

2. CONTRACT NO. NRC-HQ-11-C-33-0060
 3. AWARD/EFFECTIVE DATE
 4. ORDER NUMBER NRC-HQ-10-15-T-0001
 5. SOLICITATION NUMBER NRC-HQ-10-15-R-0004
 6. SOLICITATION ISSUE DATE 12/23/2014

7. FOR SOLICITATION INFORMATION CALL: a. NAME HERIBERTO COLON
 b. TELEPHONE NUMBER (No collect calls) 301-287-0873
 8. OFFER DUE DATE/LOCAL TIME

9. ISSUED BY CODE NRCHQ
 US NRC - HQ
 ACQUISITION MANAGEMENT DIVISION
 MAIL STOP 3WFN-05-C64MP
 WASHINGTON DC 20555-0001

10. THIS ACQUISITION IS UNRESTRICTED OR SET ASIDE: % FOR:
 SMALL BUSINESS WOMEN-OWNED SMALL BUSINESS
 HUBZONE SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM NAICS 541519
 SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS EDWOSB 8(A) SIZE STANDARD: \$27.5

11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED SEE SCHEDULE
 12. DISCOUNT TERMS
 13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)
 13b. RATING
 14. METHOD OF SOLICITATION RFQ IFB RFP

15. DELIVER TO CODE NRCHQ
 US NUCLEAR REGULATORY COMMISSION-
 MAIL PROCESSING CENTER
 4930 BOILING BROOK PARKWAY
 ROCKVILLE MD 20852

16. ADMINISTERED BY CODE NRCHQ
 US NRC - HQ
 ACQUISITION MANAGEMENT DIVISION
 MAIL STOP 3WFN-05-C64MP
 WASHINGTON DC 20555-0001

17a. CONTRACTOR/OFFEROR CODE 805258373 FACILITY CODE
 LOCKHEED MARTIN SERVICES INC
 700 N FREDERICK AVE
 GAITHERSBURG MD 208793328

18a. PAYMENT WILL BE MADE BY CODE NRCPAYMENTS
 US NUCLEAR REGULATORY COMMISSION
 ONE WHITE FLINT NORTH
 11555 ROCKVILLE PIKE
 MAILSTOP 03-E17A
 ROCKVILLE MD 20852-2738

17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER
 18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED SEE ADDENDUM

| 19. ITEM NO. | 20. SCHEDULE OF SUPPLIES/SERVICES | 21. QUANTITY | 22. UNIT | 23. UNIT PRICE | 24. AMOUNT |
|--------------|--|--------------|----------|----------------|------------|
| | Task Order under MOM FA2 for "Microsoft SharePoint Support" TO Obligations: \$750,000.00 TO Ceiling: \$1,467,281.88 TO Value (Incl. options): \$3,999,928.40 Period of Performance: February 26, 2015 - September 25, 2015 TO COR: Eric Brusoe Phone: 301-415-5053 (Use Reverse and/or Attach Additional Sheets as Necessary) | | | | |

25. ACCOUNTING AND APPROPRIATION DATA See schedule
 26. TOTAL AWARD AMOUNT (For Govt. Use Only) \$3,999,928.40

27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4, FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA ARE ARE NOT ATTACHED.
 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4, FAR 52.212-5 IS ATTACHED. ADDENDA ARE ARE NOT ATTACHED.

28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED.
 29. AWARD OF CONTRACT: _____ OFFER DATED _____ YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:

30a. SIGNATURE OF OFFEROR/CONTRACTOR
 31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)

30b. NAME AND TITLE OF SIGNER (Type or print) 30c. DATE SIGNED 31b. NAME OF CONTRACTING OFFICER (Type or print) 31c. DATE SIGNED
 HERIBERTO COLON 02/26/2015

| 19. ITEM NO | 20. SCHEDULE OF SUPPLIES/SERVICES | 21 QUANTITY | 22 UNIT | 23. UNIT PRICE | 24. AMOUNT |
|----------------|--|----------------|------------|-------------------|---------------|
| | Email: Eric.Brusoe@nrc.gov Contractor Representative: Sheila Duplain, Contract Negotiator Staff (P): (240) 403-4376 (C): (301) 908-3228 Email: sheila.a.duplain@lmco.com | | | | |
| 00001 | Microsoft SharePoint Support (Base Period) Award Type: Time-and-materials Line Item Ceiling\$1,467,281.88 Incrementally Funded Amount: \$750,000.00 Requisition No: OIS-15-0140, OIS-15-0157 Accounting Info: 2015-X0200-FEEBASED-10-10D006-51-J-144-D1363-2572 Funded: \$50,000.00 Accounting Info: 2015-X0200-FEEBASED-10-10D007-51-J-144-D1363-2572 Funded: \$700,000.00 Period of Performance: 02/26/2015 to 09/25/2015 | | | | 1,467,281.88 |
| 10001 | Microsoft SharePoint Support (Option Period I) Award Type: Time-and-materials Amount: \$1,251,443.90 (Option Line Item) Anticipated Exercise Date 08/25/2015 Period of Performance: 09/26/2015 to 09/25/2016 Continued ... | | | | 0.00 |

