

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE		PAGE OF PAGES 1 32	
2. AMENDMENT/MODIFICATION NO. M0009		3. EFFECTIVE DATE See Block 16C		4. REQUISITION/PURCHASE REQ. NO. ADM-15-0277	
5. PROJECT NO. (If applicable)		6. ISSUED BY US NRC - HQ ACQUISITION MANAGEMENT DIVISION MAIL STOP TWFN-5E03 WASHINGTON DC 20555-0001		7. ADMINISTERED BY (If other than Item 6)	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) AMERICAN CONSULTANTS 11710 PLAZA AMERICA DR STE 125 RESTON VA 201904737		(x) 9A. AMENDMENT OF SOLICITATION NO.		9B. DATED (SEE ITEM 11)	
CODE 036279193		FACILITY CODE		10A. MODIFICATION OF CONTRACT/ORDER NO. GS35F0331X NRC-HQ-13-F-10-0001	
				10B. DATED (SEE ITEM 13) 07/23/2013	

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
See Schedule
Net Increase: \$472,500.00

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: 52.243-1 Changes, 52.232-22 Limitation of Funds
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☐ is not, ☒ is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

The purpose of this modification is to:

1. Reduce the scope of this contract for option year 2 through option year 5. As a result the overall contract value is decreased by \$1,184,530.82 from \$5,805,211.79 to \$4,620,680.97.
2. Incrementally fund in the amount of \$472,500.00.
3. Revise the Price/Cost Schedule, attachment 2.
4. Revise the Performance Work Statement in its entirety.

See attached for detailed information.

Continued ...

Except as provided herein, all terms and conditions of the document referenced in Item 9 A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) Raj Patil, CEO		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) ERIKA EAM	
15B. CONTRACTOR/OFFEROR Raj Patil (Signature of person authorized to sign)	15C. DATE SIGNED 9-25-15	16B. UNITED STATES OF AMERICA (Signature of Contracting Officer)	16C. DATE SIGNED 9/24/2015

NSN 7540-01-152-8070
Previous edition unusable

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

TEMPLATE - ADM009

SUNSI REVIEW COMPLETE

OCT - 1 2015

ADM002

CONTINUATION SHEET

REFERENCE NO. OF L JMENT BEING CONTINUED
GS35F0331X/NRC-HQ-13-F-10-0001/M0009PAGE OF
2 32NAME OF OFFEROR OR CONTRACTOR
AMERICAN CONSULTANTS

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>Obligated Amount:\$2,288,889.60 (changed) Base and Exercised Amount:\$2,545,122.29 (changed) Base and All Options Amount:\$4,620,680.97 (changed)</p> <p>LIST OF CHANGES: Reason for Modification : Other Administrative Action</p> <p>NEW ACCOUNTING CODE ADDED: Account code: 2015-X0200-FEEBASED-40-40D007-51-P-156-B1457-252A BBFY 2015 EBFY Fund X0200 Funds Source FEEBASED YBA Office 40 Division 40D007 Branch Cost Ctr (Job Code) B1457 Major prog/business 51 Product Line P Product 156 BOC 252A REIM Agreement Num REIM Agmt Line Num FAIMIS Template Name 40-B1457 PL-P Quantity: 0 Amount: \$472,500.00 Percent: 47.48458 Subject To Funding: N Payment Address:</p> <p>Delivery Location Code: NRCHQ US NRC - HQ DIVISION OF CONTRACTS</p> <p>Period of Performance: 07/29/2013 to 07/28/2016</p>				

Accordingly, the following specific changes are to be made to the delivery order:

1. Attachment 1, Performance Work Statement, the changes are as follows:

A. Page 2, 1.4 Objective under Project Management, bullet quality assurance/quality control is removed.

B. Page 2, 1.4 Objective under Application Support, bullet report on quality assurance and program metrics is removed.

C. Page 2, 1.4 Objective under Helpdesk Support, bullet two use to read "customer inquiries via an automated call tracking system and knowledgebase and develop helpdesk metrics to identify trends for management". It shall now read, "customer inquiries via an automated call tracking system.

D. Page 8, under Meetings (a) read, "A meeting shall be held weekly." It shall now read (a) "A meeting shall be held twice a month (bi-weekly) with the contractor and the NRC to discuss issues, resolve persistent problems, and share information."

E. Page 9 and 10, Help Desk Service Level (SLA) Performance Requirements Summary was:

1. **Help desk Resolution Metric.** At minimum, the help desk will resolve all requests within three (3) business days with at least 50% of requests being resolved on the day that they are submitted for the first year of the help desk. This metric shall increase for each additional year the help desk is in operation. The minimum for resolving helpdesk request is as follows:

2. Help Desk Year	3. Minumum
4. First	5. at least 50% of requests being resolved on the day that they are submitted
6. Second	7. at least 60% of requests being resolved on the day that they are submitted
8. Third	9. at least 70% of requests being resolved on the day that they are submitted
10. Fourth	11. at least 80% of requests being resolved on the day that they are submitted

12. Fifth	13. at least 90% of requests being resolved on the day that they are submitted
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it now reads:

- “1. **Help desk Resolution Metric.** At minimum, the help desk will resolve all requests within three (3) business days with at least 50% of requests being resolved on the day that they are submitted for the first year of the help desk. This metric shall increase for each additional year the help desk is in operation. The minimum for resolving helpdesk request is as follows:

2. Help Desk Year	3. Minimum
4. First	5. at least 50% of requests being resolved on the day that they are submitted
6. Second	7. at least 60% of requests being resolved on the day that they are submitted
8. Third	9. at least 70% of requests being resolved within 2 business days from the day that they are submitted
10. Fourth	11. at least 80% of requests being resolved within 2 business days from the day that they are submitted
12. Fifth	13. at least 90% of requests being resolved within 2 business days from the day that they are submitted “

F. Page 13 NRC Furnished Materials, the NRC shall provide 4 basic work stations instead of 3.

G. Page 13 NRC 1.12 Hours of Operation, shall change from 7:00am - 7:00pm to 8:00am - 5:00pm.

H. Page 19 under 2.1 Definitions, Workday, shall change from 7:00am - 7:00pm to 8:00am - 5:00pm.

Please see the revised Performance Work Statement attached in its entirety.

2. Attachment 2, Cost/Price Schedule, is deleted in its entirety and placed with the following:

			Base Year
			07/29/2013 to
CLIN	Labor Category	Hours	07/28/2014
CLIN 0001 Help Desk Support Tier 1 (Firm Fixed Price)			CLIN 0001
01	Project Manager		
02	Help Desk Specialist #1		
03	Help Desk Specialist #2		
	Total Firm Fixed Price		
CLIN 0002 Help Desk Support Tier 2 (Labor Hour)			0002
06	Help Desk Specialist #3		
CLIN 0003 Deskside Support (Labor Hour)			0003
05	Help Desk Specialist #4		
	Ceiling		
CLIN 0004 Application Support (Labor Hour)			0004
06	IT Consultant		
	Ceiling		
CLIN 0005 Informational Sessions (Labor Hour)			0005
07	ERP Senior Analyst		
	Ceiling		
CLIN 0006 Other Direct Costs (Firm Fixed Price)			0006
08	Help Desk Ticketing Software Subscription and Hosting		
CLIN 0007 Travel (Cost Reimbursement)			0007
09	Travel (PWS 16.1)		
	Base Year Total		\$923,007.04

		Option Year 1	
		07/29/2014 to	
CLIN	Labor Category	Hours	07/28/2015
CLIN 0001 Help Desk Support Tier 1 (Firm Fixed Price)			CLIN 0001
01	Project Manager		
02	Help Desk Specialist #1		
03	Help Desk Specialist #2		
	Total Firm Fixed Price		
CLIN 0002 Help Desk Support Tier 2 (Labor Hour)			CLIN 0002
06	Help Desk Specialist #3		
CLIN 0003 Deskside Support (Labor Hour)			CLIN 0003
05	Help Desk Specialist #4		
	Ceiling		
CLIN 0004 Application Support (Labor Hour)			CLIN 0004
06	IT Consultant		
	Ceiling		
CLIN 0005 Informational Sessions (Labor Hour)			CLIN 0005
07	ERP Senior Analyst		
	Ceiling		
CLIN 0006 Other Direct Costs (Firm Fixed Price)			CLIN 0006
08	Help Desk Ticketing Software Subscription and Hosting		
CLIN 0007 Travel (Cost Reimbursement)			CLIN 0007
09	Travel (PWS 16.1)		
	Option Year 1 Total		\$940,389.60

		Option Year 2	
		07/29/2015 to	
CLIN	Labor Category	Hours	07/28/2016
CLIN 0001 Help Desk Support Tier 1 (Firm Fixed Price)			2001
01	Project Manager		
02	Help Desk Specialist #1		
03	Help Desk Specialist #2		
	Total Firm Fixed Price		
CLIN 0002 Help Desk Support Tier 2 (Labor Hour)			2002
06	Help Desk Specialist #3		
CLIN 0003 Desktop Support (Labor Hour)			2003
05	Help Desk Specialist #4		
	Ceiling		
CLIN 0004 Application Support (Labor Hour)			2004
06	IT Consultant	0000	
	Ceiling		
CLIN 0005 Informational Sessions (Labor Hour)			2005
07	ERP Senior Analyst		
	Ceiling		
CLIN 0006 Other Direct Costs (Firm Fixed Price)			2006
08	Help Desk Ticketing Software		
	Subscription and Hosting		
CLIN 0007 Travel (Cost Reimbursement)			2007
09	Travel (PWS 16.1)		
	Option year 2 Total		\$681,725.65

		Option Year 3	
		07/29/2016 to	
CLIN	Labor Category	Hours	07/28/2017
CLIN 0001 Help Desk Support Tier 1 (Firm Fixed Price)			
01	Project Manager		
02	Help Desk Specialist #1		
03	Help Desk Specialist #2		
	Total Firm Fixed Price		
CLIN 0002 Help Desk Support Tier 2 (Labor Hour)			
06	Help Desk Specialist #3		
CLIN 0003 Desktop Support (Labor Hour)			
05	Help Desk Specialist #4		
	Ceiling		
CLIN 0004 Application Support (Labor Hour)			
06	IT Consultant		
	Ceiling		
CLIN 0005 Informational Sessions (Labor Hour)			
07	ERP Senior Analyst		
	Ceiling		
CLIN 0006 Other Direct Costs (Firm Fixed Price)			
08	Help Desk Ticketing Software Subscription and Hosting		
CLIN 0007 Travel (Cost Reimbursement)			
09	Travel (PWS 16.1)		
	Option Year 3 Total		\$679,039.29

