

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS

OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30

1. REQUISITION NUMBER

OIS-15-0138

PAGE OF

1 24

2 CONTRACT NO.
NRC-HQ-11-C-33-0059

3 AWARD/
EFFECTIVE DATE

4. ORDER NUMBER
NRC-HQ-10-15-T-0001

5 SOLICITATION NUMBER
NRC-HQ-10-15-R-0005

6. SOLICITATION
ISSUE DATE
12/29/2014

7. FOR SOLICITATION
INFORMATION CALL:

a. NAME
HERIBERTO COLON

b. TELEPHONE NUMBER
301-287-0873

(No collect calls)

8. OFFER DUE DATE/LOCAL TIME

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

CODE NRCHQ

10. THIS ACQUISITION IS UNRESTRICTED OR SET ASIDE % FOR:
 SMALL BUSINESS
 HUBZONE SMALL BUSINESS
 SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS
 WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM
 EDWOSB
 8(A)
 NAICS. 541519
 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
US NUCLEAR REGULATORY COMMISSION-
MAIL PROCESSING CENTER
4930 BOILING BROOK PARKWAY
ROCKVILLE MD 20852

CODE NRCHQ

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

CODE NRCHQ

17a. CONTRACTOR/OFFEROR
CGI FEDERAL INC
ATTN LAURA BARLETT
NA
FAIRFAX VA 220334902

CODE 145969783

FACILITY CODE

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

CODE NRCPAYMENTS

TELEPHONE NO.

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
00001	ADAMS P8 and Related Applications Operation and Maintenance Support				2,718,005.00
10001	ADAMS P8 and Related Applications Operation and Continued ... (Use Reverse and/or Attach Additional Sheets as Necessary)				0.00

25. ACCOUNTING AND APPROPRIATION DATA
2015-X0200-FEEBASED-10-10D006-51-I-156-J2400-2572

26. TOTAL AWARD AMOUNT (For Govt. Use Only)
\$7,965,871.00

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: REF. _____ 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

03/04/2015

AUTHORIZED FOR LOCAL REPRODUCTION
PREVIOUS EDITION IS NOT USABLE

STANDARD FORM 1449 (REV. 2/2012)
Prescribed by GSA - FAR (48 CFR) 53.212

SUNSI REVIEW COMPLETE

MAY 12 2015

ADM002

TEMPLATE - ADM001

19. ITEM NO.	20 SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
20001	Maintenance Support (Option Period I) Award Type: Time-and-materials Amount: \$2,744,048.00 (Option Line Item) Anticipated Exercise Date 08/25/2015 Period of Performance: 09/26/2015 to 09/25/2016 ADAMS P8 and Related Applications Operation and Maintenance Support (Option Period II) Award Type: Time-and-materials Amount: \$2,503,818.00 (Option Line Item) Anticipated Exercise Date 08/25/2016 Period of Performance: 09/26/2016 to 09/25/2017 The obligated amount of award: \$50,000.00. The total for this award is shown in box 26.				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 REPRESENTATIVE		32c. DATE	32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE		
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 (<i>YY/MM/DD</i>)	42d. TOTAL CONTAINERS	

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 – March 4, 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 **\$2,718,005.00**. The Government estimates that up to **17,325** 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 **2,744,048.00**. The Government estimates that up to **16,200** 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 **\$2,503,818.00**. The Government estimates that up to **14,400** 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 CONTRACT

(a) The ceiling price to the Government for full performance under this contract is **\$2,718,005.00**.

(b) The contract includes: (1) direct labor hours at specified fixed hourly rates, inclusive of wages, fringe, overhead, general and administrative expenses, and profit, totaling **\$2,718,005.00**; and (2) cost of materials totaling **\$0.00**.

(c) The amount presently obligated by the Government with respect to this contract is **\$50,000.00**.