32a. QUANTITY IN COLUMN 21 HAS BEEN

RECEIVED INSPECTED ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED:

| | | | | | |
|--|------------------------|------------------------------------|--|-----------------------|------------------|
| 32b. SIGNATURE OF AUTHORIZED GOVERNMENT | | 32c. DATE | 32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT | | |
| 32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE | | | 32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE | | |
| | | | 32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE | | |
| 33. SHIP NUMBER <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL | 34. VOUCHER NUMBER | 35. AMOUNT VERIFIED CORRECT FOR | 36. PAYMENT <input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL | | 37. CHECK NUMBER |
| 38. S/R ACCOUNT NUMBER | 39. S/R VOUCHER NUMBER | 40. PAID BY | | | |
| 41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT | | | 42a. RECEIVED BY (<i>Print</i>) | | |
| 41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER | | 41c. DATE | 42b. RECEIVED AT (<i>Location</i>) | | |
| | | | 42c. DATE REC'D (YY/MM/DD) | 42d. TOTAL CONTAINERS | |

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
NRC-HQ-11-C-33-0060/NRC-HQ-10-15-T-0001

PAGE OF
3 21

NAME OF OFFEROR OR CONTRACTOR
LOCKHEED MARTIN SERVICES INC

| ITEM NO. (A) | SUPPLIES/SERVICES (B) | QUANTITY (C) | UNIT (D) | UNIT PRICE (E) | AMOUNT (F) |
|-----------------|--|-----------------|-------------|-------------------|---------------|
| 20001 0.00 | Microsoft SharePoint Support (Option Period II) Award Type: Time-and-materials Amount: \$1,281,202.62 (Option Line Item) Anticipated Exercise Date 08/25/2016 Period of Performance: 09/26/2016 to 09/25/2017 The obligated amount of award: \$750,000.00. The total for this award is shown in box 26. | | | | |

SECTION B - Supplies or Services/Prices

B.1 Contract Type

The contract type for this task order is Labor-Hours.

B.2 Period of Performance

Base Period – February 26, 2015 through September 25, 2015

Option Period I – September 26, 2015 – September 25, 2016

Option Period II – September 26, 2016 – September 25, 2017

B.3 Cost/Price

The ceiling cost/price for the Base Period (including labor and other direct costs) is **\$1,467,281.88**. The Government estimates that up to **10,400** contractor personnel hours may be required under one or more contractor FA2 labor categories to complete task order requirements for the Base Period.

The ceiling cost/price for the Option Period I (including labor and other direct costs) is **\$1,251,443.90**. The Government estimates that up to **8,320** contractor personnel hours may be required under one or more contractor FA2 labor categories to complete task order requirements for Option Period I.

The ceiling cost/price for the Option Period II (including labor and other direct costs) is **\$1,281,202.62**. The Government estimates that up to **8,320** contractor personnel hours may be required under one or more contractor FA2 labor categories to complete task order requirements for Option Period II.

B.4 CONSIDERATION AND OBLIGATION-TIME-AND-MATERIALS TASK ORDER

(a) The ceiling price to the Government for full performance under this task order is **\$1,467,281.88**.

(b) The task order includes: (1) direct labor hours at specified fixed hourly rates, inclusive of wages, fringe, overhead, general and administrative expenses, and profit, totaling **\$1,462,913.80**; and (2) cost of materials totaling **\$4,368.08**.

(c) The amount presently obligated by the Government with respect to this contract is **\$750,000.00**.

(d) It is estimated that the amount currently obligated will cover performance through **June 30, 2015**.

(e) This is an incrementally-funded contract and FAR 52.232-22 – “Limitation of Funds” applies.

(End of Clause)

SECTION C – PERFORMANCE WORK STATEMENT

C.1 Project Title

“Microsoft SharePoint Support”

C.2 Background

The Nuclear Regulatory Commission (NRC) uses SharePoint to deliver capabilities associated with content management, collaboration, and communications. SharePoint allows NRC organizations and their staff to organize and manage information for easier access and utilization. SharePoint is also used as a development platform providing the capability to build sophisticated web sites, integrate with external data sources, and create workflows to facilitate collaboration and knowledge sharing, as well as foster the improvement of business and IT processes across the agency.

