

INTERAGENCY AGREEMENT		1 IAA NO NRC-HQ-84-14-I-0005			PAGE OF 1 36	
2 ORDER NO		3 REQUISITION NO OCHCO-14-0137		4 SOLICITATION NO		
5 EFFECTIVE DATE 08/01/2014		6 AWARD DATE 08/01/2014		7 PERIOD OF PERFORMANCE 08/01/2014 TO 08/01/2019		
8 SERVICING AGENCY OFFICE OF PERSONNEL MANAGEMENT ALC: DUNS: -4: OFFICE OF PERSONNEL MANAGEMENT 1900 E ST NW WASHINGTON DC 20415 POC Greg Winborne TELEPHONE NO 202-606-2844				9 DELIVER TO AMY HSU 11555 ROCKVILLE PIKE ROCKVILLE MD 20852		
10 REQUESTING AGENCY ACQUISITION MANAGEMENT DIVISION ALC: DUNS: -4: US NUCLEAR REGULATORY COMMISSION ONE WHITE FLINT NORTH 11555 ROCKVILLE PIKE ROCKVILLE MD 20852-2738 POC Daniel App TELEPHONE NO 301-287-0939				11 INVOICE OFFICE US NUCLEAR REGULATORY COMMISSION ONE WHITE FLINT NORTH 11555 ROCKVILLE PIKE MAILSTOP 03-E17A ROCKVILLE MD 20852-2738		
12 ISSUING OFFICE US NRC - HQ ACQUISITION MANAGEMENT DIVISION MAIL STOP 3WFN-05-C64MP WASHINGTON DC 20555-0001				13 LEGISLATIVE AUTHORITY Revolving Funding		
				14 PROJECT ID ILEARN 2.0		
				15 PROJECT TITLE ILEARN 2.0		
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	
	The purpose of this InterAgency Agreement is to leverage technology available from the Office of Personnel Management (OPM) to deliver an innovative, effective, and standardized enterprise learning environment as described in the Statement of Work. Master IAA: N/A					
00001	Subscribe to the iLearn 2.0 SaaS from OPM with Help Desk and LMS Administrator Total Obligated Amount \$1,569,851.27 Incrementally Funded Amount: \$425,111.91 Continued ...				1,569,851.27	
23 PAYMENT PROVISIONS				24 TOTAL AMOUNT \$425,111.91		
25a SIGNATURE OF GOVERNMENT REPRESENTATIVE (SERVICING) Digitally signed by W.A. Harrison DN: cn=W.A. Harrison, o=Office of Personnel Management, ou=USA Learning Program, email=Willie.Harrison@opm.gov, 2.5.4.42=1155 Date: 2014.07.23 08:43:41 -05'00'				25b SIGNATURE OF GOVERNMENT REPRESENTATIVE (REQUESTING) <i>Erika Eam</i>		
<i>W.A. Harrison</i>				26b CONTRACTING OFFICER ERIKA EAM		
				26c DATE 7/23/2014		

IAANO
NRC-HQ-84-14-I-0003

ORDER NO

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Attachment No.1: NRC GENERAL TERMS AND CONDITIONS
(GT&C) FOR INTERAGENCY AGREEMENTS (IAA)
Attachment No.2: Statement of Work
Attachment No.3: Pricing
Attachment No.4: FORM 7600B

The total amount of award: \$1,569,851.27. The
obligation for this award is shown in box 24.

ATTACHMENT 1

NRC GENERAL TERMS AND CONDITIONS (GT&C) FOR INTERAGENCY AGREEMENTS (IAA)

General Guidance

1. Technical Direction

The NRC Contracting Officer's Representative (COR), as named in the NRC SOW, is responsible for ensuring that the services required under this project are delivered in accordance with the terms of the SOW. All technical direction instructions to the Servicing agency must be issued through the COR.

Technical direction includes interpreting technical specifications, providing needed details, and suggesting possible lines of inquiry. Technical direction must not constitute new work or affect overall project cost or period of performance. Technical direction must be confirmed in writing to the servicing agency with a copy provided to the cognizant NRC Contracting Officer (CO).

2. Billing Requirements

Servicing agency shall bill NRC monthly for costs paid in support of NRC projects by the agreement number. The servicing agency shall bill and collect from NRC by an electronic transfer of funds through the U.S. Treasury Intergovernmental Payment and Collection System (IPAC).

The servicing agency voucher shall identify the NRC agreement number, and the NRC and servicing agency budget and reporting (B&R) numbers.

The servicing agency voucher, at a minimum, shall indicate the month that costs were incurred and the dollar amount of these costs. In some instances because of accrual accounting and other adjustments, the amounts may differ slightly from the original accrual amount.

When the Status Report costs differ from the amount billed, servicing agency shall provide an explanation of the difference on the voucher.

The servicing agency voucher shall be sent to support the IPAC funds transfer. The instructions must identify the billable activities as specified by 10 CFR Part 170. The servicing agency voucher and other required documentation shall be submitted to—

NRC Payments
U.S. Nuclear Regulatory Commission
One White Flint North
11555 Rockville Pike
Mailstop O3-E17A
Rockville, MD 20852-2738

Electronic Commercial Vendor and IPAC Payments:

Effective immediately, commercial vendors and Federal entities should use the new electronic mailing addresses shown below:

Invoice and training billing Email address – NRCPayments@NRC.gov

IPAC billing Email address – NRCIPAC.Resource@NRC.gov

3. Limitation of Funds

NRC is not obligated to reimburse the servicing agency for costs incurred by its contractors in excess of the total amount obligated by an appropriately executed IAA form. The NRC Contracting Officer will formally notify the servicing agency of any projects that are intended to be phased out or terminated as soon as such intent is known, preferably at least 30 days before the proposed termination date. For IAAs with fixed performance periods, the servicing agency should assume that the program will terminate on the last day of the period specified on the IAA form.

If at any time the servicing agency has reason to believe that the costs will exceed the total amount authorized, the servicing agency must notify the NRC CO. In the absence of formal NRC instructions to continue or to terminate a work order, the servicing agency will notify the NRC CO in writing when the accrued costs of any NRC Order approaches 75 percent of the authorized funding level provided on the IAA form.

The notification should include the estimated date when the accrued costs will equal the authorized funds, and may, if appropriate, recommend or request the NRC action desired. After this notification, the NRC will evaluate costs incurred against technical progress and, if necessary, will:

- Increase funding authorization
- Change the scope of the work
- Change the period of performance
- Terminate the project

The servicing agency shall notify the NRC CO in writing when it is anticipated that the work cannot be completed within the period of performance indicated on the IAA form. Notification shall be made in sufficient time to allow for the issuance of a modification to the IAA authorizing an extension of the work period to the date necessary to complete the authorized work. If the period of performance is not extended, the NRC CO shall notify the servicing agency via issuance of a modification for closeout of the IAA.

4. Acquired Material, Equipment, or Software (Property)

Under the terms and conditions of this contractual agreement, all agency/user data including training completions, student records, bookmarks, and user profile data **are the property of the NRC** as the client agency. The client agency understands and accepts that they are buying into a "Shared Systems Applications" environment and are purchasing this as a "Service" and have no rights or ownership of any/all applications or application extensions developed or customized during this contractual engagement.

At the end of any contract Period of Performance (POP) if/when the agency determines not to renew services and terminates the existing contractual agreement, the agency's data will be exported and provided to the agency in a comma delimited flat file format within 5 working days of contract expiration.

The agency assumes ALL responsibility and costs associated with the successful migration of the agencies data into fully functional replacement systems environment.

The Assessment of Security Controls and Authorization of Operation (A&A) is designated to USALearning dedicated environment. That Authorization of Operation and the supporting security documentation ARE NOT reproducible or transferable under any circumstances.

The applications environment to include ANY agency specific customizations e.g.: custom electronic forms, tailored database functions, customized reports, site layout, themes, cascading style sheets, JavaScript, HTML, DTML, PHP code, and other infrastructure software are proprietary to USALearning and are owned by USALearning.

13. Software Development

Systems development efforts shall comply with applicable Government-wide Federal Information Processing Standards developed by the National Institute of Standards and Technology, applicable public laws, Office of Management and Budget circulars, and NRC policies and procedures. Particular attention is necessary to incorporate security features in the design of systems that process sensitive data. The format of software deliverables is specified in NRC Bulletin 0904-4. If any deliverable is provided on diskette, the diskette shall be scanned for viruses by the contractor and verified to be free of viruses before delivery to NRC. All software development, modification, or maintenance tasks shall follow general guidance provided in NUREG/BR-0167, "Software Quality Assurance Program and Guidelines." NRC shall advise the servicing agency Patent Counsel with respect to any rights in the software that NRC desires under any particular project, which rights include NRC imposing restrictions on use, and distribution of the software by servicing agency.