(d) It is estimated that the amount currently obligated will cover performance through **March 31, 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

“ADAMS P8 Core and Related Applications – Operations and Maintenance (O&M) Support”

C.2 BACKGROUND/INTRODUCTION

This ADAMS system was developed using the IBM “FileNet” suite and other tools consisting of:

- IBM FileNet P8 Content Engine
- IBM FileNet P8 Process Engine
- IBM FileNet P8 Application Engine
- IBM FileNet P8 Workplace XT
- IBM Business Process Manager (BPM)
- IBM Advanced Case Manager (ACM)
- IBM Content Analytics (ICA)
- IBM Content Collector (ICC)
- IBM eDiscovery Manager (eDM)
- IBM eDiscovery Analyzer (eDA)
- IBM Business Space
- VSpace / Vega Widgets
- Vega Unity
- Custom Java Code
- Dojo Toolkit

These systems represent major components of the Nuclear Regulatory Commission’s (NRC’s) Enterprise Content Management (ECM) Program. The ECM Program is an agency wide organizational framework of projects, technologies, policies, governance, and individuals. The focus of ECM is to bring a web-based, collaborative infrastructure to simplify content management, profiling, searching, discovery and analysis, as well as the ability to combine office workflows with content creation and use, and automated records management.

The ECM Vision is to improve the quality, efficiency, and security of our regulatory and administrative business processes by providing appropriate and straightforward access to information when needed, regardless of location or access device.

C.3 SCOPE

The objective of this Performance Work Statement (PWS) is to acquire Information Technology (IT) Contractor support to provide maintenance and operation support for ADAMS Core and Related systems. ADAMS is the repository of record for all official NRC business so it is of utmost importance that the ADAMS Core and Related Systems are operated and maintained such that the mission of the Agency is not jeopardized.

The Contractor shall operationally maintain the ADAMS P8 Core and Related Applications as currently released or with future enhancements under development that will be promoted into production, as determined by the Task Order Contracting Officer Representative (TO COR). The Contractor will respond to Change Requests as directed by the TO COR and will apply applicable resources approved by the TO COR.

The Contractor will also provide status on issues with system performance such as unplanned outages, degradation in performance or accuracy, or other functionality, performance or architectural related questions presented by the COR either in person, by phone or by e-mail. Status on the above will be provided verbally to the COR within 24 hours of occurrence and in writing to the COR within 5 working days of occurrence.

ADAMS P8 Core and Related Applications support mission critical operation of NRC business so it is of utmost importance that ADAMS P8 Core and Related Applications are operated and maintained such that the mission of the Agency is not jeopardized.

While the Contractor is responsible for unit, integration and regression testing, all User Acceptance Testing (UAT) will be performed through a different contract vehicle. Coordination of this Task resources with those of the UAT task will be managed by the COR of this Task.

#	Application	Built Using
1	Common Web Interface: Web Based ADAMS and Electronic Hearing Docket	P8 FileNet, VSpace, and Custom Code
2	Publically Available Search Service (PASS)	P8 FileNet and Custom Code
3	Public Release Timeliness Application (PRT)	P8 FileNet and Custom Code
4	Publishing Web Interface	P8 FileNet, VSpace, Custom Code
5	Public Meeting Notice System	IBM BPM, ICM and Business Space, and Vega Widgets
6	SECY and EDO Tracking and Reporting System (STARS)	IBM BPM, ICM and Business Space, and Vega Widgets
7	AGENCY Lessons Learned System	IBM BPM, ICM and Business Space, and Vega Widgets
8	NUREG 0933 Authoring	IBM BPM, ICM and Business Space, Quark XML Authoring, and Vega Widgets
9	Review Management System (RMS)	IBM BPM, ICM and Business Space, and Vega Widgets

10	Mobile Meetings (MMR)	IBM BPM, ICM and Business Space, and Vega Widgets
11	Document Tracking System (DTS)	IBM BPM, ICM and Business Space, Quark XML Authoring, and Vega Widgets

C.4 PERFORMANCE REQUIREMENTS

Task Area Summary:

Task Area 1 – Perform change control activities in accordance with configuration management (CM) policies and procedures in order to correct system defects, which would include operating system patching, Technical Change Requests (TCR) for environment changes and application change requests.

Task Area 2 – Perform change control activities in accordance with CM policies and procedures in order to make adaptive maintenance system enhancements, which would include creation and implementation of application Change Requests (CR).

Task Area 3 – Provide IT project management services that assist in ensuring that the ADAMS and Related Systems meets NRC standards and are performing to defined configuration, cost, schedule, and performance specifications/capabilities. Inform the TO COR and coordinate efforts between Contractor staff, the Office of Information Services' (OIS') Solutions Development Division, other OIS Divisions and NRC system owners in order to ensure operation of the system in accordance with terms of appropriate Memorandums of Understanding (MOU), Interconnection Security Agreements (ISA) and Service Level Agreements (SLA).

