

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT D CODE		PAGE OF PAGES 1 86	
2. AMENDMENT/MODIFICATION NO. P00007		3. EFFECTIVE DATE See Block 16C		4. REQUISITION/PURCHASE REQ. NO.	
5. PROJECT NO. (If applicable) EWC		6. ISSUED BY CODE NRCHQ		7. ADMINISTERED BY (If other than Item 6) CODE	
U.S. NRC - HQ Acquisition Management Division Mail Stop: TWFN-5E03 Washington DC 20555-0001					
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)  LEIDOS INNOVATIONS CORPORATION Attn: Gilbert Olivas 13560 DULLES TECHNOLOGY DR HERNDON VA 20717-3414		(x)		9A. AMENDMENT OF SOLICITATION NO.	
				9B. DATED (SEE ITEM 11)	
		x		10A. MODIFICATION OF CONTRACT/ORDER NO. NRC-HQ-10-17-A-0007 31310018F0015	
CODE 080285804		FACILITY CODE		10B. DATED (SEE ITEM 13) 04/05/2018	
<b>11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS</b>					
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended <input type="checkbox"/> 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 electronic communication 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 letter or electronic communication, provided each letter or electronic communication makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.					
12. ACCOUNT NG AND APPROPRIATION DATA (If required) See Schedule					
<b>13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.</b>					
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 data, 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: Mutual Agreement of the Parties				
	D. OTHER (Specify type of modification and authority)				
<b>E. IMPORTANT</b> Contractor <input type="checkbox"/> is not <input checked="" type="checkbox"/> is required to sign this document and return <u>1</u> copies to the issuing office.					
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.) GSA Contract #: GS-35F-285DA The purpose of this modification is to revise the SLRs and operating hours of the call center. Please see attached for details.					
SUMMARY: TOTAL OBLIGATIONS: [REDACTED] (unchanged) BASE AND EXERCISED CEILING: [REDACTED] (unchanged) BASE AND ALL CEILING: \$34,395,607.67 (unchanged) Period of Performance: 04/09/2018 to 04/08/2020					
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)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) DOMONIQUE MALONE			
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA [REDACTED] (Signature of Contracting Officer)		16C. DATE SIGNED 04/22/2019	

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**SECTION B: Services and Price / Costs****B.1 Brief Description of Work**

- (a) The title of this project is: GLINDA BPA Call for End User Computing Services  
 (b) Summary work description: The Contractor shall provide the U.S. Nuclear Regulatory Commission (NRC) with an integrated set of End-User Computer Services.

**B.2 Contract-Line-Items (CLINs)**

CLIN 0001: Call Wide Responsibilities: Labor-Hour (L-H) (PWS Section C.3.1)

	CLIN
Base Period: (Phase-In)	0001
Base Period:	0001
Option Period 1:	1001
Option Period 2:	2001
Option Period 3:	3001
Option Period 4	4001

CLIN 0002: End-User Management and Deployment: Firm-Fixed-Price (FFP) (PWS Section C.3.2)

	CLIN
Base Period: (Phase-In)	0002
Base Period:	0002
Option Period 1:	1002
Option Period 2:	2002
Option Period 3:	3002
Option Period 4	4002

CLIN 0003: Help Desk Services – Call Center Operations: Firm-Fixed-Price (FFP) (PWS Section C.3.3.1)

	CLIN
Base Period: (Phase-In)	0003
Base Period:	0003
Option Period 1:	1003
Option Period 2:	2003
Option Period 3:	3003
Option Period 4	4003

CLIN 0004: Help Desk Services – Onsite Deskside Services NRC Headquarters: Firm-Fixed-Price (FFP) (PWS Section C.3.3.2)

	CLIN
Base Period: (Phase-In)	0004
Base Period:	0004
Option Period 1:	1004

Option Period 2:	2004
Option Period 3:	3004
Option Period 4	4004

CLIN 0005: Help Desk Services – TTC Deskside Support Regions: Firm-Fixed-Price (FFP) (PWS Section C.3.3.2)