19. Stop-Work Order

The NRC CO may, at any time, by written modification to the servicing agency, require the servicing agency to stop all or any part of the work called for by this work order for a period of up to 90 days after the order modification is delivered to the servicing agency, and for any further period to which the parties may agree. Any such order will be specifically identified as a "stop-work order" issued pursuant to this clause. Upon receipt of such an order, the servicing agency shall forthwith comply with its terms and take all reasonable steps to minimize the incurrence of cost allocable to the work covered by the order during the period of work stoppage.

Within a period of 90 days after a stop-work order is delivered to servicing agency or within any extension of that period to which the parties shall have agreed the office shall either:

- Cancel the stop-work order
- Terminate the work covered by this work order

If a stop-work order issued under this clause is cancelled or the period of the stop-work order or any extension thereof expires, servicing agency will authorize the resumption of the work. An adjustment will be made in the delivery schedule or cost, or both, and the Order must be modified in writing accordingly. If a stop-work order is not cancelled and the work covered by the order is terminated in accordance with the terms of the GT&C section of the IAA, costs resulting from the stop-work order will be allowed in arriving at the termination settlement.

STATEMENT OF WORK

1.0 BACKGROUND

iLearn (SuccessFactors) is the NRC system of record for training administration. iLearn is hosted through Office of Personnel Management (USALearning). NRC's current approach to learning and development is primarily through traditional face-to-face classroom training; however, this approach is not sustainable due to shrinking budgets for training and travel. Changing the current model to incorporate appropriate use of online learning technologies through a blended approach can:

- Increase training effectiveness
- Reduce costs
- Reduce time to qualification
- Leverage the strengths of the changing NRC workforce

NRC is looking to implement features for blended learning that will at minimum include the following: self-paced, synchronous and asynchronous formats: documents and web pages, web or computer based training modules, assessments, tests, surveys, simulations, job aid, recorded live events, online learning communities, discussion forums, tracking progress, chat, feedback, survey, workshops and wiki. An alternative analysis will be conducted to identify an umbrella learning management system that supports training record management, learning content management and blended learning.

NRC Headquarters office is in Rockville, Md. The NRC Technical Training Center is located in Chattanooga, Tennessee. Each training center trains headquarters and regional staff. There are four regional offices: King of Prussia, Pennsylvania, Arlington, Texas, Atlanta, Georgia, Lisle, Illinois.

2.0 OBJECTIVE

The objective of this project is to identify, develop and implement an integrated learning management system that supports training record management, learning content management and blended learning. If a single system cannot be identified, USALearning shall propose the most risk adverse and cost effective solution, combination of more than one system, with the highest return on investment and return on value. The implementation of the solution is contingent upon the satisfactory performance of the alternative analysis and NRC's acceptance of the proposed solution. As NRC implements blended learning, USALearning will make the necessary change management recommendations to ensure that modifications to business processes are properly managed.

This Interagency Agreement will be executed according to the following major principles:

- The NRC learning environment is adaptable. We will be able to rapidly respond to changing learning and development needs driven by new and emerging events and issues. This will require tighter integration between Subject Matter Experts in affected mission programs and learning and training professionals skilled in instructional system design and current training technologies, to form rapid development project teams to develop and deploy training and associated “on demand” job aids.
- The learning environment is effective and efficient in meeting validated learning objectives, accomplishing the NRC mission, and minimizing costs. Training content will be focused on meeting specific, defined learning objectives associated with skill sets necessary to accomplish NRC’s mission. There will be no unnecessary or extraneous training content that consumes time and resources. Learning objectives will be validated through appropriate governance bodies and content developed according to agreed upon standards
- Technology is leveraged to deliver an innovative, effective, and standardized enterprise learning environment. Technology beyond what is currently used to deliver computer-based on-line learning will be used to improve access and timeliness of training to the workforce. Additional training delivery modes involving synchronous and asynchronous remote instructors and classrooms, social learning systems to locate and connect experts to achieve peer to peer learning, systems to manage distance learning classrooms, and systems to manage learning content as assets that can be effectively managed, reused, and repurposed. The concept of training will be expanded to include text and video-based job aids that employees can “pull” as on demand learning accessible from their computer and/or hand held device
- Current knowledge and expertise within the workforce is harnessed to advance the learning of others. We will know who among our workforce possess valuable high level expertise and we will use that expertise to: provide subject matter expertise input to development of learning objectives and training content; and to be available and accessed as a resource to peers and others through social learning systems.
- Learning is available anytime and anywhere. Employees will be able to access the learning resources they need when they need it. This will be achieved through making training content and other learning assets available through various means to include actual and virtual distant classrooms, computer-based training, access to NRC subject matter experts, and access to on-demand job aids, all delivered through multiple means including the class room, their computer, or their hand held device.
- Learners have primary responsibility for their own learning and development.

Along with increasing options and mechanisms to learn and develop, employees will have correspondingly increased responsibility for managing their own learning. The “push” approach of requiring an employee to attend a specific course at a specific time will be augmented with the “pull” approach where the employee actively seeks out and accesses other learning mechanisms such as reaching out to subject matter experts, accessing just in time job aids, and accessing computer-based training.

- Instruction is interactive, self-paced where possible, and appropriate to the desired learning outcomes. Learning will be increasingly integrated with work, and less as a separate experience such as spending 5 days at the TTC for an instructor led course. Workers will increasingly weave the two more seamlessly into their schedules. This will require that training be able to be completed in bites based on schedule demands and competing priorities, and the timing of when the skill/knowledge is needed by the employee (i.e., just in time learning).

The primary purpose of the LMS is to fulfill the following needs:

- Provide a Web-based, 24x7 learning environment to allow the accessibility and availability of learning resources to employees including Agreement States and International partners;
- Aggregate dispersed learning resources to provide a one-stop-shop for learning and development;
- Administer, track, and report on the use of learning and development resources in order to comply with record management requirements and to ease internal and external resource management;
- Map course- and non-course-based learning and development resources (e.g., job experiences, coaching, mentoring) to predefined skill requirements and competencies to provide more customized training plans and facilitate future career planning;
- Monitor learner progress to ensure compliance with skill and competency requirements as well as with accreditation, certification, and compliance training obligations;
- Reduce transactional costs associated with the administration, development, maintenance, delivery, tracking, analysis, and reporting of learning and development activities;
- Use standard learning technology architecture to meet future learning and development requirements that are not satisfied by disparate or existing legacy systems.

The LCMS shall make available the following features:

- **Rapid Content Authoring:** A collection of strategies for quickly producing instructional packages to enable a group of learners to achieve a set of specific instructional objectives;
- **Content Management:** Set of processes and technologies that support the collection, managing, and publishing of information in any form or medium;
- **Revision Control (Version Control):** The management of changes to documents and content. The system should allow actions such as checkout, commit, merge, track changes, resolve change conflicts;
- **Content Search:** The system should allow search content by keyword as well as metadata. The content can also be browser using a set of filters;
- **Content Metadata:** System should allow adding metadata to the content object to describe a learning object and similar digital resources used to support learning. The system should support IEEE or IMS standard LOM metadata;
- **Template Management:** The system should support definition of templates for publishing content to various media. This includes web templates as well as content for instructor manuals;
- **Storyboarding:** Storyboards are used in ISD processes to prototype courses and rapidly collaborate with the SME on content and learning flow;
- **Content Development:** System supports process of researching, writing, gathering, organizing, and editing learning content and related information;
- **Dynamic Delivery:** System should allow delivering latest version of the content without having to generate static pages. Published changes are instantly visible to the learners. Distribution using content distribution networks such as Akamai is preferred;
- **Security:** The system should protect the content from unauthorized access or changes.
Assessment Management: The system should allow developing quiz, assessments and exam objects. The system should allow the objects to be published independently. The system should track the assessment performance information;
- **Media/Library Management:** Media/Library Management: The system should manage the industry standard media formats. The system should support all media typically used in the learning or training content;

- **Workflow:** The system should have a configurable workflow system to manage the development of the learning content;
- **Content Audit:** The system should allow to audit content to understand the structure and quality of the content;
- **Knowledge Sharing:** Allow individual content objects to be shared by students and instructors;
- **Multiple Delivery Modes:** The system should allow delivering content in multiple formats and media. Such as mobile, print and screen;
- **Notifications:** The system should support notification of content changes and course updates.