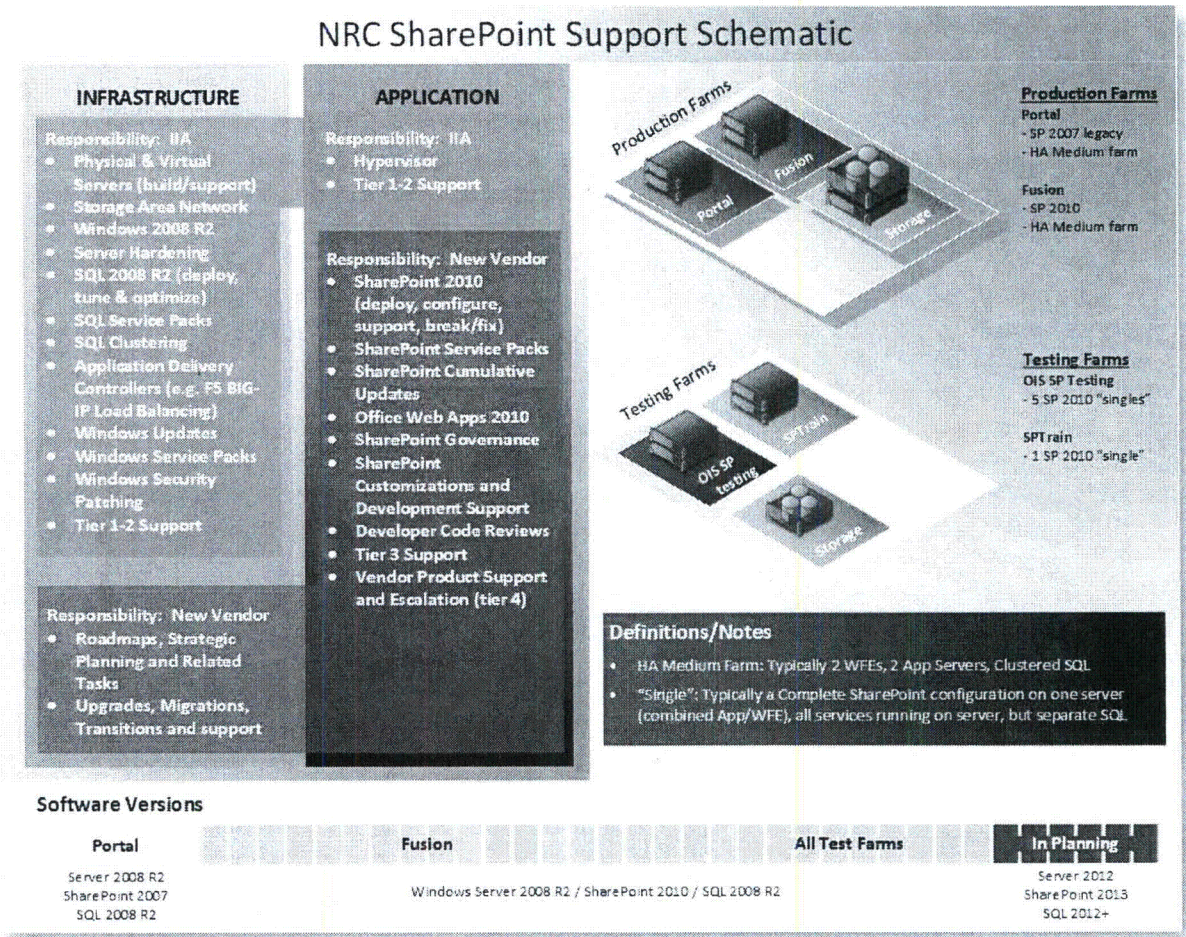
The NRC currently supports Microsoft SharePoint 2010 in the production, development, and test environments. It is expected that the agency will continue to grow the SharePoint technology to the enterprise now and in the future. This includes upgrading SharePoint to the most current supported version from Microsoft To support these initiatives, the NRC needs Microsoft SharePoint consulting services expertise to ensure that these critical applications are deployed and maintained correctly and securely with optimum performance to meet critical production requirements.

There are an estimated 3,900 SharePoint users in 32 NRC offices (including four Regional offices - King of Prussia, PA; Atlanta, GA; Lisle, IL; and Arlington, TX and the NRC Technical Training Center in Chattanooga, TN) managing up to an estimated 1.6TB of content spanning over 5,000 sites and pages.

In August 2014, the NRC completed the upgrade from SharePoint 2007 to SharePoint 2010. The current supported platform is SharePoint 2010, but outdated SharePoint 2007 content still exists in the farm pending deletion.

The Contractor shall provide all personnel, equipment, supplies, facilities, transportation, tools, materials, supervision, and other items and non-personnel services necessary to expert-level technical support for maintenance, operations, and support activities for Microsoft SharePoint platforms currently deployed or being considered for deployment in the NRC environment. These systems can either be in the test, development, or production environments as defined in this PWS, except for those items specified as Government-furnished property and services.