Applicable Documents:

The following documents will be provided after award:

- ADAMS P8 Systems Requirement Specifications
- ADAMS P8 System Architecture Document
- ADAMS P8 Release Notes

C.5 Specific Tasks:

Task # 1 - Change Requests for Defects

The NRC TO COR will notify the Contractor of system maintenance requests using the IBM Rational Jazz system, in accordance with the "OIS Application Change Request System Guide using Rational ClearQuest" to document all defect maintenance work performed.

For system changes resulting from defect maintenance work, the Contractor will follow CM procedures necessary to maintain conformity of configuration of ADAMS P8 servers

in pre-production environments controlled by the Contractor (currently Development and Quality Assurance/Test) with ADAMS P8 servers in Production Staging and Production environments (which are controlled by Operations Division).

The Contractor shall:

- A. Receive Change Requests (CR) from the TO COR that have been entered into the IBM Rational Jazz repository.
- B. Adhere to the ADAMS P8 Configuration Control Board (CCB) Charter.
- C. Perform the role of ADAMS P8 CCB Coordinator, with responsibilities as defined by the CCB Charter.
- D. Perform the roles of ADAMS P8 Maintainer Developer and Maintainer Tester as defined by the CCB Charter. The NRC TO COR will approve all test cases prior to development of CRs.
- E. Develop new, enhanced, or change existing code to resolve each ADAMS P8 CCB-approved CR.
- F. Perform and document within IBM Rational Jazz repository a unit test for each ADAMS P8 CCB-approved CR.
- G. Perform and document within IBM Rational Jazz repository regression test for each ADAMS P8 CCB-approved CR.
- H. Place the new, enhanced, or changed code in the appropriate build for the next scheduled ADAMS P8 Release.
- I. Using existing system and security documents in ADAMS reflecting the release just updated as a base, provide updated system and security documentation to incorporate changes resulting from each Release. Store the document(s) back in ADAMS.
- J. Incorporate the required enhancement in the new Release of ADAMS P8 Core and Related systems.
- K. Assist the Production Integration Branch with creation of test cases and deployment efforts.

Task # 2 - Change Requests for Adaptive Maintenance Enhancements

The NRC TO COR will notify the Contractor of system maintenance requests using the IBM Rational Jazz system, in accordance with the "OIS Application Change Request

System Guide using Rational ClearQuest” to document all adaptive maintenance work performed. For system changes resulting from adaptive maintenance work, the Contractor will follow CM procedures necessary, using NRC-approved CM tools, to maintain conformity of configuration of ADAMS P8 servers in pre-production environments controlled by the Contractor (currently Development and Quality Assurance/Test) with ADAMS P8 servers in Production Staging and Production environments (which are controlled by the Operations Division).

The Contractor shall:

- A. Analyze and document within IBM Rational Jazz repository each submitted ADAMS P8 Change Request (CR).
- B. Work closely with the branch scheduler to provide a comprehensive schedule (using Microsoft Project Schedule), and provide an impact and cost analysis report to the COR prior to commencement of work.
- C. Finalize and clarify each ADAMS P8 CCB-approved CR requirement.
- D. Develop new, enhanced, or change existing code to resolve each ADAMS P8 CCB-approved CR.
- E. Perform and document within IBM Rational Jazz repository a unit test for each ADAMS P8 CCB-approved CR.
- F. Perform and document within IBM Rational Jazz repository regression test for each ADAMS P8 CCB-approved CR.
- G. Place the new, enhanced, or changed code in the appropriate build for the next scheduled ADAMS P8 Release.
- H. Provide updated system and security documentation to incorporate changes resulting from each Release.
- I. Incorporate the required enhancement in the new Release of ADAMS P8 Core and Related Systems.
- J. Assist the Production Integration Branch with creation of test cases and deployment efforts.

Task # 3 – Coordination and System Support

The NRC TO COR will notify the Contractor of coordination and system support requests using the IBM Rational Jazz system on an as needed basis.

Other services would include development and maintenance of Project Schedules, Project Plans, Configuration Management and Risk Management Plans, and generation of Earned Value Management reports. Additional services would include coordinating with the NRC's security contractor to provide them the information they need to develop deliverables required for the Security Certification and Accreditation of ADAMS and related systems.

Project management services also to include oversight of project activities including, but not limited to, issues management, enterprise architecture, information security, desk side support and training, communications, performance management, quality management, and risk management.