The to-be solutions must adhere to NRC Computer Security Office (CSO) security requirements in order to obtain an Authority to Use (ATU). The to-be solutions must also meet standards related to the following Federal or NRC specific guidelines: Joint Financial Management Improvement Program (JFMIP), National Archives and Records Administration (NARA) Record Retention policies, NRC Record Retention Policies, policies on Personally Identifiable Information (PII), and functional specific Federal and NRC regulatory requirements.

All documentation becomes the proprietary asset of NRC. NRC has rights to all codes and configuration developed for the NRC environment.

3.0 SCOPE OF WORK

The to-be learning solution shall service the following users:

- 4,000 NRC Employees that will have full access to Learning Platform content, courses, functions, and course libraries
- 2,500 Contractors with access to specific courses
- External (international, other federal agency, Agreement States and users without network access) to have limited access to specified resources and courses.

USALearning shall identify a long-term integrated learning management solution that supports training record management, learning content management and blended learning. The preferred solution is that all essential requirements are met by one COTS product with only out-of-the box features to the extent possible. If more than one COTS product is required to meet all essential requirements, then solution must offer the most cost effective system implementation approach with the highest return on investment while minimizing project implementation risks. USALearning shall review the list of requirements and the list of roles to determine whether features can be implemented out of the box through configuration. For items that will require personalization or

customization, a level of effort must be provided by USALearning. NRC reserves the right to reevaluate USALearning's recommendation.

Once a solution has been identified by USALearning and agreed upon by NRC and depending on whether a new learning platform has been selected, NRC will notify USALearning of its intent to proceed with the implementation or to terminate the task order.

NRC recognizes that changes in project scope may have an impact on the budget and timelines allocated for implementing the solutions. Any changes in scope must be in writing and the NRC Contracting Officer Representative (COR) will have the option to reject the change in scope.

4.0 SPECIFIC TASKS

The reports, summaries, data and related documents will be considered draft until approved by the NRC COR. USALearning shall clearly illustrate its adopted project management methodologies. Documents can be combined into one deliverable with approval from the NRC COR. If feasible, please provide a table of content for each deliverable as soon as possible. System artifacts will be updated at agreed upon intervals as changes occur. USALearning must provide all resources necessary to accomplish the tasks and deliverables described in this statement of work (SOW).

Prior to any dissemination, display, publication or release of articles, reports, summaries, data or related documents developed under the contract, USALearning shall submit for review and approval by the NRC the proposed articles, reports, summaries, data and related documents that USALearning intends to release, disseminate or publish to other persons, the public or any other entities. USALearning shall not release, disseminate, display or publish articles, reports, summaries, data, and related documents or the contents therein that have not been reviewed and approved by the NRC for release, display, dissemination or publication.

The initial kick-off meeting with the USALearning shall be scheduled within ten days of signing the agreement. That meeting will define the schedule, budget, dependencies and issues. The budget, dependencies and issues must be bilaterally agreed upon before any task can proceed.

Due to unforeseen emergent requirements, NRC recognizes changes in project scope may have an impact on the budget and timelines allocated. Any changes in scope must be in writing and the NRC Contracting Officer Representative will have the option to reject the change in scope.

Periodic Status Meetings throughout the Project

A weekly status review will be conducted as specified in the Project Management Plan. USALearning shall update the Risk/Issues Log and the Project Schedule every two weeks. USALearning shall submit a Bi-weekly Budget Report and a Monthly Status Report to the NRC COR.

Meeting Minutes throughout the Project

USALearning shall furnish meeting minutes for each meeting. NRC will have three workdays to comment on the meeting minutes.

Kick-off Meeting

The kick-off meeting will be utilized to review the list of assumptions and initiate the development of a project schedule and risk management plan and finalize the table of content for each deliverables. NRC and USALearning will review tasks to be performed and determine the budget for each task. USALearning shall leverage best industry practices and prior demonstrated experiences to minimize rework. NRC and USALearning will bilaterally agree to the duration for document review and deliverable acceptance criteria. If feasible, please provide a table of content for each deliverable if they have not already been furnished. The content of the Bi-weekly Budget Report and the Monthly Status Report will be determined during the Kick-off Meeting.

Requirements Review

USALearning shall review NRC requirements and roles and ensure that all requirements and roles follow the specific, measurable, achievable, relevant and time-bound (SMART) criteria. NRC and USALearning will jointly update the list of requirements to incorporate blended learning or emergent needs. Once the updated list of requirements has been agreed upon between NRC and USALearning, the requirements will be baselined for the project. The requirements shall be all encompassing: learning management system, learning content management and blended learning. The goal is to implement out of the box features to the extent possible. USALearning can proposal updates to business processes that can easily be adopted by NRC users in order to avoid customization. Changes in business processes must be value added.

Change Management Support

USALearning will recommend changes to the existing infrastructure to support blended learning features that are not currently available in iLearn, e.g. Wiki. NRC will also work toward the goal of establishing the necessary infrastructure within Office of the Chief Human Resource Capital Officer (OCHCO) to ensure that learning is available anytime and anywhere when feasible.

Separate System Demonstrations for Proposed Solution

Demonstrate the system capabilities for the proposed umbrella system. If the solution will require two separate systems, please demonstrate how the proposed systems can interact seamlessly to deliver the required features and functionalities.

Alternative Analysis

USALearning shall identify a long-term integrated learning management solution that supports training record management, learning content management and blended learning. The preferred solution is that all essential requirements are met by one COTS product with only out-of-the box features to the extent possible. If multiple COTS products are required to meet all essential requirements, then solution must offer the most cost effective system implementation approach with the highest return on investment while minimizing project implementation risks. USALearning shall review the list of requirements and the list of roles to determine whether features can be implemented out of the box through configuration. For items that will require personalization or customization, a level of effort must be provided by USALearning. One of the solutions being evaluated shall include enhancing the current systems. USALearning can proposal updates to business processes that can easily be adopted by NRC users in order to avoid customization. The change in business process must be value added. NRC reserves the right to reevaluate USALearning's recommendation.

Software as a Service (SaaS)

USALearning is providing the Software as Service (SaaS). USALearning is totally responsible for the security of the environment and will host the system running security scan, patching application, and performing the security updates. The Moodle sandbox environment shall be available to NRC until USALearning is notified by NRC that access is no longer needed.

Support to Obtain Authority to Use (If the accepted solution is different from the current learning platform utilized by NRC)

Prior to receiving the Authority to Use from NRC CSO, USALearning will utilize masked data. Key resources will also have access to a copy of the production data once security clearances have been received.

Verifying Existing Configuration and Review of Existing Documentation (If the accepted solution is different from the current learning platform utilized by NRC)

USALearning will review existing documentation, such as user procedures, Management Directives, design documentation, process flows on iLearn. Some documents are already available within the Appendix as attachments. USALearning will also have the opportunity to verify the as-is configuration through system demonstrations. A comprehensive set of all available documents will be provided to USALearning upon award of the task.

Separate System Demonstrations for each module (If the accepted solution is different from the current learning platform utilized by NRC)

The demos are meant to introduce end users to capabilities instead of providing the end solution.

Configure the Testing, Development, Training and later the Production Environment (If the accepted solution is different from the current learning platform utilized by NRC)

Four separate environments will be created by USALearning. The environments are as follows: Test, Development, Training and Production. The configuration of the four environments will be performed according to processes described within the Configuration Plan.

Work Sessions to Develop the To-Be Design

Work sessions will be conducted for each module to develop the to-be design. The reports, summaries, data and related documents will be considered draft until approved by the NRC. The NRC stakeholders will have the opportunity to comment and sign off on the to-be design before it is final. If the current learning platform is to be maintained, then the purpose of the work session is to deploy enhancements or critical requirements to the current learning platform.

Conference Room Pilot (CRP) to Unveil the To-be Design and to Solicit Comment

Before the design can be final and subsequent to the Work Sessions, the NRC end user will have the opportunity to review the prototype through CRP. The to-be design can be accomplished through the combination of iterations of Work Sessions and Conference Room Pilots. If the current learning platform is to be maintained, then the purpose of the work session is to deploy enhancements or critical requirements to the current learning platform.

Data Migration (If the accepted solution is different from the current learning platform utilized by NRC)

Data migration will be performed in stages. Prior to receiving the (Authority to Use) from NRC CSO. USALearning will utilize masked data for system migration. NRC will supply the data dictionary and system documentation to support the process. The vendor will also have access to a copy of the production data once security clearance has been received by Key Personnel.

Change Management Support (continuation from Alternative Analysis)

NRC will work with the USALearning to establish the change management procedures to ensure that changes to the system are initiated in a controlled and coordinated manner. The objectives of the change management procedures are minimal disruption to services, reduction in rework, and cost-effective utilization of resources involved in implementing change.