Figure A: Current Schematic of NRC SharePoint Farm



C.3 Objective

The objective of this Performance Work Statement (PWS) is to acquire expert-level technical contractor support for maintenance, operations, and support activities for Microsoft SharePoint platforms currently deployed or being considered for deployment in the NRC environment. These systems can either be in the test, development, or production environments.

C.4 Performance Work Statement

The Contractor shall provide expert-level development, maintenance, and operations support for Microsoft SharePoint. There are several sub-tasks associated with this task order, and all of the sub-tasks can run concurrently.

C.5 Specific Tasks

Task 1: Project and Asset Management

The Contractor shall provide business and information technology project management support to meet the stated requirements in this Performance Work Statement. The Contractor shall provide a Project Manager (PM) to oversee and manage all aspects of this TO. The PM will be the single POC for the NRC TOCOR. He/she will be responsible for managing resources, overseeing tasks, monitoring progress, reporting, and resolving issues.

The Contractor shall attend a kickoff meeting with the OIS COR, TOCOR and NRC representatives within five (5) business days after award. The Contractor shall also attend a status update meeting with the TOCOR and NRC representatives thirty (30) days after award, and monthly thereafter. The Contractor's PM shall participate in the kickoff meeting and develop a project schedule based on feedback received during that meeting. The project schedule must include all activities, milestones, and deliverables with start and end dates. The project schedule must identify those activities that establish the critical path.

Task 2: End User Support for Microsoft SharePoint

2.1 The Contractor shall provide end user support for the Microsoft SharePoint production environment as well as any other Microsoft SharePoint environments deployed or being considered for deployment in the NRC environment (Reference Figure A). These additional environments may include test and development.

2.2 The Contractor shall assist in resolving Microsoft SharePoint problems in the production, development, and test environments. The Contractor shall analyze the problem, provide written recommendations for resolution-including impacts of those recommendations and, when directed by the NRC, take corrective actions.

2.3 The Contractor shall troubleshoot 'users' and 'administrators' issues and interface with agency SharePoint help desk.

2.4 The Contractor shall provide problem resolution for all aspects of the SharePoint environment and make recommendation for resolutions and implement and test recommendation when approved.

2.5 The Contractor shall provide written recommendations for improvement in performance and maintenance of the NRC's applications that interface or use Microsoft SharePoint. All recommendations must comply with vendor product technical specification to retain vendor support.

Task 3: General Maintenance and Operations Support for Microsoft SharePoint

The Contractor shall provide best practices, written recommendations, guidance, architecture, training, design, problem resolution and other actives required for the successful maintenance and operations of the Microsoft SharePoint environment

(Reference Figure A). Maintenance tasks shall include but not be limited to the following:

- SharePoint integration and Agency roll out/deployment support;
- SharePoint site structure/navigational architecture guidance and execution;
- Placement of data/content within SharePoint or on data shares or other systems;
- Governance, development and maintenance of SharePoint sites;
- SharePoint/site/sub-site taxonomy at any level of the organization based on an organization's needs;
- Process for defining, posting and managing relevant content based on the Agency informational needs;
- Provide assistance to agency users and Contractors for SharePoint development and integration into the production environment;
- Review of custom developed web parts, custom code, and their integration into the SharePoint environment;
- SharePoint workflow processes designed by the Contractor or other NRC organizations or Contractors;
- Data extraction and data loads from other Agency systems;
- Assist with the integration of agency applications with SharePoint;
- Make recommendations and perform installations of new major releases, product updates, hot fixes and service packs. Install and test recommendations as required;
- Make recommendations for hardware and software architecture for scalability to ensure business continuity;
- Provide informal training to NRC Staff and Contractors;
- Assist with backup and restore, and daily monitoring of the SharePoint environment;
- Compliance with federal IT security policies, standards, and guidance;
- Configuration management to ensure the integrity and viability of the production system that includes test and development environments and transitions from these environments into production;
- The Contractor shall provide, based on Microsoft Industry Best practices, written guidance, assistance with, and recommendations for architecting, installing, configuring, maintaining, integrating and securing Microsoft SharePoint for production systems and systems associated with the continuity of operations at the NRC;
- The Contractor shall provide evaluation of Microsoft-related development, test and production practices, and shall make recommendations for improved support;
- The Contractor shall provide recommendations for and assistance with deployment and product integration of new releases of Microsoft SharePoint, bug fixes, and patches-including desktop dependencies; these recommendations shall include capacity planning and system growth as defined by the NRC, identification of risks involved with implementing the new or existing Microsoft SharePoint products, and ways to mitigate the risks;

- The Contractor shall provide, as needed, assistance with security hardening to ensure that Microsoft SharePoint is functioning properly;
- The contractor shall provide initial recommendations for the deployment of new Microsoft technology into the NRC environment; however, the actual installation and associated activities for the deployment will be covered under a separate task order.