Contractor shall act as Tier 3 support for ADAMS application issues and problems. Tier 1 support will be managed with the ADAMS IM team and Tier 2 support will be managed via a Task Order under another contract.

ADAMS P8 interconnects with the OIS Information Technology Infrastructure (ITI) system (which includes the 3-Tier production environment), OIS Authentication and Credentialing System (ACS) and OIS E-Mail System.

In addition, it interfaces with QUARK - an XML authoring and publishing tool currently an integral component of the NUREG-0933 system. The Quark XML Authoring tool supports editing and publishing NUREG-0933 Generic Issues. Generic Issues are published as HTML and PDFs for the public website and for downloading from the website and to create the Official Agency Record for each Supplement.

The Contractor shall:

- A. Respond to specific requests for support from the TO COR whether in person, by phone, or by e-mail on an as needed basis. The TO COR may request status on issues with system performance such as unplanned outages, degradation in performance or accuracy, or other functionality, performance or architectural related questions.
- B. Develop Project Schedules that are consistent with industry standard best practices. The considerations of other NRC support services areas (e.g., infrastructure, computer security, enterprise architecture, emerging business needs) shall be reflected in the Project Schedules.
- C. Develop and maintain a Configuration Management (CM) Plan. The CM Plan shall include a schedule that lists items to be under CM control during the configuration, integration, testing, and implementation.
- D. Apply Earned Value Management (EVM) techniques and report earned value consistent with: 1) the American National Standards Institute /Electronic Industries Alliance (ANSI/EIA) 748-A Standards.
- E. Maintain on a weekly basis MS Project schedules used to manage ADAMS Project activities.

- F. Provide a weekly descriptive status of all project activities.
- G. Provide change management notice and any supporting information, as required, to interconnecting and interfacing system owners concerning approved ADAMS P8 change requests and Release timing.
- H. Advise ADAMS P8 owner of impacts from any change management notices, including supporting information, if any, received from interconnecting and interfacing systems.
- I. Provide ICOD-mandated Handoff Document to ICOD prior to deployment of new Releases.
- J. Update interconnecting and interfacing system documentation as necessary for any changes in the system's architecture, configuration or operations.

C.6 PERFORMANCE STANDARDS

Performance standards establish the performance levels required by the Government.

- Release should be delivered for deployment into production by due date. "Delivered" means that Contractor has sent NRC Task Order COR an email stating that revised code (incorporating successfully tested UAT changes), installation instructions and Release Notes have been checked in to IBM Rational;
- Releases should not have been rejected because of defective code or artifacts found during User Acceptance Testing or Production;
- CRs are tracked and updated within the PMM designated CM tools;
- Estimated Cost of each Release should be equal or less than the Actual Cost of the Release;
- Production system must be 100% available for submissions from 7:00AM through 12:00AM EST Monday through Friday and from 8:00AM through 6:00PM on weekends and holidays except during pre-scheduled and announced maintenance periods. These periods will not exceed 4 hours per week;
- System operating hours coverage provided from 7:00am to 12:00am Eastern Standard Time, Monday through Friday, excluding holidays;
 - Extended Hours Coverage provided all times other than system operating hours coverage.

- Delivered within the agreed upon timeframes, addresses the agreed upon scope and complies with acceptable and professional formatting and/or required NRC templates.
- Project Schedules, Configuration Management Plan, EVM Reports delivered within the agreed upon timeframes, addresses the agreed upon scope and complies with acceptable and professional formatting and/or required NRC templates.

C.7 METHOD OF SURVEILLANCE

- Periodic inspection

Contractor performance will be monitored and rated every six (6) and/or twelve (12) months on the following areas for each of the Task Areas performed by the Contractor:

- Release Delivery
- Release Acceptance
- Change Requests (CRs) tracked and updated within the PMM designated CM tools
- Release Cost Estimating
- Production System Availability
- Service Call Response Time for Defects (i.e. ADAMS is not operating as required)
- Deliverables

See Task Order Quality Assurance Surveillance Plan (QASP for acceptable quality levels (AQLs).

C.8 INCENTIVES

None

C.9 DELIVERABLES AND DELIVERY SCHEDULE

Each ADAMS P8 CCB-approved CR will be implemented as part of a scheduled Release or interim patch. The contractor shall support the NRC in defining Costs, deliverables, and expectations, which will require approval by the NRC TO COR within each Release or interim patch.