		Option Year 4	
		07/29/2017 to	
CLIN	Labor Category	Hours	07/28/2018
CLIN 0001 Help Desk Support Tier 1 (Firm Fixed Price)			CLIN 0001
01	Project Manager		
02	Help Desk Specialist #1		
03	Help Desk Specialist #2		
	Total Firm Fixed Price		
CLIN 0002 Help Desk Support Tier 2 (Labor Hour)			4002
06	Help Desk Specialist #3		
CLIN 0003 Deskside Support (Labor Hour)			4003
05	Help Desk Specialist #4		
	Ceiling		
CLIN 0004 Application Support (Labor Hour)			4004
06	IT Consultant		
	Ceiling		
CLIN 0005 Informational Sessions (Labor Hour)			4005
07	ERP Senior Analyst		
	Ceiling		
CLIN 0006 Other Direct Costs (Firm Fixed Price)			4006
08	Help Desk Ticketing Software Subscription and Hosting		
CLIN 0007 Travel (Cost Reimbursement)			4007
09	Travel (PWS 16.1)		
	Option Year 4 Total		\$691,761.09

CLIN Labor Category		Hours	Option Year 5 07/29/2018 to 07/28/2019
01	Project Manager		
02	Help Desk Specialist #1		
03	Help Desk Specialist #2		
Total Firm Fixed Price			
CLIN 0002 Help Desk Support Mer 2 (Labor Hour)			5002
06	Help Desk Specialist #3		
CLIN 0003 Des Side Support (Labor Hour)			5003
05	Help Desk Specialist #4		
	Ceiling		
CLIN 0004 Application Support (Labor Hour)			5004
06	IT Consultant		
	Ceiling		
CLIN 0005 Informational Sessions (Labor Hour)			5005
07	ERP Senior Analyst		
	Ceiling		
CLIN 0006 Other Direct Costs (Firm Fixed Price)			5006
08	Help Desk Ticketing Software Subscription and Hosting		
CLIN 0007 Travel (Cost Reimbursement)			5007
09	Travel (PWS 16.1)		
Option Year 5 Total			\$704,731.30

BASE AND ALL OPTIONS TOTAL: \$4,620,680.97 "

PERFORMANCE WORK STATEMENT (PWS)

1.1 Title of Project

This is a non-personnel services task order to acquire help desk and application support.

1.2 Introduction

The Nuclear Regulatory Commission's (NRC) Office of Administration's (ADM) Acquisition Management Division (AMD) is currently in the process of implementing a strategic acquisition program. The program will apply government and commercial best practices and result in a standardized, streamlined approach to procurement that is fully integrated with financial transactions. This procurement will provide help desk and application support for the agency's new acquisition system and its third-party reporting tool in support of the agency's strategic acquisition program.

The contractor shall provide all personnel, equipment, supplies, facilities, transportation, tools, materials, supervision, and other items and non-personal services necessary to perform services as defined in this PWS except for those items specified as Government-furnished property and services.

1.3 Background

As a part of this comprehensive effort, AMD is implementing the NRC's new acquisition system, Compusearch's commercial off the shelf (COTS) software solution called PRISM. NRC is initially implementing PRISM version 7.1. The NRC refers to its implementation of PRISM software as the agency's Strategic Acquisition System (STAQS), which will be integrated into the agency's Financial Accounting and Integrated Management Information System (FAIMIS) Core Financial System (CFS). FAIMIS CFS is a customized version of CGI's Momentum, another COTS software product. The agency's acquisition system and FAIMIS CFS will interface through a service oriented architecture (SOA). Currently, NRC's FAIMIS CFS is hosted at CGI's Phoenix Data Center (PDC) in Phoenix, Arizona. Upon implementation, STAQS will be hosted at the U.S. Department of Transportation's Enterprise Service Center (DOT/ESC) in Oklahoma City, Oklahoma.

In addition to STAQS, the NRC is in the process of developing a third party reporting tool, NRC's Enterprise Acquisition Toolset (NEAT). NEAT will provide users with reports containing acquisition-related data.

The scope of this procurement includes help desk services in support of STAQS and NEAT. The required support encompasses tier 1 and tier 2 support for STAQS and NEAT. Tier 1 is the initial support level responsible for basic customer issues, the first line technical support to users. Tier 1 support typically handles user login and navigation issues. Tier 2 is the second level of support if

Tier 1 support cannot resolve the issue. Tier 2 support includes more complex, in-depth technical and procurement policy issues. This procurement does not include tier 3 support because tier 3 support will be acquired from COTS software vendors.

NRC Roles and Responsibilities

The work described in this PWS involves numerous roles. All references to the help desk and application support contractor shall be indicated as "the contractor." In cases where another contractor is referenced, the nature of that contract will be indicated, for example the contractor hosting STAQS will be referred to as the "hosting support contractor."

1.4 Objective

The primary objective of this task order is to acquire services to effectively and efficiently manage STAQS and NEAT after they are implemented, acquire end user help desk services, acquire software application support, and acquire training support associated with STAQS. For STAQS, this objective encompasses tier 1 and tier 2 (see table in section 7.5) help desk support, desk side support, and software support.

For NEAT, this objective includes tier 1 help desk support only.