	CLIN
Base Period: (Phase-In)	0005
Base Period:	0005
Option Period 1:	1005
Option Period 2:	2005
Option Period 3:	3005
Option Period 4	4005

CLIN 0006: Help Desk Services – Region I Deskside Support: Firm-Fixed-Price (FFP) (PWS Section C.3.3.2)

	CLIN
Base Period: (Phase-In)	0006
Base Period:	0006
Option Period 1:	1006
Option Period 2:	2006
Option Period 3:	3006
Option Period 4	4006

CLIN 0007: Help Desk Services – Region II Deskside Support: Firm-Fixed-Price (FFP) (PWS Section C.3.3.2)

	CLIN
Base Period: (Phase-In)	0007
Base Period:	0007
Option Period 1:	1007
Option Period 2:	2007
Option Period 3:	3007
Option Period 4	4007

CLIN 0008: Help Desk Services – Region III Deskside Support: Firm-Fixed-Price (FFP) (PWS Section C.3.3.2)

	CLIN
Base Period: (Phase-In)	0008
Base Period:	0008
Option Period 1:	1008
Option Period 2:	2008
Option Period 3:	3008
Option Period 4	4008

CLIN 0009: Help Desk Services – Region IV Deskside Support: Firm-Fixed-Price (FFP) (PWS Section C.3.3.2)

	CLIN
Base Period: (Phase-In)	0009
Base Period:	0009
Option Period 1:	1009
Option Period 2:	2009
Option Period 3:	3009
Option Period 4	4009

CLIN 00010: **OPTIONAL** Advanced Application Support: Firm-Fixed-Price (FFP) (PWS Section C.3.3.3.3)

	CLIN
Base Period:	0010
Option Period 1:	1010
Option Period 2:	2010
Option Period 3:	3010
Option Period 4	4010

CLIN 00011: Travel Costs (to be reimbursed in accordance with FAR 31.205-46)

	CLIN
Base Period:	00011
Option Period 1:	10011
Option Period 2:	20011
Option Period 3:	30011
Option Period 4	40011

CLIN 00012: Additional Regional and TTC Support– Region I: Labor Hour (LH) (PWS Section C.3.3.2.5.1)

	CLIN
Base Period:	0012
Option Period 1:	1012
Option Period 2:	2012
Option Period 3:	3012
Option Period 4	4012

CLIN 00013: Additional Regional and TTC Support– Region II: Labor Hour (LH) (PWS Section C.3.3.2.5.1)

	CLIN
Base Period:	0013
Option Period 1:	1013
Option Period 2:	2013
Option Period 3:	3013

Option Period 4	4013
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CLIN 0014: Additional Regional and TTC Support– Region III: Labor Hour (LH) (PWS Section C.3.3.2.5.1)

	CLIN
Base Period:	0014
Option Period 1:	1014
Option Period 2:	2014
Option Period 3:	3014
Option Period 4	4014

CLIN 0015: Additional Regional and TTC Support– Region IV: Labor Hour (LH) (PWS Section C.3.3.2.5.1)

	CLIN
Base Period:	0015
Option Period 1:	1015
Option Period 2:	2015
Option Period 3:	3015
Option Period 4	4015

CLIN 0016: Additional Regional and TTC Support– TTC: Labor Hour (LH) (PWS Section C.3.3.2.5.1)

	CLIN
Base Period:	0016
Option Period 1:	1016
Option Period 2:	2016
Option Period 3:	3016
Option Period 4	4016

### B.3 Consideration and Obligation – Labor-Hour

This clause applies only to the Labor-Hour CLINs.