Task 1 - Change Requests for Defects

The Contractor shall complete and submit the following list of deliverables while accomplishing this task:

1. CR impact and cost analysis report.
2. Documented unit test results for each CR.

3. Documented regression test results for each CR.
4. Documented system and security changes.
5. Updated IBM Rational Jazz repository containing all ADAMS P8 Change Requests and Releases.
6. Project Schedules, Configuration Management Plan, EVM Reports as required.

Task 2 - Change Requests for Adaptive Maintenance Enhancements

The Contractor shall complete and submit the following list of resulting deliverables while accomplishing this task:

1. CR impact and cost analysis report.
2. Resource loaded, baselined Microsoft Project Schedule.
3. SMART (Specific, Measureable, Attainable, Realizable and Time-bound) requirements for each approved CR.
4. Test scripts for each requirement in the approved CR.
5. Documented within IBM Rational Jazz repository unit test results for each CR.
6. Documented within IBM Rational Jazz repository regression test results for each CR.
7. Documented system and security changes including Release Notes, System Requirements Specifications and System Architecture Document for each release.
8. Operations Division mandated 'Handoff Document' in accordance with SLA between ADAMS P8 and Operations Division. SLA to be provided by the Task Order COR.
9. Updated IBM Rational Jazz repository containing all ADAMS P8 Change Requests and Releases.
10. Updated IBM Rational Jazz repository containing all ADAMS P8 vetted requirements.

11. Updated IBM Rational Jazz repository containing all ADAMS P8 project documents.

Task Area 3 – Coordination and System Support

The Contractor shall complete / update and submit the following list of resulting deliverables while accomplishing this task:

1. Provide updates to the MS Project schedule on a weekly basis;
2. Provide updates to the Branch Status report on a weekly basis;
3. Update existing Memorandum of Understanding (MOU) agreements as required;
4. Interconnection Security Agreement (ISA);
5. Service Level Agreement (SLA, including accompanying Operations Division -mandated Handoff Document).

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 proposed QCP shall be provided to the CO at the time its proposal is submitted. After acceptance of the QCP and award of a task order, 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

Work for this TO shall be performed at the Contractor site, at the MOM Centralized Environment (MOMCE), at NRC Headquarters at 11555 Rockville Pike, Rockville, MD 20852, and remotely, as required. 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 completed under this task order will be **unclassified**.

C.13 Project Management Methodology

The Contractor shall comply with Management Directive (MD) 2.8, Project Management Methodology, in performing the requirements of this task order. See [http://www.internal.nrc.gov/ADM/DAS/cag/Management Directives/md2.8.pdf](http://www.internal.nrc.gov/ADM/DAS/cag/Management_Directives/md2.8.pdf).”

C.14 Documentation

The Contractor shall provide system documentation in accordance with NRC Management Directive (MD) 2.8, Project Management Methodology. The Task Order COR will provide the Contractor with guidance on the required content of the documentation. Documents shall be updated according to the configuration management methodology approved by the Task Order COR. The Contractor shall store all documentation in IMB Rational tools within the time frame specified by the Task Order COR. All documents developed shall become the property of NRC.

C.15 EXPERTISE/SKILLS/TRAINING PERSONNEL REQUIREMENTS

The Contractor shall ensure personnel assigned to this Task are within the following or similar Labor Categories: Enterprise Architect, Senior Application Architect - M&O, Comp Systems Architect Principal, Application SW Dev Analyst Principal, and Computer Sys Analyst Senior Staff.

The Contractor shall ensure personnel assigned to this Task possess proven experience and/or certifications in the following technologies and commercial products:

1. Proven, extensive experience in JAVA and DOJO
2. Proven, extensive experience in and/or certification Building Widgets and DOJO Dijits
3. Proven, extensive experience in and/or certification in IBM FileNet Content Engine internals and Web-Services/APIs
4. Proven, extensive experience and/or certification in IBM's Business Process Manager, Process Designer and event handling
5. Proven, extensive experience and/or certification in IBM's Advance Case Manager
6. Proven, extensive experience and/or certification in IBM's Business Space
7. Proven, extensive experience and/or certification in Lucene Search Appliance
8. Proven, extensive experience and/or certification in IBM Content Analytics, eDiscovery Manager, eDiscovery Analyzer, Content Federation Services and IBM Content Collector

Training that is needed by the Contractor's personnel on the technologies listed above shall be at the expense of the Contractor.