The contractor shall provide the NRC with timely support for STAQS help desk and application support. The contractor shall support the STAQS application as defined by the tasks below:

- **Project Management**
 - Project Management
 - Technical Support Plan
 - Budget and Scheduling
 -
- **Application Support**
 - FAR and designated NRC clause updates
 - PRISM Patches and Updates as made available by the vendor and
 - approved by NRC management
- **Helpdesk Support**
 - Addressing User concerns associated with STAQS Document
 - Customer inquiries via an automated call tracking system
 - Use of troubleshooting processes and procedures to resolve user identified issues

- Issue resolution, including issues arising from interfacing applications, and STAQS upgrades/enhancements/patches associated with PRISM
- Answer requests from telephone inquiries, voice mail, and email as necessary associated with STAQS

- **Training**

- Provide support for ad hoc STAQS and NEAT training.

1.5 Level of Effort

The estimated level of effort for the base year is 8,000 contractor hours and the estimated level of effort for the option period one is 7,000 hours. The estimated level of effort for option year two is also 7,000 hours.

1.6 Period of Performance

The base period of performance for this task order is July 29, 2013 – July 28, 2014. This task order has five twelve-month option periods which may be exercised in accordance with clause 52.217-9 in the task order.

1.7 Specific Tasks

The contractor shall provide help desk support, desk side support, trend analysis, documentation preparation, training and system administration support. The NRC will have approximately 700 active users of the system, with no more than 200 concurrent users.

User Roles	Definition	Estimated Number of Users
Requisitioner	A user who creates and edits procurement requisitions.	475 active COR's
Funds Certifying Officials	A user who electronically certifies funds in STAQS.	75
Buyers	A user who needs to understand and use STAQS for the full procurement life cycle and how STAQS Reporting can be used to track and analyze procurement activities.	75
Approver Official	A user who approves procurement requisitions.	75

1.7a Project Management

The Contractor shall provide project management for the helpdesk and application support of STAQS.

1.7b STAQS Application Support

The contractor shall provide technical and administrative support to maintain the STAQS application hosted at DOT/ESC's System Management Facility (SMF). DOT's SMF is located in Oklahoma City, Oklahoma.

Performance Objectives:

The contractor shall maintain the STAQS application, including the following: Routine

- PRISM patches
- COTS changes to PRISM
- Federal Acquisition Regulation (FAR) clause updates in PRISM NRC
- clause updates in PRISM
- Bug fixes as directed by the Contracting Officer's Representative (COR) System
- enhancements as directed by the COR

The contractor shall maintain the interfaces between NRC and other systems including the following:

- Oracle SOA web services which provides the STAQS interface to FAIMIS NRC's
- CRISP data warehouse, which is initially implemented as a PRISM database view extract to a flat file placed in the DOT/ESC demilitarized zone (DMZ) for secure "pull" by NRC to the CRISP environment
U.S. General Services Administration's (GSA) Integrated Acquisition Environment (IAE) government shared systems and its successor System for Award Management (SAM).

The contractor shall assist NRC users to obtain access to the STAQS and NEAT web-based applications via NRC supported browsers, from all NRC locations. Assist users to accomplish remote access to the STAQS and NEAT web-based applications via NRC supported browsers and NRC supported remote access methods.

The contractor shall identify interruptions to the availability of the STAQS and NEAT applications.

Deliverable	Task Name	Notes	
#		Deliverable Name	
1.7b	Application Support	Comprehensive analysis of the impact of the changes	Completed within 4 Business days of any initial meeting with NRC

1.7c STAQS Help Desk Services

Background and Metrics:

The Contractor shall provide help desk support that troubleshoots software issues and problems. The requirements for help desk support include responses to questions and requests posed via telephone, online and desk side. The STAQS help desk will support approximately 700 active users from NRC's Headquarters and four (4) regions.

The contractor shall provide functional support for quality assurance review and oversight regarding project scheduling. The contractor shall develop documentation for various requirements.

The contractor shall provide help desk support for STAQS and NEAT. The contractor's proposed services should include at minimum the services listed below for Tier 1 and Tier 2 support for STAQS. However, the contractor shall at minimum only include the services listed in Tier 1 for NEAT.

Please note that the contractor's helpdesk tier structure is not required to mimic the tier structure below but must at minimum include all the services listed.

Table 1.7d

<u>Tier</u>	<u>Definition and Examples</u>	<u>Needed for STAQS</u>	<u>Needed for NEAT</u>
Tier 1	This is the initial support level responsible for basic customer issues, the first line technical support to users. Tier 1 support typically handles straightforward and simple problems. This tier shall perform basic troubleshooting and assist users through simple procedures. This includes, resolving username and password problems, verification of proper hardware and software set up, assistance with navigating around application menus, and profile issues. When necessary, this may also include "desk side" support.	Yes	Yes
Tier 2	This is the second level of support after Tier 1. Tier 2 is responsible for handling more complex, in-depth technical issues. This includes, clause updates, other system updates, software repair, diagnostic testing, and the utilization of remote control tools used to take over	Yes	No

	the user's machine for the sole purpose of troubleshooting and finding a solution to the problem. This also includes "desk side" support.		
Tier 3	This is the highest level of support in a three-tiered technical support model responsible for handling the most difficult or advanced problems. This is support provided by the COTS software vendor, and consists of COTS software patches, upgrades, and anomaly corrections.	No	No

Contractor help desk personnel shall be located at NRC Headquarters in Rockville, MD, unless approval to work offsite has been received from the NRC COR.

