NRC E-TRAVEL OPERATIONS AND MAINTENANCE SERVICES**

**I. BACKGROUND**

E-Gov initiatives were developed as part of the Presidents Management Agenda to improve government services. This initiative was mandated to all Federal Agencies. Its main objective is to have a government-wide, web-based service that applies world-class travel management practices to consolidate federal travel minimize cost and produce superior customer satisfaction. The e-Gov Travel Service is commercially hosted to minimize technology costs to the government and to guarantee refreshed functionality. The services include travel planning and authorization to reimbursement. This end-to-end travel service streamlines travel management and will enable the government to capture real time visibility into the buying choices for travelers and assist agencies in optimizing their travel budgets while saving taxpayer's money. The General Services Administration (GSA) required the NRC to be fully deployed on e-travel by July 31, 2009. This contract includes the eTravel Operation and Maintenance (O&M) services, help desk, training and other services related to eTravel O&M as described below.

**II. OBJECTIVES**

The contractor shall provide highly skilled personnel to perform the following objectives:

- ETS Reservation and Fulfillment Services
- ETS Authorization and Voucher Services
- Paper Ticket Issuance and Delivery
- Receipt Imaging
- International Rate Desk
- VIP-TMC Travel Service
- Operations and Maintenance
- Help Desk
- Training
- Report Generation
- Coordination with the NRC to ensure a smooth O&M effort of E2.

**III. SCOPE**

The contractor shall perform the requirements stated in the statement of work and coordinate with the NRC in order to accomplish the objectives and be able to perform the O&M activities.

**IV. REQUIREMENTS**

The contractor shall provide the following services:

1. Operations and Maintenance
  - Support and maintain production system configuration and data throughout the period of performance.
  - Create, modify and maintain document routing and user data in the eTravel system based on the data provided by NRC including new system

configuration, establishment of major & minor customer and expense mapping setup.

- Test and provide quality control measures to ensure data integrity and accuracy of document routing, user data, system configuration, major & minor customer settings and expense mapping to meet NRC traveler's needs.
- Provide functional, technical and security support of NRC production, UAT, UAT2, training sandbox environments and any other Carlson environment that impacts NRC data.
- Perform ongoing testing, patches and fixes of the eTravel application, release management and ongoing project management.

## 2. Help Desk

- o Provide help desk support in accordance with GSA master contract requirements.

## 3. Training

- a. Train new and existing E2 users (e.g., traveler, travel arrangers, approvers) on system functionality and application work flow as described in Attachment No. 1 NRC Ongoing Training Plan.
    1. Hands-on training for the NRC employees- Estimate class duration eight (8.0) hours per class (1 class per day on a monthly basis). This training shall be provided at the NRC Professional Development Center (PDC) located in Bethesda, MD.
    2. Auditorium Training: Estimate class duration two (2.0) hours per class (2 classes per day on a quarterly basis). This training shall be provided at the NRC Headquarters Auditorium, located at Rockville, MD.
    3. Train solely on system functionality using NRC agreed-upon curriculum. The curriculum will be provided to the contractor by the government. When versions of software change the curriculum needs to be adjusted accordingly.
  - b. The trainer shall be available to support NRC E2 users by staging trip documents for future use: creates and stages trip documents for use in future classes, creates user IDs and provides basic support such as answering questions or performing over-the shoulder assistance to new users. Trainers proposed will be considered key personnel under this order.
  - c. Provides feedback to curriculum developers at NRC; gathers input from trainees and utilizes feedback systems to make recommendations for curriculum revisions and creation.
  - d. Identifies any eTravel needs (e.g., data, training, etc.) and makes recommendations to NRC E2 Operations Team.
  - e. A review/collaboration/dry run period shall be scheduled prior to the beginning of hands-on and auditorium training to ensure that the trainers are presenting the information that aligns with the way the NRC conducts its travel.
4. Performs all duties and responsibilities in a timely and effective manner to achieve the overall objectives of this delivery order.

5. Fully informs the NRC E2 Operations Team of all problems or unusual matters of significance in a timely manner. The contractor shall take corrective action where necessary or suggests alternative courses of action which may be taken.
6. Report Generation – provides reports as required under the GSA master contract. The following NRC specific reports are removed:
  - a. Open Obligations
  - b. Closed voucher spreadsheets
  - c. Failed log-in attempts
  - d. Out of policy items
  - e. NRC quarterly security report
7. When performing non-self service travel reservations, the contractor shall answer phone calls in accordance with the GSA master contract requirements.
8. The contractor will continue to provide services under CLIN 11 Product Support Analyst and CLIN 12 Integrated Project Management. These services include but are not limited to the following activities and shall be priced in accordance with terms of the GSA master contract:
  - a. Initialize and unlock passwords
  - b. Create new user accounts
  - c. Update/Setup E2/Traveler profile
  - d. Setup new minor/major customers
  - e. Create new account code
  - f. Disable account code
  - g. Assign account code favorites

#### **V. DURATION OF ORDER**

The period of performance of this order is October 1, 2009 through November 11, 2010 with three additional optional periods.

#### **VI. SECURITY CLEARANCE**

The personnel proposed under this contract will be subject to a background check. The contractor personnel would be required to have NRC-IT level II clearance. The contractor is responsible to submit the required paperwork to the Office of Personnel Security immediately after contract award, failure to do so will delay the approval of the background check. This process could take up to 90 days from contract award.

#### **VII. MEETINGS AND TRAVEL**

Travel to and from the NRC will be required to meet the training objectives. The contractor's expense for the travel and per diem will be paid under this delivery order according to the Federal Travel Regulations.

During the O&M phase of the NRC eTravel effort, the contractor may require to meet regularly with the NRC staff, meetings could be held by teleconferencing, phone conference or face-to-face, travel related to face-to-face meetings shall be approved by the NRC project officer. The NRC estimates that up to four face-to-face meetings a year will be conducted at NRC Headquarters, located at Rockville, MD.

The training schedule for FY2010 is as follows:

**NRC eTravel Training Plan  
FY 2010**

<b>Training Date (s)</b>	<b>Total Estimated eTravel Participants</b>	<b>Training Location</b>	<b>Training Room Capacity</b>	<b>Training Approach</b>
10/5/2009	12	Bethesda-PDC	12	Hands-on
11/2/2009	12	Bethesda-PDC	12	Hands-on
12/1/2009	12	Bethesda-PDC	12	Hands-on
1/11/2010	12	Bethesda-PDC	12	Hands-on
2/8/2010	12	Bethesda-PDC	12	Hands-on
3/8/2010	12	Bethesda-PDC	12	Hands-on
4/5/2010	12	Bethesda-PDC	12	Hands-on
5/3/2010	12	Bethesda-PDC	12	Hands-on
6/1/2010	12	Bethesda-PDC	12	Hands-on
7/12/2010	12	Bethesda-PDC	12	Hands-on
8/9/2010	12	Bethesda-PDC	12	Hands-on
9/1/2010	12	Bethesda-PDC	12	Hands-on
1st qtr	50	HQ-Auditorium	100	Auditorium
2nd qtr	50	HQ-Auditorium	100	Auditorium
3rd qtr	50	HQ-Auditorium	100	Auditorium
4th qtr	50	HQ-Auditorium	100	Auditorium

The training schedule for every optional year should be the same as this one. The dates of the training for the optional year will change depending on space availability but please assume that there would be one hands-on training per month for the PDC and one training per quarter at the NRC HQ auditorium.