Task 4: Database Management

The Contractor shall provide best practices, written recommendations, guidance, architecture, training, and design for the maintenance of Microsoft SQL Server. Maintenance tasks shall include but not be limited to the following:

- Conversion to the latest releases, database mirroring or clustering, performance tuning and monitoring, and implementation of new applications;
- On-site assessments and recommendations for configuration and tuning;
- Project activities, schedule, risks, and resource needs for deployments or upgrades;
- Backup and recovery procedures, stored procedures, software/hardware configuration for using a Storage Array, and disaster recovery recommendations;
- Compliance with Federal IT security policies, standards, and guidance;
- Troubleshooting system and platform issues.

C.6 CONFIGURATION MANAGEMENT

No changes shall be made to the production environment until those changes are approved by the NRC TOCOR or designee.

The NRC configuration management process includes submission of a change request by the NRC staff into IBM Rational Jazz Team Concert. The NRC reviews change requests, and may then assign a change request to the Contractor for analysis. The Contractor will provide analysis of the change request, a recommendation to resolve the change request, an estimate to complete the work, and any supporting documentation. The NRC will determine whether to initiate the recommended solution. The NRC staff will assist the Contractor with the submission of artifacts to the change requests as needed. All Contractor configuration management recommendations are to be made in accordance with Federal IT security policies, best practices, standards, and guidance.

C.7 PERFORMANCE STANDARDS

Performance standards establish the performance levels required by the Government. All of these standards shall be captured and clearly displayed in the Quality Assurance Surveillance Plan (QASP)

Examples of performance standards:

- **Quality standards:** conditions, error rates, accuracy, form/function, reliability, maintainability.

- **Quantity standards:** capacity, output, volume, amount.
- **Timeliness standards:** response times, delivery, completion times, milestones.
- **Method of Surveillance:** clearly state to the Contractor how you plan on monitoring their work. Examples: 100 percent inspection, random sampling, periodic inspection, customer input, Contractor self-reporting, etc.
- **Incentives:** Incentives should be based on tasks or deliverables that are critical to the project. Monetary incentives, if any, shall be funded at the time of the award. They may be either positive, negative, or a combination of both. Incentives may be monetary or non-monetary. Incentives do not need to be present in every performance-based contract as an additional fee structure. In a fixed-price contract, the incentives would be embodied in the pricing and the Contractor could either maximize profit through effective performance or have payments reduced because of failure to meet the performance standard.

C.8 DELIVERABLES AND DELIVERY SCHEDULE

List all outputs/outcomes with specific due dates or time frames. Include media type, quantity, and delivery point(s). State due dates in terms of calendar days after task order award. A sample table is provided which is highly recommended to make sure the deliverables are clearly defined and understood by all parties.

| Tasks | Service/Deliverable | Due Date |
|----------|---|---|
| Task # 1 | Attend Kickoff Meeting | Within 5 days of TO's award |
| Task # 1 | Project Management | Ongoing for the duration of the TO |
| Task # 1 | Develop project schedule and submit draft version to TOCOR | Within 30 days of TO's award |
| Task # 1 | Submit final version of project schedule to TOCOR | Within 45 days of TO's award |
| Task # 1 | Attend Monthly Status Update Meeting | 30 days after TO's award, and monthly thereafter for the duration of the TO |
| Task # 2 | End user support for Microsoft SharePoint | Ongoing for the duration of the TO |
| Task # 3 | Maintenance and operations support for Microsoft SharePoint | Ongoing for the duration of the TO |
| Task # 4 | Database management support including maintenance of SQL Server | Ongoing for the duration of the TO |

C.9 GOVERNMENT-FURNISHED PROPERTY

The NRC will provide the Contractor with the following Government Furnished Property (GFP).

Facilities: (If applicable) The Government will provide the Contractor's staff with onsite workspace to include desk space, telephone, computer, and other items necessary to perform the work outlined in this PWS.

Equipment: (If applicable) The Government will provide onsite access to a scanner/copy machine, fax machine, and network printer.

Computer Access: IT Level 1 access to the NRC network, LAN and Citrix accounts.

At the end of this task order, disposition of GFP shall be in accordance with FAR 52.245-1, Government Property.

C.10 QUALITY CONTROL

The Contractor shall develop and maintain a complete Quality Control Plan (QCP) to ensure that the requirements of the contract are performed in accordance with this PWS. The QCP shall describe the methods for identifying, preventing, and ensuring any defective services are corrected before the level of performance becomes unacceptable.

One copy of the Contractor's QCP shall be provided to the CO at the time its proposal is submitted. After acceptance of the QCP the Contractor shall receive the CO acceptance in writing of any proposed changes to its plan. An updated copy of the QCP must be provided to the CO as changes occur during the performance of the contract.