The contractor will assist the NRC with monitoring Acquisitions' operations to ensure system performance is consistent with system designs.

The Contractor shall provide the following

services: Help Desk Support

- a) Develop a Help desk manual that includes procedures, including escalation procedures and processes. This document shall be provided soft copy and provided to the COR so that they can have it uploaded through the NRC's intranet.
- b) Provide telephonic help desk support, taking calls and monitoring voice mail.
- c) Review and create documentation as it pertains to the help desk and/or help for the users and provide the documentation to the COR so that they can make the documentation available to all users on the NRC's intranet.

Help Desk Request Tracking

- a) Create tickets in the ticket tracking system, provide full detail, and assign them with a priority according to their severity.
- b) Complete weekly help desk issues log and supporting documentation.
- c) Resolve issues as assigned by the help desk tickets. Tickets that are resolved on the first call must contain both the issue and the solution.
- d) Analyze and evaluate the STAQS data and transaction issues, as identified by end-users, and provide changes to ensure correctness, consistency, completeness, and accuracy of NRC acquisition data and reports. Transaction issues include, monitoring error logs that come out of STAQS, and analyzing error logs from the STAQS/FAIMIS interface.

Ticket Escalation

The contractor shall adhere to NRC's recommendations for escalating help desk issues from Tier 1 to Tier 2 and from Tier 2 to NRC Partner Support Units and Tier 3. **Please refer to Attachment B.**

This escalation process will require working with other organizations and contractors at the NRC.

- a) Escalate issues from Tier 1 to Tier 2 following the processes identified in the help desk manual.
- b) Work with DOT/ESC to raise, monitor and resolve STAQS application infrastructure, telecommunications, and interface component issues.
- c) Work with the support team for the FAIMIS Help Desk to analyze and track issues attributed to the interface components that reside inside of the FAIMIS system boundary.
- d) Work with the NEAT contractor to address technical issues that may require adaptive maintenance.
- e) Work with the CRISP contractor to address technical issues that may require adaptive maintenance.
- f) Work with the Acquisition Management Division's COR to address procurement policy issues.
- g) Work with the Functional Subject Matter Expert Point of Contact to resolve functional procurement issues.
- h) Work with the NRC COR to report configuration changes that will benefit the procurement user community.

Knowledge Management

- a) Based on help desk support calls, update and publish a Frequently Asked Questions (FAQ) document accessible through NRC's intranet
- b) Develop and maintain a knowledge management database containing issues obtained from help desk calls and desk side visits. Organize the content in a searchable format based upon functional categories. This information shall be available for the help desk to use to resolve future occurrences of the same issues and for users to access.

Configuration Management

- a) Provide support with system configuration changes from a system administration perspective. This includes site structure and user profile modifications.

Meetings

- a) A meeting shall be held twice a month (bi-weekly) with the Contractor and the NRC to discuss issues, resolve persistent problems, and share information.
- b) Attend other meetings as requested by the COR. Some examples may include joint release meetings, change request meetings, reporting meetings, etc.

Lessons Learned

- a) Analyze the data received based upon all issues reported to the help desk to determine trends and develop best practices

PRISM Support

- a) Provide PRISM support to STAQS users.
- b) Respond to users' needs via desk side support. Make available, at the request of the COR, help desk operation during off peak hours (weeknights, weekends, and federal holidays during such times as year-end processing). The COR will provide at least 24 hour advance written notice to the contractor for helpdesk operation required during off peak hours.
- c) As needed, analyze each functional area and evaluate for correctness, consistency, completeness, and accuracy with the current business process flows, configuration documentation, and STAQS requirements.
- d) Implement FAR Federal Acquisition Circular (FAC) updates to ensure appropriate and accurate FAR clauses are being recorded in the system. Perform reviews of the FAR and NRC specific clauses for all procurement transactions in the STAQS to ensure controls are maintained within the system consistent with NRC policies and procedures.
- e) Perform database queries of the acquisition system journals and tables to assist NRC users with reconciling STAQS data to systems, including FAIMIS CFS and NEAT.
- f) Monitor the STAQS interfaces and batch processes to ensure that they have been successfully executed. If any issues have been encountered, follow the procedures in the help desk manual.
- g) Perform periodic reviews of the STAQS security roles and access rights to ensure appropriate segregation of duties are consistent with internal control standards.
- h) Assist the COR and their designees with developing and testing NRC's NEAT reports in order to meet NRC user requirements. Assistance shall include advice and guidance to ensure that NEAT is properly maintained and can operate efficiently without adversely affecting system performance and/or causing a loss of data on reports. Update user instructions, as needed, for running reports and

analyzing data within the reports to the data contained within STAQS.

Assistance may also include advice for the development of more complex NEAT functionality in order to meet NRC reporting requirements.

- i) Assist the COR and their designees with evaluating new functionality and modifications to current functionality of the STAQS and the FAIMIS CFS system and determining how these changes may impact the current configuration and requirements of the NRC. Assistance may include meeting with the COR and their designees to explain all findings verbally and in a written document.

Help Desk Service Level Agreement (SLA) Performance Requirements Summary

The contractor shall develop and adhere to their helpdesk SLA. At minimum, the SLA shall include the following metrics and define how the contractor will track each metric. Note: These metrics shall be included in the contractor's monthly status report.