Testing

As prescribed by the Test Plan, System Testing, Performance Testing, Load Testing, Unit Testing will be conducted by USALearning and NRC will be responsible for the User Acceptance Testing. If the current learning platform is to be maintained, testing will be performed on enhancements or fixes.

End User Training – according to the Training Strategy

All users must be trained. USA Learning will determine the methodology that will cover all users of the system per the Training Plan. If the current learning platform is to be maintained, training will be focused on enhancement or fixes.

Transition Technical Support

USA Learning will provide training to NRC identified resources to ensure that identified resources are able to independently respond to Tier 1, Tier 2 and Tier 3 helpdesk issues. Methodologies identified from change management can easily be executed by training professionals skilled in instructional system design. Training professional will rely on contracting support on a limited basis.

Change Requests:

Throughout the period of performance of the agreement, requests not included in the baseline requirements or explicitly stated within the SOW, the NRC COR will submit the change requests to the USA Learning and USA Learning will provide the level of the effort for the task. Once authorization is received from the NRC COR, work can proceed on the change request.

5.0 DELIVERABLES AND/OR MILESTONES SCHEDULE

The reports, summaries, data and related documents will be considered draft until approved by the NRC COR. USA Learning will provide the Project Management Methodology (PMM) and include high-level descriptions of various approaches in developing the deliverables and interdependencies of the tasks below prior to task initiation. Documents can be combined into one deliverable with approval from the NRC COR. If feasible, please provide a table of content for each deliverable as soon as possible. The appropriate version control procedures are prescribed within the Configuration Management Plan proposed by USA Learning. System artifacts are updated at agreed upon intervals as changes occur.

Prior to any dissemination, display, publication or release of articles, reports, summaries, data or related documents developed under the contract, USA Learning shall submit for review and approval by the NRC the proposed articles, reports, summaries, data and related documents that USA Learning intends to release, disseminate or publish to other persons, the public or any other entities. USA Learning shall not release, disseminate, display or publish articles, reports, summaries, data, and related documents or the contents therein that have not been reviewed and approved by the NRC for release, display, dissemination or publication.

6.0 TECHNICAL AND OTHER SPECIAL QUALIFICATIONS REQUIRED

Please discuss the approach used to staff key resources. To ensure success of the project, key resources shall be dedicated for the duration when feasible. USALearning personnel management must ensure that a fall-back plan is in place to mitigate any impact of key resource departure. USALearning must be able to locate a replacement for key resources within ten workdays in case of unexpected departure of the original key resources prior to the completion of the migration. Please attach resumes of the identified key resources. Key resources must be approved by the NRC COR. Since the target to-be solution can potentially be an entirely different product concept and architecture, it is important that the assigned personnel possess the required skillsets to oversee the implementation. Requirements for key resources are listed below in order of importance:

1. Must be able to obtain NRC access authorization and pass NRC security screening
2. Demonstrated experience with leading Federal Government enterprise-wide learning system implementation. The subject matter expert on learning and development governance standards, Enterprise Joint Financial Management Improvement Program (JFMIP), National Archives and Records Administration (NARA) Record Retention policies. Familiar with how job positions are associated with learning curricula (job-position specific training) and/or competency profiles. This Job Position-to-Curriculum alignment is an important method for auto-assigning training to new employees and those employees whose job positions change. Familiar with Enterprise Human Resources Integration (EHRI) managed by Office of Personnel Management (OPM)
3. Demonstrate extensive experience in executing modifications in the to-be blended system such as personalization, configuration and customization, independently without any assistance. Demonstrated extensive experience in providing technical support for the to-be version of LMS and familiar with features and functionalities within the to-be version of LMS, such as API features.
4. Ability to facilitate business process and workflows reengineering session for learning management system and classroom scheduling to determine whether current functionalities can be subsumed by new features within the to-be LMS system.
5. Experience with leading efforts of comparable project size, scope and complexity.
6. Demonstrated ability in interpreting and develop SQL, JAVA and XML scripts related to the existing NRC customization.
7. Prior experience with leading enterprise-wide migrations of historical data from SuccessFactors to the to-be version of LMS system preferred. Extensive experience with Oracle database preferred.

7.0 ESTIMATED LABOR CATEGORIES AND LEVELS OF EFFORT (OPTIONAL SECTION)

Please provide the estimated level of effort. A separate estimate will be provided for each change request.

8.0 MEETINGS AND TRAVEL

All travel requires written Government approval from the CO, unless otherwise delegated to the COR.

Foreign travel for servicing agency personnel requires a 60-day lead time for NRC approval. For prior approval of foreign travel, the servicing agency shall submit an NRC Form 445, "Request for Approval of Official Foreign Travel." NRC Form 445 is available in the MD 11.7 Documents library and on the NRC Web site at: <http://www.nrc.gov/reading-rm/doc-collections/forms/>. Foreign travel is approved by the NRC Executive Director for Operations (EDO).

9.0 REPORTING REQUIREMENTS

The servicing agency is responsible for structuring the deliverable to follow agency standards. The current agency standard is Microsoft Office Suite 2010. The current agency Portable Document Format (PDF) standard is Adobe Acrobat 9 Professional. Deliverables must be submitted free of spelling and grammatical errors and conform to requirements stated in this section.

Status Reports

The servicing agency must electronically submit a Bi-weekly Status Report and a Monthly Status Report to the Contracting Officer Representative (COR) with copies to the Contracting Officer (CO) and the Office Administration/Division of Contracts to ContractsPOT.Resource@nrc.gov. If a project is a task ordering agreement, a separate status report must be submitted for each task order with a summary project status report, even if no work has been performed during a reporting period. Once NRC has determined that all work on a task order is completed and that final costs are acceptable, a task order may be omitted from the MLSR. The content of the Bi-weekly and the Monthly Status Report will be determined during the Kick-off Meeting.

10.0 PERIOD OF PERFORMANCE

The estimated period of performance for this work is ten days from date of agreement award, with a base year and five year options. The agreement will terminate once funds have been exhausted. If at any time NRC deems that performance issues cannot be resolved by USALearning, NRC will notify USALearning of NRC's intent to terminate the assigned tasks. Work will be terminated after 30 days of receiving notice or at the end of the transition period whichever is longer. NRC will work with USALearning to determine the timeline and approach for transition. NRC will be bill for work performed up to the date of termination. USALearning will transition all work in progress to NRC. All documentation becomes the proprietary asset of NRC. NRC has rights to all codes and configuration developed for the NRC environment.

11.0 CONTRACTING OFFICER'S REPRESENTATIVE

The COR monitors all technical aspects of the agreement/task order and assists in its administration. The COR is authorized to perform the following functions: assure that the servicing agency performs the technical requirements of the agreement/task order; perform inspections necessary in connection with agreement/task order performance; maintain written and oral communications with the servicing agency concerning technical aspects of the agreement/task order; issue written interpretations of technical requirements, including Government drawings, designs, specifications; monitor the servicing agency's performance and notify the servicing agency of any deficiencies; coordinate availability of NRC-furnished material and/or GFP; and provide site entry of servicing agency personnel.

Contracting Officer's Representative

Name: Amy Hsu
Agency: U.S. Nuclear Regulatory Commission
Office: OCHCO/ADHRTD/HQ/LTT
Mail Stop: 3WFN/ 2 C28
Washington, DC 20555-0001
E-Mail: amy.hsu@nrc.gov
Phone: 301-287-0851

Alternate Contracting Officer's Representative

Name: Andrey Korsak
Agency: U.S. Nuclear Regulatory Commission
Office: OCHCO/ADHRTD/HQ/LOB
Mail Stop: 3WFN/ 2 C28
Washington, DC 20555-0001
E-Mail: Andrey.Korsak@nrc.gov
Phone: 301-287-0574

12.0 MATERIALS REQUIRED (TYPE N/A IF NOT APPLICABLE)

NRC prefers to have its own separate environment instead of sharing the environment with another USALearning customer.

13.0 OTHER CONSIDERATIONS (TYPE N/A IF NOT APPLICABLE)

Assumptions

1. The NRC and USALearning will work together to formulate ground rules to ensure that resources are available as needed for meeting and document reviews.

2. The proposed solution will be fully certified and accredited by NRC.
3. Security clearance can be obtained by key resources working on the project within 30 days of NRC COR approval. Once key resources have been identified and approved by the NRC COR, clearance process can be initiated and will last approximately a month.
4. The USALearning helpdesk will provide support for both platforms: Microsoft and Apple operating system.
5. Once the SOW is received by USALearning, the task can immediately be awarded within ten workdays. Key resources will be identified by OPM within ten workdays after receiving the NRC SOW.