C.16 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/order:

- 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:

Name: Eric Brusoe

Email Address: Eric.Brusoe@nrc.gov

Telephone Number: 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.

(End of Clause)

SECTION H - SPECIAL CONTRACT REQUIREMENTS

See the base contract

SECTION I - CONTRACT CLAUSES

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

SECTION J – TASK ORDER ATTACHMENTS

1. Price/Cost Schedule – Next page
2. Quality Assurance Surveillance Plan (QASP) – Refer to pages 21-22 Exhibit 1

COST/PRICE SCHEDULE

Base/Option	Estimated Hours	Ceiling Price
Base Period : Award – 9/25/15	17,325	\$2,718,005
Option Period I: 9/26/15-9/25/16	16,200	\$2,744,048
Option Period II: 9/26/16-9/25/17	14,400	\$2,503,818
Total	47,925	\$7,965,871

MOM FA2 Labor Category	Base Period	Option Period I	Option Period II
ECM Application Architect			
ECM Functional Expert			
Enterprise Architect			
Mid-Level Systems Analyst – M&O			
Project Control Officer			
Senior ECM Specialist			
Senior Systems Analyst – M&O			
Total	17,325	16,200	14,400

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
Release Delivery	Release should be delivered for deployment into production by NRC due date. "Delivered" means that the Contractor has sent the NRC TO COR an email stating that revised code (incorporating successfully tested UAT changes), installation instructions and Release Notes have been checked into IBM Rational	Deviation is no more than 1 business day from the Release Delivery Due Date in latest baseline Schedule	100% Inspection NRC TOCOR will run IBM Rational Release reports to verify Contractor's performance
Release Acceptance	Releases should not be rejected because of defective code or artifacts found in User Acceptance Testing or Production	No deviation	100% Inspection NRC TOCOR will run IBM Rational Release reports to verify Contractor's performance
Change Requests (CRs) tracked and updated within the PMM designated CM tools	CRs are tracked and updated within the PMM designated CM tools	No deviation	Periodic Inspection NRC TOCOR will run IBM Rational Release reports to verify Contractor's performance
Release Cost Estimating	Estimated Cost of each Release should be equal or less than the Actual Cost of the Release.	No deviation	100% Inspection Self-reports by Contractor NRC TOCOR will run IBM Rational Release reports to review and accept or reject estimates

Required Services	Performance Standard	Acceptable Quality Level (AQL)	QASP Monitoring Method
Production System Availability	Production system must be 100% available for submissions from 7:00AM through 12:00AM EST Monday through Friday and from 8:00AM through 6:00PM on weekends and holidays except during pre-scheduled and announced maintenance periods. These periods will not exceed 4 hours per week	Deviation is not more than 2 hours per week exclusive of scheduled maintenance periods	Periodic Inspection NRC TOCOR will review performance and provide feedback to the Contractor
Service Call Response Time for Defects (i.e. ADAMS or related system is not operating as required)	System operating hours and Contractor coverage required from 7:00am to 12:00am Eastern Standard Time, Monday through Friday, excluding holidays	Priority 1 (Unable to access a document or complete a query): Deviation is not more than 15 minutes response time from when service call is made (either phone call or email to designated response personnel) Priority 2 (Unable to complete DPC processing, i.e. ORP processing, Advanced Profile Replace Utility): Deviation is not more than One (1) hour response time from when service call is made	Periodic Inspection Customer Input NRC TOCOR will review and analyze call logs and tracking reports and provide feedback to the Contractor
	Extended Hours Coverage provided all times other than system operating hours coverage	Priority 1 – Deviation is not more than four (4) hours response time from when service call is made. Priority 2 – Deviation is that response is made not later than noon of next business day from when	

Required Services	Performance Standard	Acceptable Quality Level (AQL)	QASP Monitoring Method
Deliverables	Delivered by the agreed upon due dates, addresses the agreed upon scope, and complies with acceptable and professional formatting and/or required NRC templates.	<p>service call is made.</p> <p>No deviation (delivered by COB of designated due date; i.e. the date in the latest baseline schedule), except when adjusted by the NRC TOCOR via written email technical direction to Contractor.</p> <p>Deviation is that any defects within documents are at a non-material level, as determined by the NRC TOCOR</p>	<p>100% Inspection Self-reports by Contractor</p> <p>NRC TOCOR will review all deliverables and provide feedback to the Contractor</p>