-
1. **Help desk Resolution Metric.** At minimum, the help desk will resolve all requests within three (3) business days with at least 50% of requests being resolved on the day that they are submitted for the first year of the help desk. This metric shall increase for each additional year the help desk is in operation. The minimum for resolving helpdesk request is as follows:

2. Help Desk Year	3. Minumum
4. First	5. at least 50% of requests being resolved on the day that they are submitted
6. Second	7. at least 60% of requests being resolved on the day that they are submitted
8. Third	9. at least 70% of requests being resolved within 2 business days from the day that they are submitted
10. Fourth	11. at least 80% of requests being resolved within 2 business days from the day that they are submitted
12. Fifth	13. at least 90% of requests being resolved within 2 business days from the day that they are submitted

Deliverable #	Task Name	Deliverable Name	Notes
1.7d	Helpdesk Support	Helpdesk procedures	Provide 30 days prior to deployment
1.7d	Helpdesk Support	Reports from the ticket tracking system	Provide monthly
1.7d	Helpdesk Support	Ad Hoc Incident Reports	Due within two days of the incident

1.7e STAQS Training

The contractor shall develop, update and conduct PRISM training appropriate to the NRC's business processes.

Content:

The NRC will make training available to all new requisitioners, contract specialists, contracting officers and those who want refresher training on a periodic basis. Typically this training may be expected to include the basics of how to use PRISM.

The training shall not be generic. It shall reflect NRC's business processes and include hands-on segments.

The number of attendees at each training session will vary. No more than eighteen attendees will be allowed in a class. Attendance records must be kept by the contractor and provided to the COR upon completion of the class.

The Contractor shall provide updates to the current STAQS training materials as requested by the COR.

Development and implementation of a distance learning application to replace the instructor-led training (Optional):

The contractor may provide a distance-learning solution to this training, keeping in mind the difficulty of engaging the attendees for long periods of time and providing hands-on instruction.

Tasks:

The contractor shall complete the following tasks:

- a. As needed, provide assistance to the COR and their designees with developing training documentation, updating training materials and performing ad-hoc training sessions to end-users. The contractor shall provide this service prior to, during, and after system implementation.

Deliverables

This will be an iterative and collaborative effort whereby the contractor shall provide on-going information, data reports, monthly status reports and queries based on requests from the NRC COR and STAQS end-users. Due dates will be mutually agreed upon by the NRC COR and contractor.

Comments and recommendations based on the requirements of each task shall be in written form as an e-mail to the NRC COR. E-mails shall include a statement such as; "**contractor Name**" has performed the following task... and has identified the following issues, the following are the potential impacts and provides the following recommendations..." **Please refer to the deliverables identified in a table after each section of this PWS.**

1.8 Project Support contractors

The Government may award management, engineering, technical and other professional support service contracts (hereafter referred to as Project Support contractors) for the purpose of supporting the NRC's AMD. The types of services that the Government may obtain include, but are not limited to, Project Management support, IV&V, etc. In the course of performing these services, Project Support contractors may require access to proprietary and other data relating to technical matters (including cost and schedule) concerning this contract to the same degree such access is accorded Government personnel.

Project Support contractors will not be permitted to engage in the production of products (including software), will be required to protect proprietary information of the contractor in accordance with FAR 9.505-4, and to otherwise abide by FAR Subpart 9.5, entitled "Organizational Conflicts of Interest."

The contractor shall engage in technical discussions with Project Support contractors, and permit them access to information and data relating to technical matters (including cost and schedule) concerning this contract to the same degree such access is accorded Government personnel. Project Support contractor personnel shall be required to directly execute non-disclosure, non-use agreements with the contractor and subcontractors if so requested by the contractor.

1.9 Government-Furnished Property

NRC Furnished Materials

For contractor personnel performing work at the NRC headquarters site, the NRC will provide up to four (4) basic workstations and administrative software necessary for the contractor to work effectively in NRC's network environment. The NRC will also provide a desktop computer for each individual. The contractor will use a shared printer and fax machine.

1.10 Access to Government Property and Facilities

The contractor shall obtain the clearances required to access NRC facilities in the Washington Metropolitan area.

o Place of Performance

The contractor shall provide on-site support at NRC's Headquarters located in Rockville, Maryland. This support will include headquarters and regional employees and contractors.

1.11 Recognized Holidays

New Year's Day
Martin Luther King Jr.'s Birthday
President's Day
Memorial Day
Independence Day

Labor Day
Columbus Day
Veteran's Day
Thanksgiving Day
Christmas Day

1.12 Hours of Operation

The contractor is responsible for supporting NRC under this task order between the hours of 8:00 am to 5:00 pm ET Monday thru Friday except Federal holidays or when the Government facility is closed due to local or national emergencies; administrative closings, or similar Government directed facility closings. For other than firm fixed price contracts, the contractor will not be reimbursed when the government facility is closed. The contractor must at all times maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS when the Government facility is not closed. When hiring personnel, the contractor shall keep in mind that the stability and continuity of the workforce are essential.

1.13 Security Requirements

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.

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 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 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 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.

1.14 Physical Security

The contractor shall be responsible for safeguarding all Government property. At the close of each work period, Government facilities, equipment, and materials shall be secured.

1.15 Postaward Orientation (kickoff) or Periodic Progress Meetings:

The contractor agrees to attend any postaward conference convened by the contracting activity or contract administration office in accordance with FAR Subpart 42.5.