Performance Measures That Must be Met by the Solution

REQUIRED RESPONSE TIMES

Action Description	Response Time*
Static HTML page access	< 3 seconds
Initial JSP page access	<10 seconds
JSP page access	< 5 seconds
Course and Application Launch	< 30 seconds
Learning Platform Availability to User	>97%

Access to Non-NRC Facilities/Equipment (Type N/A if not applicable)

USALearning will furnish all necessary documents to ensure that NRC obtains ATU from NRC CSO.

Applicable Publications (Type N/A if not applicable)

NA

Controls over document handling and non-disclosure of materials (Type N/A if not applicable)

Appendix

File Name	Attachment
Requirement Analysis	Requirement Analysis.xlsx
Proposed Roles and Responsibilities for Project	Project Team Member Roles and Responsibilities.docx
System User Roles and Responsibilities	Administrator and User Roles.docx

Detailed System User Roles and Responsibilities	Roles and Workflows Map.xlsx
MD 10.77 Handbook	MD_10_77_Handbook_Draft_footnoted.docx
MD 10.77 Directive	MD_10_77_Directive_Draft_footnoted.docx
U.S. Nuclear Regulatory Commission Agency-wide Rules of Behavior for Using a Smartphone or Tablet to Access the Agency's Network	BYOD-RoB_final_7-18-12.pdf
Deliverable: Qualification Programs Investigation and ADM-504 iLearn Qualification Curriculum Pilot Report	NRC_OLS_QualProgInvAndPilot_FinalReport_20100930.pdf
Transforming Learning & Development	Transformation Thought Piece.docx
Systematic Approach to Learning at NRC	140109_Systematic Approach to Learning.pptx
Training Item Definition	Training Item Definitions.docx
The Learning Transformation Initiative	LT_Guide_Draft2_012914_ESB_Comments.docx
HRTD Standards for Courseware Implemented in iLearn	iLearn_Courseware_Operating_Procedure_V1_1.pdf

Attachment 3

Price Schedule Resulting from Statement of Work

The purpose of this Interagency Agreement is to provide the technical approach and costing to support NRC in their requirement to implement a new Learning Content Management System (LCMS) to support courseware development and a new Learning Management System (LMS) to support NRC employees, contractors and external users defined as:

- 4,000 NRC Employees that will have full access to all LMS content, courses, functions (SF-182, IDP, EDP), and Skillsoft resources, and course libraries
- 2,500 Contractors with access to specific courses, but no access to SF-182, IDP, EDP or EHRI reporting
- External (international, other federal agency and agreement states) to have limited access to specified resources and courses

Final LMS configuration decisions on having a single LMs with logical partitions or multiple LMS instances each for a specified group will be made in collaboration with NRC to ensure that the content and access intended for each audience is only available to that group. The following bullets clarify the NRC and USA Learning roles once the Interagency Agreement (IAA) is in place and the project underway:

- **USA Learning** is providing Software as a Service (SaaS) such that USA Learning as the system owner of record and is performs the OMB form 300 reporting. As the system owner, USA Learning and is totally responsible for the security of the environment that will host the LMS running security scan, patching application, and performing the security updates. The SLAs for up-time and failure resolution times and recovery process are detailed in the security documentation that is available for NRC security personnel to view at USA Learning offices in a reading room. USA Learning maintains hosting personnel 24/7/365 to address outages as well as to perform server maintenance late evenings and weekends. USA Learning also oversees the contracting, procurement process, administration and project management. The detailed tasks and activities as the LMS is personalized and hosted are listed in the sections below define the process and technical approach.
- **NRC** will provide requirements, input on site options, header graphic concepts, existing courses, historical records, export from the outgoing system, working groups to review interim deliverables, and feedback on site personalization. As each deliverable is completed and operational, NRC will review and approve or provide feedback on any outstanding items.

The work and tasks to implement the LMS and LCMS include:

- Beginning at the kick-off meeting, a working group including USA Learning and NCR personal will document requirements and workflow including specification of any external system interfaces, records to migrate, required reports, roles, mandatory course assignment matrix, and other parameters to define the detailed system specifications. USA Learning has checklists and templates to assist in defining the requirements for the NRC instance by documenting NRC workflow, required LMS functions, data fields for users, unique fields for courses, modules to install (SF-182, IDP, EDP, and EHRI), and defining the format for data exchange with external systems to automate account creation, maintenance, and removal as well as exporting training completions.
- One of the first tasks is to define the layout and information required on the front screen to show students their “To Do” list of courses by category. USA Learning has this function to display mandatory, assigned, and elective courses, just under different names so the task will be to edit the labels, and ensure that the required course organization mirrors NRC requirements.
- Interface the SkillSoft library of courses and resources (licenses procured outside of the this proposal) using the Open Learning Services Architecture (OLSA) connector to interface automatically to the SkillPort site and ensure the courses and resources such as Books 24x7 listed in the LMS reflect the latest offerings. This approach will ensure that the LMS remains continuously in synch with the latest SkillSoft offerings.

- Migration of on-line courses: Obtain a copy of the 200 NRC courses and NRC resources including: Organization data (office/branch/division), Exam questions (multiple choice and true/false), and Location and facilities for classrooms to load, any historic training records to migrate, branding for the LMS and courses, list of course developer accounts for the LCMS, administrator accounts for the LMS, and data extract of the NRC users to import and populate the LMS.
- Migration of instructor-led courses: Obtain the detailed listing and all associated data for each course such as: title, description, objectives, instructor, offering dates, location, time, syllabus, prerequisites, target audience, and any resources such as read-ahead documents. USALearning will then ensure that each required data element has a matching field in the course data architecture or create any required custom fields. Once everything is setup, USALearning will test import process, conduct migration, and verify courses imported correctly. USALearning understands that NRC has scheduled events for the next 2 years and needs a solid approach to ensure accurate migration of scheduled training events. Migration of instructor-led courses is planned as part of the USALearning implementation. Based on the data from the previous year there were 700 instructor-based offerings of which 337 were unique Instructor-led courses as some courses are offered multiple times. USALearning understands that coming up there are 353 courses with 643 unique offerings to be migrated.
- Define the approach and workflow for contractors and the external audience including data fields, self-registration, limited courses to include, and other unique parameters.
- Implement a custom server LMS infrastructure to support a user population of up to 4,000 NRC employees and 2,500 contractors depending on final NRC requirements.
- Personalize the LMS to use NRC branding, create the custom user fields, load the approximately 200 NRC courses, migrate the historic training records, create the LMS administrator accounts and incorporate the required modules.
- Implement a personalized LCMS to support up to 12 course developers with two personalized course interfaces for the new NRC courses created in the LCMS. Personalization includes custom header and user interface buttons.
- Provide key NRC personnel super-admin rights to be able to create and manage users, roles, and permissions across the LMS and LCMS.
- Program the NRC employee account creation interface with DOI FPPS. This will required establishing a trusted server relationship, exchanging server security certificates, and providing detailed data specifications that will require some work DOI FPPS.
- Establish the development and test LMS instances once the live production LMS is in place by making a copy of the live production site to create the new Dev and Test.
- Once the system is in prototype stage, USALearning will run the new Ilearn 2.0 LMS for NRC in parallel with the current system to verify and validate operation including:
 - Record management per legislative requirements – As part of the personalization, USALearning adds all the required EHRI fields to each course. By ensuring all the required EHRI data fields are mandatory fields for each, course, no course can be loaded without the data sets for use in EHRI reporting. USALearning has an on-demand EHRI report that NRC can run that creates the precise EHRI format files. Note that there are three fields required for EHRI reporting that are above a medium security level and are not included in the LMS, but NRC can swap in these fields: Date of Birth, Social Security Number, NRC Employee ID.