C.11 PLACE OF PERFORMANCE

The majority of the work under this TO shall be performed onsite at OWFN, TWFN, and 3WFN. On occasion (one day per week) and as approved by the NRC TOCOR, the Contractor may perform work at an alternate location (via Citrix).

If applicable, the Contractor shall schedule work hours of all non-site personnel in a manner that will provide maximum responsiveness to NRC's requirements.

C.12 SECURITY

Work performed under this TO will be unclassified. Contractor personnel performing work under this TO must have the appropriate IT Access Level I (or Level II if deemed appropriate by the TO COR) and must maintain the level of security required for the life of the TO. The Contractor submits clearance forms as designated in MD 12.3 to the TOCOR.

Facility security approval is also required when employees of the Contractor require access to classified information in connection with contract/order performance but do not

use, store, or possess classified information outside of NRC facilities. When Contractor personnel perform unclassified work at NRC buildings only infrequently, access will be controlled by the issuance of visitor badges.

The Contractor is responsible for ensuring that all its employees, including any subcontractor employees and any subsequent new employees, who are assigned to perform the work on site, are approved by the NRC for building access.

Contractor personnel performing work under this contract or task order shall satisfy all requirements for appropriate security eligibility as specified in the contract/order in dealing with access to sensitive electronic information and information systems belonging to or being used on behalf of the NRC.

All costs associated with obtaining clearances for Contractor-provided personnel will be the responsibility of the Contractor. Further, the Contractor will be responsible for the actions of all individuals provided to work under this contract/order. If damages arise from work performed by Contractor-provided personnel under the auspices of this contract/order, the Contractor will be responsible for all resources necessary to remedy the incident.

In response to Homeland Security Presidential Directive 12 (HSPD 12), the Department of Treasury has initiated a program for improving the identification and authentication of Federal Contractors for access to Federal facilities and electronic and information technology (EIT) systems. *Federal Contractor employees with access to Federal facilities and information systems are required to comply with standards developed for the Personal Identity Verification (PIV) of Federal Employees and Contractors in order to satisfy the requirements of HSPD 12.* These standards require the creation of biometric data cards and systems to identify Contractor employees. Biometric data includes personal identification information such as fingerprints and facial images and allows this personal information to be electronically stored, maintained, and accessed by the Government. All data required by Treasury's PIV system will be provided by Contractors before access to Federal facilities and information systems are granted. All Contractors shall comply with HSPD-12 requirements as they are implemented or changed.

C.13 SPECIAL QUALIFICATIONS / KEY PERSONNEL REQUIREMENTS

The Contractor shall be responsible for providing personnel with the requisite skills necessary to support and accomplish the task outlined in this PWS, to include the following skills.

- Project Manager
- Software Engineering Manager
- Microsoft SharePoint Engineer
- SharePoint Help Desk Consultant
- Database Administrator

C.14 SECTION 508 – ELECTRONIC AND INFORMATION TECHNOLOGY STANDARDS

In December 2000, the Architectural and Transportation Barriers Compliance Board (Access Board), pursuant to Section 508(2)(A) of the Rehabilitation Act Amendments of 1998, established information technology accessibility standards for the federal government. Section 508(a)(1) requires that when federal departments or agencies develop, procure, maintain, or use Electronic and Information Technology (EIT), they shall ensure that the EIT allows federal employees with disabilities to have access to and use of information and data that is comparable to the access to and use of information and data by other Federal employees. The Section 508 requirement also applies to members of the public seeking information or services from a federal department or agency. Section 508 text is available at <http://www.opm.gov/HTML/508-textOfLaw.htm> or <http://www.section508.gov/>

All Electronic and Information Technology (EIT), as defined at FAR 2.101, supplied under this contract/order must conform to the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology Accessibility Standards (36 CFR Part 1194). The applicable standards are available at: <http://www.access-board.gov/sec508/guide/index.htm>

The following standards are applicable to this contract/TO:

- Software Applications and Operating Systems (1194.21)
- Web-based Intranet and Internet Information and Applications(1194.22)
- Telecommunications Products (1194.23)
- Video and Multimedia Products (1194.24)
- Self-Contained, Closed Products (1194.25)
- Desktop and Portable Computers (1194.26)

SECTION D - PACKAGING AND MARKING

See the base contract

SECTION E - INSPECTION AND ACCEPTANCE

See the base contract

SECTION F - DELIVERIES OR PERFORMANCE

See the base contract

SECTION G - CONTRACT ADMINISTRATION DATA

G.1 TASK ORDER CONTRACTING OFFICER'S REPRESENTATIVE (COR)

(a) The contracting officer's authorized representative hereinafter referred to as the Task Order COR for this task order is:

TO COR: **Eric Brusoe**
Email: Eric.Brusoe@nrc.gov
Phone: 301-415-5053

(b) Performance of the work under this contract is subject to the technical direction of the NRC Task Order COR. The term technical direction is defined to include the following:

(1) Technical direction to the contractor which shifts work emphasis between areas of work or tasks, authorizes travel which was unanticipated in the Schedule (i.e., travel not contemplated in the Performance Work Statement (PWS) or changes to specific travel identified in the PWS), fills in details, or otherwise serves to accomplish the contractual PWS.