- (a) The ceiling price to the Government for full performance under this BPA Call is [REDACTED]
- (b) The BPA Call includes direct labor hours at specified fixed hourly rates, inclusive of wages, fringe, overhead, general and administrative expenses, and profit.
- (c) It is estimated that the amount currently obligated in the amount of [REDACTED]
- (d) This is an incrementally-funded BPA Call and FAR 52.232-22 – “Limitation of Funds” and FAR 52.232-18 – “Availability of Funds” applies.

### B.4 Consideration and Obligation– Firm-Fixed-Price

This clause applies only to the Firm-Fixed-Price CLINs.

- (a) The total ceiling amount of the Firm-Fixed-Price portion of this BPA Call is [REDACTED]

- (b) It is estimated that the amount currently obligated in the amount of [REDACTED]
- (c) This is an incrementally-funded BPA Call and FAR 52.232-18 – “Availability of Funds” applies.



## **SECTION C: Statement of Work**

### **C.1 Background**

The NRC's IT services support a nationally distributed internal user community as well as external users and the public. The NRC's headquarters, located in Rockville, Maryland, houses approximately seventy-five percent (75%) of the NRC's personnel, numbering roughly forty five hundred (4,500) staff (both Contractor and Federal employee). Additionally, the NRC has major locations (Regional Offices) in King of Prussia, Pennsylvania (Region I); Atlanta, Georgia (Region II); Lisle, Illinois (Region III); Arlington, Texas (Region IV); and a Technical Training Center (TTC) in Chattanooga, Tennessee. Regional Offices and the TTC vary in size; however on average each region supports two hundred (200) staff with TTC being smaller (currently at around 60 users). Finally, Resident Inspectors and other personnel are located in approximately sixty (60) offices throughout the United States with an average staffing at each office of four (4) personnel.

The NRC currently procures the services within the scope of this BPA Call through NTT DATA Services Federal Government, Inc., under a single award indefinite-delivery, indefinite-quantity (IDIQ) contract (NRC-33-11-325), the NRC's Information Technology Infrastructure and Support Services (ITISS) contract. The ITISS contract will expire no later than April 30, 2017.

Additionally, the NRC is undergoing incremental changes to better align its broader activities and investments with evolving industry requirements. Currently the NRC is conducting an internal assessment of all NRC-wide capabilities and services under an initiative called Project Aim. This initiative is evaluating NRC's programs with the goal of realigning the NRC's cost model and the necessity, quality, timeliness and delivery standardization of NRC's services. The BPA Call and the successful contractor shall help re-shape and re-balance the in-scope services within the context of the NRC's broader goals.

The NRC is also in the process of planning for and addressing a range of additional requirements and mandates, which will impact and shape the services provided under this BPA Call. The 2010 Federal Data Center Consolidation Initiative (FDCCI), Cloud-First mandate, Green IT, and other requirements have resulted in a number of initiatives including ongoing data center consolidation, cloud migration planning, and ongoing planning and implementation of a more Agile-oriented 'DevOps' system delivery model.

Additional background and current state information are provided in Section C.3 within each required service area.

### **C.2 Objective**

The contractor shall provide the NRC with a broad range of Information Technology (IT) services using a common IT Infrastructure Library (ITIL)-based delivery framework and approach.<sup>1</sup> The contractor shall be responsible for providing an integrated set of end-user computing services described further below.

During the life of this BPA call, the contractor shall transition the existing ITISS contractor support activities, identify immediate opportunities to improve the efficiency and effectiveness of the activities, and support incremental transformation of the services, resources, and processes over time as an embedded function of its ongoing activities.

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<sup>1</sup> More information about ITIL can be found here: <https://www.axelos.com/best-practice-solutions/itil/what-is-itil>

### C.3 Scope of Work

The scope of work in this BPA Call involves providing and assisting with some of the most highly visible services that OCIO provides to the NRC. Through this BPA Call, the Contractor shall provide support in the following topic areas:

- Call Wide Responsibilities
- End-User Management and Deployment
- Help Desk Services

For all services within the scope of this PWS, the NRC envisions:

1. An initial transition in a manner that minimizes delivery disruption
2. During transition, immediate and straightforward opportunities to improve efficiency or enhance the delivery model will be evaluated and, if approved, immediately implemented
3. Incremental transformation of the existing services and resource approach to more efficient and/or effective approaches
4. Collaborative Integration – All GLINDA BPA contractors shall collaborate as needed to increase their services' value to NRC
5. Regional support includes both the regional main offices and their associated remote offices.