- Classroom and Training Event management module – USALearning has a rostering module that enables NRC course managers and administrators to create instances and offerings of any format course with a defined number of seats that are decremented as each one is taken by enrollment or freed up by cancelling attendance.
 - To Do list and Completed Work pages – Learning plan – courses assigned and transcript. USALearning has functions and logic to display courses such as mandatory based on role, assigned, by supervisor, and self-selected by users. This existing workflow can be personalized to NRC to produce a To Do function.
 - SF-182 External Training module with flexible approval process per branch/division/office level – USALearning has a SD-182 module with flexible approval process that can be personalized to escalated until final approval that is routed to a finance or training office.
 - Registration and withdraw workflows for instructor-led course – The rostering module includes the specification of total seats for class, decrement on registration, increment on withdrawal, and add to wait list.
 - Development of curriculum-like or a training path feature is accomplished using the Badge function with is a certification or curriculum that requires multiple courses to complete. This function is available to LMS administrators and NRC would be able to employ this approach without having to work through USALearning.
- Test and verify LMS operational readiness, reporting, modules, student access, admin functions, course bookmarking, completion, and certificates.
 - Provide hands-on training for NRC LMS administrators and help desk personal as well as the LCMS course developers on how to manage all aspects of the LMS and LCMS. NRC will have super-admin access to the level of authority into the systems and server that the NRC project team requires. NRC can create and manage unlimited admin and course developer accounts.
 - Provide secure Software as a Service (SaaS) hosting for the LMS and the LCMS under a current OPM server Assessment and Authority (A&A) to operate for one year from task order initiation with a enterprise servers to support the three groups of NCR users with employees expected to complete an average range of 10 to 20 courses per year. To save on hosting costs we are proposing a dedicated server configuration for live sites and a shared infrastructure for the dev, test, and other prototype evaluation sites.
 - NRC plans to provide help desk support internally. However, USALearning is including an “Optional” task to provide the help desk support for the LMS and the LCMS for NRC to compare. The Help desk option for LMS users and administrators as well as LCMS course developers I included with the full understanding that NRC plans to run the help desk themselves. USALearning uses a series of tiered help levels:
 - Tier 1: Basic user assistance such as password resets, navigation, printing, and instructions
 - Tier 2: Problems with accessing course content such as audio not being heard, animations not playing, or Java warnings that requires more technical expertise to address.
 - Tier 3: Issue with a user record or course offering that requires a administrator to correct such as a user name change.

- Tier 4: Problem with the system that requires a programming fix such as updating the system for a new version of a browser.

At this point, NRC has indicated they will manage help desk internally and not need USALearning support. However, if issues are identified that require system review and possible updates, NRC and USALearning would hold a working meeting to determine that approach.

- NRC plans to provide LMS administrator support internally. However, USALearning is including an “Optional” task to provide LMS administrator support to assist with managing users, courses, and LMS options if required.

Based on the NRC target audience the proposed approach is a personalized LMS in a dedicated enterprise server environment and services that include the following:

- Setup, configure and tailor a NRC server infrastructure with LMS and LCMS instances with peak 100 Mbps and nominal 10 Mbps bandwidth to support over 1500 user logins to LMS daily and over to 300 active concurrent users on the LMS during peak hours.
- Implement the NRC personalized instance of the latest stable Moodle LMS. In addition to the live LMS for delivery, there will also be separate development and test LMS versions. An advantage to having the test instance is that it is available to try out new functions, modules, plug-ins or blocks. If NRC has requirements beyond those planned that require a new capability, USALearning will search the modules for candidates or if identifies a module to evaluate, USALearning can load it into the test instance for NRC to test and determine if it meets requirements. USALearning responsibility is to ensure that the candidate module has no security issues, backdoors, or suspect coding and to scan and verify it will not adversely impact the hosting environment should it be deployed.
- The sites will employ the NRC branding and header design as determined in working meetings and the modules such as: blog, forum, Wiki, and ability for student upload on group projects.
- Define and implement the specific required user data fields to be employed user accounts.
- Create customized course completion certificates in the LMS so that, upon course completion, the certificates are issued and can be accessed in the future.
- Provide two training sessions at NRC or in a computer lab for LMS (super admins, LMS administrators, and course managers loading and configuring courses in the LMS) and the LCMS (Course developers) consisting of 8-hours of hands on exercises to teach and practice NRC personnel in how to administer, manage, and employ the LMS/LCMS. If NRC decides to run their own help desk, they will have help desk personnel to attend both sessions to learn the details of providing LMS and LCMS support.
- Provide hosting enterprise server cluster to support high-bandwidth delivery of courses, for a period of one year. During this year USALearning will monitor the server uptime with alerts for problems, run security scans, perform application patches and security updates.

The following sections detail NRC requirements extracted from the USALearning contractual Blanket Purchase Agreement (BPA) Contract Line Item Numbers (CLINs).

BPA CLIN 1.0: Implement a Custom Learning Management System

1.1 Description of Services: This task will support establishing the personalized LMS based on the requirements noted above giving authorized NRC personnel administrative rights to fully manage the LMS. NRC may freely add, edit, and remove LMS administrator accounts. There are no licenses or limits on the number of administrator accounts.

1.2 Deliverables: Personalized LMS in accordance with the NRC specifications running on a USALearning server cluster under the OPM server assessment and authority to operate (A&A) with administrative accounts in place for authorized personnel and a secure socket server certificate (https) encryption on a USALearning domain such as: <https://NRC.USALearning.net>. A .gov URL can be used, if NRC personnel can obtain the URL within their .gov domain. To rapidly establish the test the site while URL designation decisions are made, USALearning will initially use URLs such as: <https://NRC.USALearning.net> as determined in working meetings. If NRC obtains a .gov or related URL that can be pointed at the USALearning servers then the training delivery can be served from a .gov domain.

1.3 Costs: The proposed approach includes a dedicated server environment setup with the production LMS instance and separate development and test LMS instances with costs documented below.

CLIN	Supplies/Services	Description	LMS One-Time Implementation Cost
B1004	Enterprise Client Agency LMS Implementation	Agency LMS implementation with custom workflow as documented above	\$94,763.75

BPA CLIN 2.0: Implement Learning Content Management Systems (LCMS)

2.1 Description of Services: Provide LCMS implementation for NRC that will include the following:

- Development of two personalized NRC course interfaces with NRC branding, student navigation and options defined by NRC. Interface may include buttons such as: Glossary, Help, Tools, Resources, Back, Next, Policies, Menu, Exit, Accessibility, and/or Videos with associated links.
- LCMS implementation will be on USALearning servers under the OPM server security assessment and authority to operate.
- USALearning will meet with NRC personnel to discuss LCMS options and document LCMS requirements, infrastructure, user data, courses specifications, and other data in preparation for implementing the LCMS.
- LCMS implementation includes training on the LCMS functionality to develop and export courses as SCORM 1.2. It does not include establishing trusted peer-to-peer server interfaces or linking LCMS to any external systems other than through exporting courses as SCORM 1.2 packages for loading into the LMS.

2.2 Deliverables: LCMS running on a USALearning server under an OPM server assessment and authority to operate with administrative accounts in place for authorized NRC personnel to create, edit, and export courses as SCORM 1.2 packages for loading on the LMS. The URL is planned to be a USALearning.net domain for the LCMS which can be rapidly implemented with a secure SSL certificate such as: <https://NRCcourses.USALearning.net>.

2.3 Costs: The proposed LCMS costing is detailed below to implement the LCMS, brand the course skin and personalize course style sheets with custom user interface and create the user interface for course produced in the LCMS.

CLIN	Supplies/Services	Quantity	Unit of Delivery	Cost
B2003	Client Agency LCMS Implementation	LCMS in place for NRC	LCMS implementation	\$34,235.50

BPA CLIN 4.0 Host LMS, Courses and Infrastructure

4.1 Description of Services: Provide enterprise-level hosting services on the dedicated server cluster environment for the LMS implementation configured for training and media delivery beginning as the infrastructure is established and continuing throughout development and delivery. Provide hosting services for the LCMS implementation with the personalized NRC course development beginning as the infrastructure is established and continuing throughout development and delivery. Provide automatic on-site and off-site back-up each day to a revolving series of back-up files to provide daily back-ups, a single weekly and a monthly back-up. Provide redundant internet service providers, back-up power generator, and 24-hour access and security under a Software-as-a-Service (SaaS) model.

4.2 Deliverables: Four dedicated high-speed high-availability USALearning servers running on a configuration with the entire infrastructure, back-up, monitoring, maintenance and patching to provide enterprise-level hosting with a current OPM server assessment and authority to operate.

4.3 Costs: The ongoing hosting costs for the custom LMS and LCMS server environment with a current OPM server assessment and authority to operate for NRC for a year from task order award is shown below. To save on hosting costs we are proposing a dedicated server configuration for live sites and a shared infrastructure for the dev, test, and other prototype evaluation sites.

