

INTERAGENCY AGREEMENT		1. IAA NO. NRC-HQ-84-14-I-0006			PAGE OF 1 5	
2. ORDER NO.		3. REQUISITION NO. OCHCO-14-0139		4. SOLICITATION NO.		
5. EFFECTIVE DATE See Block 26c		6. AWARD DATE 07/03/2014		7. PERIOD OF PERFORMANCE 07/03/2014 TO 07/25/2015		
8. SERVICING AGENCY PERSONNEL MANAGEMENT U S OFFICE OF ALC: DUNS: +4: GOV ONLINE LEARNING CENTER GOLEARN 1900 E STREET NW ROOM 3326 WASHINGTON DC 20415-2108 POC Greg Winborne, Account Manager TELEPHONE NO. 202-606-2844				9. DELIVER TO US NUCLEAR REGULATORY COMMISSION- MAIL PROCESSING CENTER 4930 BOILING BROOK PARKWAY ROCKVILLE MD 20852 USA		
10. REQUESTING AGENCY HR ALC: DUNS: +4: US NUCLEAR REGULATORY COMMISSION ONE WHITE FLINT NORTH 11555 ROCKVILLE PIKE ROCKVILLE MD 20852-2738 POC Andrey Korsak, COR TELEPHONE NO. 301-287-0574				11. INVOICE OFFICE US NUCLEAR REGULATORY COMMISSION ONE WHITE FLINT NORTH 11555 ROCKVILLE PIKE MAILSTOP O3-E17A ROCKVILLE MD 20852-2738		
12. ISSUING OFFICE US NRC - HQ ACQUISITION MANAGEMENT DIVISION MAIL STOP 3WFN-05-C64MP ATTN FATIMA SHULER 301-287-3726 WASHINGTON DC 20555-0001				13. LEGISLATIVE AUTHORITY		
				14. PROJECT ID		
				15. PROJECT TITLE PLATEAU LMS SUBSCRIPTION LICENSES (LMS SAAS)		
16. ACCOUNTING DATA 2014-X0200-FEEBASED-84-84D003-51-N-156-G8425-251E						
17. ITEM NO.	18. SUPPLIES/SERVICES		19. QUANTITY	20. UNIT	21. UNIT PRICE	22. AMOUNT
00001	NRC-HQ-84-14-I-0006 Master IAA: N/A Plateau Annual LMS SaaS Period of Performance: 07/26/2014 to 07/25/2015					75,277.00
00002	LMS for Contractors Period of Performance: 07/26/2014 to 07/25/2015					12,600.00
00003	iContent - Custom 150 custom courses Continued ...					46,800.00
23. PAYMENT PROVISIONS				24. TOTAL AMOUNT \$142,177.00		
25a. SIGNATURE OF GOVERNMENT REPRESENTATIVE (SERVICING) <i>[Signature]</i> DIR, LMS SVCS				26a. SIGNATURE OF GOVERNMENT REPRESENTATIVE (REQUESTING) <i>[Signature]</i>		
25b. NAME AND TITLE Plateau LMS Subscription Licenses		25c. DATE 6/19/14	26b. CONTRACTING OFFICER ERIKA EAM		26c. DATE 07/03/2014	

TEMPLATE - ADM001

SUNSI REVIEW COMPLETE

JUL 30 2014

ADM002

00004

Period of Performance: 07/03/2014 to 07/02/2015

Skillsoft - Connector 3,000 courses

7,500.00

Period of Performance: 07/03/2014 to 07/02/2015

The total amount of award: \$142,177.00. The obligation for this award is shown in box 24.

U. S. Office of Personnel Management (OPM)
Human Resources Solutions
USA Learning

Statement of Objectives (SOO)
For
Nuclear Regulatory Commission (NRC)
Plateau/SuccessFactor LMS FY2014

BACKGROUND:

Nuclear Regulatory Commission (NRC) is using SuccessFactors (previously Plateau) Learning Management System (LMS) version 6.3 (update 14) to deliver classroom and online training activities. NRC is looking to renew the license agreement and continue to use SuccessFactors LMS.

SCOPE:

Under this contract, the contractor shall provide access for 4,250 users and 1,500 contractor access to the following summary of requirements:

SUMMARY OF REQUIREMENTS:

1	Plateau/SuccessFactors Annual LMS SaaS* Includes LMS, SF 182 and IDP License, annual maintenance, technical upgrades, hosting as well as technical upgrades and 10 Managed Service Units per quarter.) Users 4,250 Contractors 1,500	12 months
2	iContent – Custom Courses 150 custom courses	12 months
3	iContent – SkillSoft Hosting 3000 courses	12 months

PERIOD OF PERFORMANCE

The period of performance for each task is documented in Section 3: Summary of Requirements section of this document. NRC may elect, at its sole discretion, to extend this period of performance as necessary.

Detailed Description

Plateau/SuccessFactors Annual LMS SaaS

License and upgrades

SaaS pricing should include annual license cost, two technical upgrades and all available monthly updates during the contract period with limited support for configuration workshops and training for these upgrades. NRC should have the Opt Out capability for upgrades as long as that upgrade has not become obsolete (Plateau Product Management EOM – end of maintenance).

Managed Services Units

MSUs provide an extended level of ongoing support to ensure customers get the most out of their solution and help with common administrative tasks. As a subscription based service, predetermined Managed Service Units (MSUs) are used for direct access to a Managed Services Consultant for assistance with administrative consulting, light technical services, product education, and other services.

Annual Maintenance (includes customer support)

Support services should include new versions and service packs, *Outreach* (the SuccessFactors Customer Support newsletter), technical and release bulletins, access to the Web support center (e-mail, chat, phone, FAQs, documentation, and Plateau Learning Landscape), online evaluation site, and unlimited incidents. An incident is any series of interactions (e-mail, chat, or phone) about a single issue.

Service hours are 24 x 7

Two (2) authorized contacts

Access to second-tier support

Access to third-tier support

Use of the Web site Knowledge Base

A toll-free number is available

Plateau Hosting

The pricing should include LMS hosting that meets GoLearn IDIQ hosting requirements.

CONTACTS:

The NRC point-of-contact for this project is

Andrey Korsak, Learning Operations

301-287-0574

Andrey.Korsak@nrc.gov

Erika Eam, Contracting Officer

301-287-0954

Erika.Eam@nrc.gov

NRC-HQ-84-14-I-0006

The OPM point-of-contacts for this project are:

Denise Haizlip-Harrod, Contracting Officer

202-606-4116

Denise.Haizlip-Harrod@opm.gov

Greg Winborne, Account Manager

202-606-2844

Greg.Winborne@opm.gov