(2) Provide advice and guidance to the contractor in the preparation of drawings, specifications, or technical portions of the work description.

(3) Review and, where required by the contract, approve technical reports, drawings, specifications, and technical information to be delivered by the contractor to the Government under the contract.

(c) Technical direction must be within the general statement of work stated in the contract. The Task Order COR does not have the authority to and may not issue any technical direction which:

(1) Constitutes an assignment of work outside the general scope of the contract.

(2) Constitutes a change as defined in the "Changes" clause of this contract.

(3) In any way causes an increase or decrease in the total estimated contract cost, the fixed fee, if any, or the time required for contract performance.

(4) Changes any of the expressed terms, conditions, or specifications of the contract.

(5) Terminates the contract, settles any claim or dispute arising under the contract, or issues any unilateral directive whatever.

(d) All technical directions must be issued in writing by the Task Order COR or must be confirmed by the Task Order COR in writing within ten (10) working days after verbal issuance. A copy of the written direction must be furnished to the contracting officer. A copy of NRC Form 445, Request for Approval of Official Foreign Travel, which has received final approval from the NRC must be furnished to the contracting officer.

(e) The contractor shall proceed promptly with the performance of technical directions duly issued by the Task Order COR in the manner prescribed by this clause and within the Task Order COR's authority under the provisions of this clause.

(f) If, in the opinion of the contractor, any instruction or direction issued by the Task Order COR is within one of the categories defined in paragraph (c) of this section, the contractor may not proceed but shall notify the contracting officer in writing within five (5) working days after the receipt of any instruction or direction and shall request that contracting officer to modify the contract accordingly. Upon receiving the notification from the contractor, the contracting officer shall issue an appropriate contract modification or advise the contractor in writing that, in the contracting officer's opinion, the technical direction is within the scope of this article and does not constitute a change under the "Changes" clause.

(g) Any unauthorized commitment or direction issued by the Task Order COR may result in an unnecessary delay in the contractor's performance and may even result in the contractor expending funds for unallowable costs under the contract.

(h) A failure of the parties to agree upon the nature of the instruction or direction or upon the contract action to be taken with respect to the instruction or direction is subject to 52.233-1 - Disputes.

(i) In addition to providing technical direction as defined in paragraph (b) of the section, the Task Order COR shall:

(1) Monitor the contractor's technical progress, including surveillance and assessment of performance, and recommend to the contracting officer changes in requirements.

(2) Assist the contractor in the resolution of technical problems encountered during performance.

(3) Review all costs requested for reimbursement by the contractor and submit to the contracting officer recommendations for approval, disapproval, or suspension of payment for supplies and services required under this contract.

SECTION H - SPECIAL CONTRACT REQUIREMENTS

See base contract for clauses that apply to this task order.

SECTION I - CONTRACT CLAUSES

See base contract for clauses that apply to this task order.

SECTION J – TASK ORDER ATTACHMENTS

1. Price/Cost Schedule (Upon Award) – Refer to pages 17-18
2. Quality Assurance Surveillance Plan (QASP) – Refer to pages 19-20

PRICE/COST SCHEDULE

| Job Code | Vendor Labor Category | Lab Cat | Base Period | | | Option Year 1 | | |
|----------------------------|--------------------------------|---------|----------------------------|-------------------|-----------------------|----------------------------|-------------------|-----------------------|
| | | | Est. Hours | Rate | Total Est. Cost | Est. Hours | Rate | Total Est. Cost |
| | | | Award - 9/25/15 | | | 9/26/15 - 09/25/16 | | |
| | | | OY3 MOM FA2 Contract Rates | | | OY4 MOM FA2 Contract Rates | | |
| L1075 | Software Engineering Mgr | M54 | | | | | | |
| E1033 | Business Appl Prgrmr Sr | B34 | | | | | | |
| E1035 | Business Appl Prgrmr Sr Stf | B54 | | | | | | |
| SME2 | Subject Matter Expert - 2 | Z24 | | | | | | |
| SME3 | Subject Matter Expert - 3 | Z34 | | | | | | |
| SME5 | Subject Matter Expert - 5 | Z54 | | | | | | |
| Total Labor | | | 10,060.0 | | \$1,462,913.80 | 8,320.0 | | \$1,247,074.52 |
| Other Direct Costs | | | Quantity | Unit Price | Price | Quantity | Unit Price | Price |
| ODC | Microsoft Professional Support | | | | | | | |
| Indirect Rates | | | | | | | | |
| | Material Handling (MHX) | | | | | | | |
| | Product Line Works (PLW) | | | | | | | |
| | General & Administrative (G&A) | | | | | | | |
| Total ODC | | | | | \$4,368.08 | | | \$4,369.38 |
| Total Labor and ODC | | | | | \$1,467,281.88 | | | \$1,251,443.90 |