CLIN	Supplies/Services	Description	Annual Hosting Cost
B4005	Custom enterprise server configuration to provide the live, dev, and test LMS instances as well as the LCMS hosting based on the agency configuration requirements to support 4,000 NRC employees, 2,500 contractors, and external users	Base year including system start-up costs & one year of on-going LMS and LCMS hosting with burst to 100Mbps at 10 Mbps nominal	\$99,000 for a year of LMS and LCMS server enterprise hosting with federal A&A for dedicated and shared server configuration

Optional: BPA CLIN 5.0: Help Desk

5.1 Description of Services: NRC has indicated that they will provide their own internal help desk support. This optional task provides the pricing for a USA Learning help desk if NRC wanted to compare options. USA Learning can provide help desk services in support of the new LMS and LCMS environments including:

- Help Desk staff for the hours: 8:30am to 6:00pm, EST Monday through Friday excluding holidays. Calls that go to voicemail outside of normal help desk hours will be responded to the next business day morning.
- On-line database-driven help desk software used to document all help desk calls, emails, and user-generated help tickets.
- Toll-free telephone number on each of the sites as well as a local Washington, DC number. If NRC provides internal help desk support, the NRC access numbers will be available on the sites.
- Help desk support includes assistance with registration, logging in, password resets, lost passwords to users, troubleshooting course access, navigation, appropriate procedures to follow, and fielding general questions regarding course access, navigation, and options.
- Real-time on-line dashboard that provides reports of numbers of help desk calls, issues, summary by issue, and detailed calls are available real-time to authorized personnel with the secure access.
- Include support for help desk tiers 1 through 4 with an escalation policy for calls that require more technical support.

5.2 Deliverables: Help desk support via phone or email by trained technical support personnel with access to the admin data for authorized personnel. If NRC provides help desk support themselves, they can have help desk personnel attend the LMS training that includes the support tasks help desk personnel require in assisting users: password resets, site navigation, printing requests, account changes, and basic LMS access and use.

5.3 Costs: This optional task provides the pricing for a USA Learning help desk for NRC to compare options between internal help desk support and employing the USA Learning help desk service.

CLIN	Supplies/ Services	Quantity	Unit of Delivery	Cost
B5002	Agency Shared Help Desk	1 year	One year of Help Desk Support	\$19,421 for a year of Help Desk for users and NRC course developers

Optional Support Task BPA CLIN 7.0: Technical Support

7.1 Description of Services: NRC has indicated that they will provide their own internal LMS administrative support. This optional task provides the pricing for a USA Learning to provide a NRC a full time LMS administrator for the first full year to provide technical support across the LMS and LCMS. Going forward after full implementation, NRC can certainly provide the LMS administrator support, however the roll-out and launch is a critical time to be successful, and

USALearning recommends having an LMS expert who is facile with all aspects of the new LMS available full time to address any issues.

7.2 Deliverables: Dedicated NRC LMS administrator recommended for a full year to provide technical support across the LMS and LCMS with an option to extend support.

7.3 Costs: the optional costs for a USALearning LMS administrator for full year are documented in the table below.

CLIN	Supplies/ Services	Quantity	Unit of Delivery	Cost
B7003	LMS/LCMS Administrator	Full year of full time LMS admin support	LMS/LCMS Administrator	\$167,753.36 for a year of full time LMS admin support

BPA CLIN 8.0: Provide Instruction in using the Infrastructure

8.1 Description of Services: Provide hands-on instruction, practice, and exercises on how to administer and manage the LMS and LCMS for the target groups:

- **Super administrators** that create and manage administrator accounts as well as LMS oversight, roles, permissions, LMS settings, and top-level management.
- **LMS administrators** that can edit and work with user accounts, records, registration, and generate reports.
- **LCMS Course managers** who can create, load, edit, delete, update, and configure courses and content in the LMS and LCMS.
- **NRC Help Desk Personnel** that can edit and work with user accounts, records, registration, reset passwords, and generate course completion certificates.

USALearning will provide live instruction taught in a NRC computer lab in the DC metro area or remotely via WebEx with screen sharing.

USALearning will develop custom NRC training sessions each up to 8 hours to provide training to address each of the user types: super administrators, LMS administrators, and course managers who will create and update on-line and resident courses. USALearning will provide the instructors (two for a class up to 20 agency personnel), and instructional materials. If the sessions are to be conducted at NRC, NRC will provide the Internet-connected computer lab with a computer for each participant. Alternately the training can be conducted via a screen-sharing application such as WebEx (in a class available via WiFi) or Adobe Connect using a NRC account. The two sessions would be one for the LMS and the other for the LCMS. No long-distance travel has been planned or included (Local Washington DC travel to NRC offices is assumed and included).

8.2 Deliverables: Two custom hands-on instructor-based training sessions on how to work with and use the LMS and LCMS delivered in a computer lab or via telcon with screen sharing with each participant completing hands-on exercises that duplicate the on-the-job functions to administer the LMS and LCMS delivered as two sessions:

1. LMS training:

- General LMS access, use, reports, password recovery, editing, and administration

- Creating and managing administrative and how to manage user accounts
- How to load SCORM 1.2 packages, edit, configure and delete courses in the LMS
- Implementing completion certificates based on required criteria
- Creating custom pages with links and documents with video, PDF, and other resources
- Generating reports on usage, progress and completions

2. LCMS course development and loading training into the LMS:

- General LCMS usage to create a new course, content outline, and structure
- Creating and managing LCMS course developer accounts
- How to develop and edit courses with text and graphics, video, PDF, and other resources
- Implementing interactions and branching
- Exporting the course as a SCORM 1.2 package
- Loading a course created in the LCMS into the LMS to test and verify before going live.

8.3 Costs: The custom NRC 8-hour training session developed and conducted for up to 20 participants with 2 instructors is: \$4,969.15 per session. Based on the two user sessions, one for the LMS and the other for the LCMS the total of cost is \$9,938.30 as noted in the table below.

CLIN	Supplies/Services	Description	One-Time Training Cost
B8001	Small agency shared technical training session delivered at agency computer lab	Two hands-on training sessions in computer lab	\$9,938.30

TOTAL COST SUMMARY:

BASE Year Setup and Operation	
One-Time LMS Setup and Implementation	Cost
LMS setup and personalize workflow development (One-time cost)	\$94,763.75
LCMS setup (One-time cost)	\$34,235.50
LMS and LCMS Training (One-time cost)	\$9,938.30
First Year Hosting Support	
LMS and LCMS Hosting for a year of a custom multi-server environment with an OPM server A&A (on-going cost)	\$99,000.00
Total cost for 1st year migration, training, and hosting excluding both options for help desk and full time LMS administrator shown below	\$237,937.55
<i>Optional:</i> LMS Help Desk Tiers 1, 2, 3 and 4 support for one full year	\$19,421.00
<i>Optional:</i> One FTE LMS and LCMS administrator support for one	\$167,753.36

full year. USALearning recommends including the LMS administrator for the roll-out and first year.	
TOTAL BASE YEAR:	\$425,111.91

Year 2	
Hosting and Help Desk Support	Cost
LMS and LCMS Hosting for a year of a custom multi-server environment with an OPM server A&A	\$99,000
<i>Optional:</i> LMS Help Desk Tiers 1, 2, 3 and 4 support for one full year	\$19,421.00
<i>Optional:</i> One FTE LMS and LCMS administrator support for one full year	\$167,763.84
TOTAL YEAR 2:	\$286,184.84

Year 3	
Hosting and Help Desk Support	Cost
LMS and LCMS Hosting for a year of a custom multi-server environment with an OPM server A&A	\$99,000
<i>Optional:</i> LMS Help Desk Tiers 1, 2, 3 and 4 support for one full year	\$19,421.00
<i>Optional:</i> One FTE LMS and LCMS administrator support for one full year	\$167,763.84
TOTAL YEAR 3:	\$286,184.84

Year 4	
Hosting and Help Desk Support	Cost
LMS and LCMS Hosting for a year of a custom multi-server environment with an OPM server A&A	\$99,000
<i>Optional:</i> LMS Help Desk Tiers 1, 2, 3 and 4 support for one full year	\$19,421.00
<i>Optional:</i> One FTE LMS and LCMS administrator support for one full year	\$167,763.84
TOTAL YEAR 4:	\$286,184.84

Year 5	
Hosting and Help Desk Support	Cost
LMS and LCMS Hosting for a year of a custom multi-server environment with an OPM server A&A	\$99,000
<i>Optional:</i> LMS Help Desk Tiers 1, 2, 3 and 4 support for one full year	\$19,421.00
<i>Optional:</i> One FTE LMS and LCMS administrator support for one full year	\$167,763.84
TOTAL YEAR 5:	\$286,184.84

TOTAL CEILING: \$1,569,851.27

IAA Order

IAA Number _____ - _____ - _____ Servicing Agency's Agreement
 GT&C # Order # Amendment/Mod # Tracking Number (Optional) _____