The CO, COR, and other Government personnel, as appropriate, may meet periodically with the contractor to review the contractor's performance. At these meetings the CO will apprise the contractor of how the government views the contractor's performance and the contractor will apprise the Government of problems, if any, being experienced. Appropriate action shall be taken to resolve outstanding issues. These meetings shall be at no additional cost to the Government.

The contractor may be required to meet weekly with the COR and CO at the beginning of contract/task order performance. Meetings will be schedule as needed. The contractor may request meetings whenever a discrepancy exists and no mutual resolution is apparent. The written minutes of these meetings shall be signed by the contractor's manager, CO, and COR. If the contractor does not concur with the minutes, he/she shall state any areas of non-concurrence within three business days of receipt of the signed minutes.

16 Contracting Officer's Representative (COR):

The COR will be officially designated by the CO by separate letter. The COR monitors all technical aspects of the contract/order and assists in its administration. The COR is authorized to perform the following functions: assure that the contractor performs the technical requirements of the contract/order; perform inspections necessary in connection with contract/task order performance; maintain written and oral communications with the contractor concerning technical aspects of the contract/order; issue written interpretations of technical requirements, including Government drawings, designs, specifications; monitor contractor's performance and notify both the CO and contractor of any deficiencies; coordinate availability of Government-furnished property; and provide site entry of contractor personnel. A letter of designation issued to the COR, a copy of which is sent to the contractor, states the responsibilities and limitations of the COR, especially with regard to changes in cost or price, estimates or changes in delivery dates. The COR is not authorized to change any of the terms and conditions of the resulting contract/order.

(See COR Delegation and Appointment Memorandum)

CONTRACTING OFFICER'S REPRESENTATIVE (COR)

See award document.

1.17 General – Contractor Personnel**Contractor Employees**

The contractor shall not employ persons for work on this contract if such employee is considered by the contracting officer to be a potential threat to the health, safety, security, general well-being or operational mission of the installation and its population.

Contractor personnel shall present a neat appearance and be easily recognized as contractor employees. Contractor personnel attending meetings, answering phones, and working in other situations where their status is not obvious are required to identify themselves as such to avoid creating the impression that they are Government officials.

The contractor shall not employ any person who is an employee of the U.S. Government if employing that person would create a conflict of interest. Additionally, the contractor shall not employ any person who is an employee of the NRC, unless such person seeks and receives approval according to NRC regulations.

1.18 Contractor Travel**Meetings and Travel**

The contractor shall travel to NRC Headquarters and other Headquarters' offices to work onsite and perform the above work which requires a physical presence at the NRC. Tier 1 and Tier 2 support for Headquarters need to be provided on-site. Travel to and from the NRC Headquarters and other Headquarters' sites by contractor personnel in the performance of this task order shall not be reimbursed.

Any approved travel to NRC facilities outside the Washington DC metro area for the performance of this task order will be reimbursed in accordance with FAR 31.205-46, subject to any monetary limitations specified in the task order.

The NRC COR shall approve all travel associated with this PWS in advance and in writing. There will not be any foreign travel associated with this work.

The contractor shall travel to NRC Headquarters and other sites in the Washington DC metropolitan (metro) area to work onsite to perform the above work which requires a physical presence at the NRC. Travel to and from the NRC Headquarters and other sites by contractor personnel in the performance of this task order shall not be reimbursed. Any approved travel to NRC facilities outside the Washington DC metro area for the performance of this task order will be reimbursed in accordance with FAR 31.205-46, subject to any monetary limitations specified in the task order.

The NRC COR shall approve all travel associated with this PWS in advance and in writing. There will not be any foreign travel associated with this work.

Contractor will be authorized travel expenses consistent with the substantive provisions of the Federal Travel Regulation (FTR) and the limitation of funds specified in this contract/order. All travel requires written Government approval from the CO, unless otherwise delegated to the COR.

1.19 Data Rights

All data first produced in the performance of this task order is subject to FAR clause 52.227-17.

1.20 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 task 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 order:

- [Software Applications and Operating Systems \(1194.21\)](#)
- [Web-based Intranet and Internet Information and Applications \(1194.22\)](#)
- [Information, Documentation and Support\(1194.41\)](#)

PART 2

STANDARD DEFINITIONS & ACRONYMS

This section includes all appropriate terms and phrases for this PWS. The definition must be clear and concise, not ambiguous. Carefully consider each definition because they will be binding for the duration of this contract, unless modified. In addition, include a complete listing of all acronyms and words or phrases they represent.

2. DEFINITIONS AND ACRONYMS:

2.1 DEFINITIONS:

ACCEPTABLE QUALITY LEVEL (AQL). The AQL is the maximum percent defective that, for purposes of sampling inspections can be considered satisfactory.

CONTRACT LINE ITEM NUMBER (CLIN). CLINs are used to identify, organize and track work requirements throughout the project life cycle. They provide a unit price or lump sum price for each contract deliverable or set of deliverables.

CONTRACT SPECIALIST. A person who assists the contracting officer with day-to-day procurement functions. At the NRC, this person handles preaward, postaward and close-out activities.

CONTRACTOR. A supplier or vendor awarded a contract to provide specific supplies or service to the Government. The term used in this contract refers to the prime.

CONTRACTING OFFICER (CO). A person with delegated authority to enter into, administer, and terminate Government contracts. Note: This is the only individual who can legally bind the Government.