PRICE/COST SCHEDULE (Continued)

| Job Code | Vendor Labor Category | Lab Cat | Total Est. Cost |
|----------------------------|--------------------------------|---------|------------------------|
| | | | Total Est. Cost |
| L1075 | Software Engineering Mgr | M54 | |
| E1033 | Business Appl Prgrmr Sr | B34 | |
| E1035 | Business Appl Prgrmr Sr Stf | B54 | |
| SME2 | Subject Matter Expert - 2 | Z24 | |
| SME3 | Subject Matter Expert - 3 | Z34 | |
| SME5 | Subject Matter Expert - 5 | Z54 | |
| Total Labor | | | \$3,986,821.56 |
| Other Direct Costs | | | Price |
| ODC | Microsoft Professional Support | | [REDACTED] |
| Indirect Rates | | | |
| | Material Handling (MHX) | | [REDACTED] |
| | Product Line Works (PLW) | | [REDACTED] |
| | General & Administrative (G&A) | | [REDACTED] |
| Total ODC | | | \$13,106.83 |
| Total Labor and ODC | | | \$3,999,928.40 |

Task Order Quality Assurance Surveillance Plan (QASP)

The contractor shall provide accurate metrics for the defined performance measures. The contractor shall also make available to the Government any source data for the measured metrics when requested to substantiate the reported metrics.

Table Column Definitions

- **Required Services:** the type of support service being rendered under the scope of the contract
- **Performance Measure:** detailed description of what the measure is assessing
- **Acceptable Quality Level:** the benchmark for satisfactory performance
- **QASP Monitoring Method:** the calculation involved in arriving at the final

| Required Services | Performance Standard | Acceptable Quality Level (AQL) | QASP Monitoring Method |
|---|--|--|--|
| Project Management Support | <p>The Contractor's project schedule shall include all activities anticipated during the life of the TO.</p> <p>The Contractor's monthly status report shall summarize at a high level all major activities and accomplishments that occurred during the previous reporting period (first day to last day of previous month)</p> <p>The Contractor's monthly status update meeting shall address all major activities and accomplishments that occurred during the previous reporting period at a lower level (first day to last day of previous month).</p> | <p>No Deviation.</p> <p>Both the Contractor's project schedule and monthly status report shall contain accurate and relevant information, be free of typos and errors, and submitted in a timely manner via electronic format to the TOCOR.</p> <p>The Contractor's shall arrive at the scheduled time and be prepared to discuss activities and accomplishments at the monthly status update meeting.</p> | <p>The TOCOR will review and monitor the project schedule on a regular and ongoing basis.</p> <p>The TOCOR will review the monthly status report and alert the Contractor of any inconsistencies or error. The Contractor shall revise and resubmit the report as necessary.</p> <p>The TOCOR will participate in the monthly status update meeting and discuss the Contractor's performance during the previous reporting period.</p> |
| End User Support for Microsoft SharePoint | <p>The Contractor must provide skilled help desk support to end users for Microsoft SharePoint including troubleshooting and resolving issues and problems.</p> | <p>No Deviation.</p> <p>The Contractor must respond to all end user requests for assistance within two hours initially to acknowledge receipt and gather additional information about the issue.</p> | <p>The TOCOR will monitor the Contractor's performance and response times, document accordingly, and discuss at the monthly status update meeting.</p> |
| Maintenance and | <p>The Contractor must provide</p> | <p>Deviation is not more</p> | <p>The TOCOR will monitor</p> |

| Required Services | Performance Standard | Acceptable Quality Level (AQL) | QASP Monitoring Method |
|---|--|---|--|
| Operations support for Microsoft SharePoint Environment | appropriate M&O support for the SharePoint environment that includes but is not limited to problem troubleshooting and resolutions, backups, restorations, IT security compliance, architecture, training, deployments, and governance. | than 30 minutes over a three-month period of down time. | the Contractor's performance, document accordingly, and discuss problem areas at the monthly status update meeting. |
| Database Management | The Contractor must provide maintenance support for the Microsoft SQL Server that includes but is not limited to backups and recovery, troubleshooting and resolving system and platform issues, IT security compliance, deployments and upgrades. | Deviation is not more than 30 minutes over a three-month period of down time. | The TOCOR will monitor the Contractor's performance, document accordingly, and discuss problem areas at the monthly status update meeting. |