28. Order Line/Funding Information													Line Number _____													
Requesting Agency Funding Information									Servicing Agency Funding Information																	
ALC			31000001						24-000001																	
Component TAS Required by 10/1/2014	SP	ATA	AID	BPOA	EPOA	A	MAIN	SUB	SP	ATA	AID	BPOA	E POA	A	MAIN	SUB										
OR Current TAS format			31x0200						24X4571																	
BETC			DISB						COLL																	
Object Class Code (Optional)			251B																							
BPN			040535809						126536929																	
BPN + 4 (Optional)			040535809-03100																							
Additional Accounting Classification/Information (Optional)			G8425																							
Requesting Agency Funding Expiration Date MM-DD-YYYY									Requesting Agency Funding Cancellation Date MM-DD-YYYY																	
Project Number & Title NRC LMS / LCMS FY14																										
Description of Products and/or Services, including the Bona Fide Need for this Order (State or attach a description of products/services, including the bona fide need for this Order.) LMS setup and personalize workflow development, LCMS setup, LMS and LCMS Training, LMS and LCMS Hosting for a year of a custom multi-server environment with an OPM server A&A. Optional: LMS Help Desk Tiers 1, 2, 3 and 4 support for one full year. Optional: One FTE LMS and LCMS administrator support for one full year. USALearning recommends including the LMS administrator for the roll-out and first year.																										
North American Industry Classification System (NAICS) Number (Optional) _____																										
Breakdown of Reimbursable Line Costs									OR									Breakdown of Assisted Acquisition Line Cost:								
Unit of Measure									Contract Cost			\$ 369,662.54														
Quantity			Unit Price			Total			Servicing Fees			\$ 55449.37														
						\$ 0.00			Total Obligated Cost			\$ 425111.91														
Overhead Fees & Charges			\$						Advance for Line (-)			\$														
Total Line Amount Obligated			\$ 0.00						Net Total Cost			\$ 425111.91														
Advance Line Amount (-)			\$						Assisted Acquisition Servicing Fees Explanation This funding document has a _15_% fee per OPM/CLD Fee Policy																	
Net Line Amount Due			\$ 0.00																							
Type of Service Requirements																										
<input type="checkbox"/> Severable Service <input checked="" type="checkbox"/> Non-severable Service <input type="checkbox"/> Not Applicable																										

IAA Order

IAA Number _____ - _____ - _____ Servicing Agency's Agreement
GT&C # Order # Amendment/Mod # Tracking Number (Optional) _____

29. Advance Information (Complete Block 29 if the Advance Payment for Products/Services was checked "Yes" on the GT&C.)

Total Advance Amount for the Order \$ 425111.91 [All Order Line advance amounts (Block 28) must sum to this total.]

Revenue Recognition Methodology (according to SFFAS 7) (Identify the Revenue Recognition Methodology that will be used to account for the Requesting Agency's expense and the Servicing Agency's revenue)

- Straight-line - Provide amount to be accrued \$ _____ and Number of Months _____
- Accrual Per Work Completed - Identify the accounting posting period:
 - Monthly per work completed & invoiced
 - Other - Explain other regular period (bimonthly, quarterly, etc.) for posting accruals and how the accrual amounts will be communicated if other than billed. As worked is completed

30. Total Net Order Amount: \$ 425111.91
[All Order Line Net Amounts Due for reimbursable agreements and Net Total Costs for Assisted Acquisition Agreements (Block 28) must sum to this total.]

31. Attachments (State or list attachments.)

- Key project and/or acquisition milestones (Optional except for Assisted Acquisition Agreements)
Proposal Attached dated April 6th, 2014
LMS setup and personalize workflow development, LCMS setup, LMS and LCMS Training, LMS and LCMS Hosting for a year of a custom multi-server environment with an OPM server A&A, Optional: LMS Help Desk Tiers 1, 2, 3 and 4 support for one full year, Optional: One FTE LMS and LCMS administrator support for one full year. USALearning recommends including the LMS administrator for the roll-out and first year.
- Other Attachments (Optional)
Statement of Work
Preliminary Requirements Document
U.S. NRC Interagency Agreement Form

BILLING & PAYMENT INFORMATION

32. Payment Method (Check One) [Intra-governmental Payment and Collection (IPAC) is the Preferred Method.]
If IPAC is used, the payment method must agree with the IPAC Trading Partner Agreement (TPA).

- Requesting Agency Initiated IPAC Servicing Agency Initiated IPAC
- Credit Card Other - Explain other payment method and reasoning _____

33. Billing Frequency (Check One)

[An Invoice must be submitted by the Servicing Agency and accepted by the Requesting Agency BEFORE funds are reimbursed (i.e., via IPAC transaction)]

- Monthly Quarterly Other Billing Frequency (include explanation) As services are completed

34. Payment Terms (Check One)

- 7 days Other Payment Terms (include explanation): As services are completed

IAA Order

IAA Number _____ - _____ - _____ Servicing Agency's Agreement
 GT&C # Order # Amendment/Mod # Tracking Number (Optional) _____

35. Funding Clauses/Instructions (Optional) (State and/or list funding clauses/instructions.)

36. Delivery/Shipping Information for Products (Optional)

Agency Name	
Point of Contact (POC) Name & Title	
POC Email Address	
Delivery Address /Room Number	
POC Telephone Number	
Special Shipping Information	

APPROVALS AND CONTACT INFORMATION

37. PROGRAM OFFICIALS

The Program Officials, as identified by the Requesting Agency and Servicing Agency, must ensure that the scope of work is properly defined and can be fulfilled for this Order. The Program Official may or may not be the Contracting Officer depending on each agency's IAA business process.

	Requesting Agency	Servicing Agency
Name	Amy Hsu	Willie Harrison
Title	Project Manager	Director, LMS
Telephone Number	301-287-0851	(202) 606-0106
Fax Number		
Email Address	amy.hsu@nrc.gov	willie.harrison@opm.gov
SIGNATURE	Yen Hsu	
Date Signed		

38. FUNDING OFFICIALS - The Funds Approving Officials, as identified by the Requesting Agency and Servicing Agency, certify that the funds are accurately cited and can be properly accounted for per the purposes set forth in the Order. The Requesting Agency Funding Official signs to obligate funds. The Servicing Agency Funding Official signs to start the work, and to bill, collect, and properly account for funds from the Requesting Agency, in accordance with the agreement.

	Requesting Agency	Servicing Agency
Name	Kevin Jones	Steven Kreklow
Title	Funding Official	Supervisory Management Analyst
Telephone Number	301-287-0573	(414) 763-9717
Fax Number		
Email Address	Kevin.Jones@nrc.gov	Steven.Kreklow@opm.gov
SIGNATURE	<i>Kevin Jones</i>	
Date Signed	7/21/14	

IAA Order

IAA Number _____ - _____ - _____ Servicing Agency's Agreement
 GT&C # Order # Amendment/Mod # Tracking Number (Optional) _____

CONTACT INFORMATION

FINANCE OFFICE Points of Contact (POCs)

The finance office points of contact must ensure that the payment (Requesting Agency), billing (Servicing Agency), and advance/accounting information are accurate and timely for this Order.

39.	Requesting Agency (Payment Office)	Servicing Agency (Billing Office)
Name		Donna Sweeney
Title		Management Analyst
Office Address		1900 E Street NW Washington, DC 20415
Telephone Number		(434) 980-6285
Fax Number		
Email Address		Donna.Sweeney@opm.gov
Signature & Date (Optional)		

40. ADDITIONAL Points of Contacts (POCs) (as determined by each Agency)

This may include CONTRACTING Office Points of Contact (POCs).

	Requesting Agency	Servicing Agency
Name	Daniel App	Greg Winborne
Title	Contract Specialist	Account Manager
Office Address	11555 Rockville Pike Rockville, MD 20852	1900 E St NW Rm 3304 Washington, DC 20415
Telephone Number	301-287-0939	(202) 606-2844
Fax Number		
Email Address	Daniel.App@nrc.gov	greg.winborne@opm.gov
Signature & Date (Optional)	<i>Daniel App</i> 7/21/14	
Name	Erika Eam	Elijah Anderson
Title	Contracting Officer	Contracting Officer
Office Address	11555 Rockville Pike Rockville, MD 20852	1900 E Street NW, Rm 1457 Washington, DC 20415
Telephone Number	301-287-0954	(202) 606-6429
Fax Number		
Email Address	Erika.Eam@nrc.gov	elijah.anderson@opm.gov
Signature & Date (Optional)	<i>Erika Eam</i> 7/23/14	
Name		
Title		
Office Address		
Telephone Number		
Fax Number		
Email Address		
Signature & Date (Optional)		