CONTRACTING OFFICER'S REPRESENTATIVE (COR). An employee of the Government delegated by the CO to administer the contract. Such appointment shall be in writing (i.e., Delegation and Appointment Memorandum) and shall state the scope of authority and limitations. This individual has authority to provide technical direction to the contractor as long as that direction is within the scope of the contract, does not constitute a change, and has no funding implications. This individual does NOT have authority to change the terms and conditions of the contract.

CUSTOMER COMPLAINT. A means of documenting certain kinds of contract service problems. A Government program that is explained to every organization that receives service under this contract, which is used to evaluate contractor's performance.

DEFECTIVE SERVICE. A service output that fails to meet the standard quality of performance as prescribed in the Performance Work Statement (PWS) vis-à-vis the Performance Requirements Summary (PRS).

DELIVERABLE. Something required by the Government under the contract to be produced or achieved by the contractor.

GOVERNMENT PROPERTY. All property owned or leased to the Government or acquired by the contractor under the terms of the contract where the Government retains title (i.e., contractor-acquired equipment).

KEY PERSONNEL. Contractor personnel expected to play a key role in the performance and success of the contract. Key personnel are generally evaluated as part of the Source Evaluation Panel (SEP) proposal review process. Key Personnel are listed in the PWS.

LOT. The total number of services output in a surveillance period, as defined in the PRS.

NONPERSONAL SERVICES CONTRACT. A contract under which the personnel rendering the services are not subject, either by the contract's terms or by the manner of its administration, to the supervision and control usually prevailing in relationships between the Government and its employees.

PERFORMANCE ASSESSMENT (PA). Those actions taken by the Government to assure services meet the requirements of the PWS and all other service outputs.

PERFORMANCE ASSESSMENT PERSONNEL. A Government person responsible for surveillance of contractor performance; typically the COR.

PERFORMANCE REQUIREMENT. The point that divides acceptable and unacceptable performance. When the method of surveillance is other than random sampling, the performance requirement is the number of defectives or maximum percent defective in the lot before the Government will effect the price computation system in accordance with the PRS and the applicable Inspection of Services clause.

PERFORMANCE REQUIREMENTS SUMMARY (PRS). Identifies the key service outputs of the contract that will be evaluated by the Government to assure contract performance standards are met by the contractor.

PERSONAL SERVICE CONTRACT. Is characterized by the employer-employee relationship it creates between the Government and the contractor's personnel. The Government is normally required to obtain its employees by direct hire under competitive appointment or other procedures required by the civil service laws. Obtaining personal services by contract, rather than by direct hire, circumvents those laws unless Congress has specifically authorized acquisition of the services by contract.

PHYSICAL SECURITY. Actions that prevent the loss or damage of Government property.

QUALITY ASSURANCE. The Government procedures to verify that services being performed by the contractor are performed according to acceptable standards.

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP). An organized written document specifying the surveillance methodology to be used by the Government for surveillance of contractor performance.

QUALITY CONTROL. All necessary measures taken by the contractor to assure that the quality of an end product or service shall meet contract requirements.

RANDOM SAMPLE. A sampling method in which each service output in a lot has an equal chance of being selected.

SAMPLE. A sample consists of one or more service outputs drawn from a lot. The number of outputs in the sample is the sample rate.

SAMPLE GUIDE. The part of the surveillance plan which contains all the information needed to perform surveillance of the service outputs by the random sampling method of surveillance.

SUBCONTRACTOR. One that enters into a contract with a prime contractor in performance of the Government contract. However, the Government does not have privity of contract with the subcontractor and therefore does not directly interact with the subcontractor(s).

WORK BREAKDOWN STRUCTURE (WBS). A work breakdown structure (WBS) is a tool used to define and group a project's discrete work elements in a manner that organizes and defines the total work requirement.

A WBS is a diagram illustrating the key or essential contract deliverables and organizes the team's work into manageable sections. The WBS is also a tree structure which shows a subdivision of effort required to achieve work (i.e., objective, deliverables or tasks). The WBS is essentially a map of what is to be produced and what major steps are necessary to achieve success.

WORK DAY. Hours of Operation. The number of normal hours per day that the contractor will provide services in accordance with the contract, is 8:00 am to 5:00 pm. (Unless the CO has approved overtime, the number of hours in a standard workday is eight).

WORK WEEK. Monday through Friday, unless otherwise specified in the contract. (Unless weekends are authorized by the CO.)

2.2 ACRONYMS:

Define any acronyms the Government uses for this initiative; give both the acronym and the words represented by the acronym.

CFR	Code of Federal Regulations
CLIN	Contract Line Item Number

COR	Contracting Officer's Representative
COTS	Commercial-Off-the-Shelf
DSS	Defense Security Service
FAR	Federal Acquisition Regulation
FTR	Federal Travel Regulation
HIPAA	Health Insurance Portability and Accountability Act of 1996
NRCAR	U.S. Nuclear Regulatory Commission Acquisition Regulation
OCI	Organizational Conflict of Interest
ODC	Other Direct Costs
PIPO	Phase In/Phase Out
POC	Point of Contact
PRS	Performance Requirements Summary
PWS	Performance Work Statement
QA	Quality Assurance
QAP	Quality Assurance Program
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Program
TE	Technical Exhibit
WBS	Work Breakdown Structure