The following information provides additional insight into the system lead/administration associated with major systems that may need to be interacted with during the period of performance. As described in this PWS or by BPA Call COR direction, Operating Level Agreements (OLA) regarding the system interactions may be created and/or revised by NRC during the period of performance. In collaboration with the BPA Call COR, the Contractor shall provide input, which may include recommended oral and/or written content, to the aforementioned OLA and MOU activities for OLA and MOUs that involve the topics within this PWS (ex. OLAs and MOUs for Call Center Operations, Deskside Support OLAs and MOUs, etc.). Additional, more detailed interaction information will be clarified in the BPA Call postaward timeframe. Also, NRC reserves the right to add and/or remove the technologies that it elects to utilize during the period of performance.

- Automated Call Distribution (ACD) System (Cisco Unified Communications Manager): End-User Computing
- Information Technology Service Management (ITSM) System (including Change and Configuration Management) / Remedy v8.0 & Kinetic: End-User Computing
- IT Asset Management System (Remedy): End-User Computing
- Systems Management Software (System Center and Configuration Manager - SCCM): GLINDA SNCC Area
- Virtual Private Network (VPN): GLINDA SNCC Area
- SharePoint (currently used by End-User Computing for document repository purposes only): The SharePoint service will be maintained via separate to be determined GLINDA call order. End-User Computing SharePoint Site specific actions (adding documents, folders, creating and/or revising individual pages, managing specific SharePoint site permissions) are End-User Computing.

Additional requirements related to each topic area is provided in the sub-sections below.

### **C.3.1 Call Wide Responsibilities**

#### **C.3.1.1 Service and Resource Planning**

The Contractor shall:

- Provide access to a broad set of integrated end-to-end technical planning and service capabilities delivered via consistent, predictable, and industry-leading practices
- Work with the ITISS contractor in accordance with FAR clause 52.237-3 in their contract to transition activities within the scope of this BPA call with minimal operational disruption
- Upgrade and incrementally transform the agency's IT operational environment to leverage current and emerging solutions, services, and delivery approaches
- Continuously and proactively identify and implement opportunities for the agency to operate its IT operations more efficiently (e.g. reduction of duplication, standardization, increased resource utilization, cost avoidance, etc.)
- Gain real-time visibility into operational delivery and its associated performance

The Contractor shall establish the in-scope operational services as close to a 'utility' model as appropriate. Specific objectives related to each topic area are provided in their respective sections within this PWS.

#### **C.3.1.2 Delivery Management**

As a core component of its delivery under this BPA call the Contractor shall define, implement, and use a single, integrated delivery management approach that provides the mechanisms necessary for successful service delivery. The Contractor shall:

- Define and implement an over-arching service strategy consistent with ITIL Version 2011 practices and integrated into the NRC's own IT Service Management framework under development. The Contractor should assume that they will begin providing End-User Computing services prior to the completion of the IT Service Management Framework. Even when the framework is completed, the framework is likely to be a "living" framework and will undergo continual improvement throughout the Period of Performance based on current NRC operating conditions.
- Maintain an over-arching, service level-driven performance monitoring and management approach that enables tracking of resource times and efforts at the request level
- Comply with the NRC's current and evolving change control processes and related governance/board functions
- Provide automated mechanisms to authorized NRC personnel for ongoing activity and status reporting
- Validate and update current system, configuration, and asset data
- Collaborate with the Service Delivery Integration Team to successfully address requirements listed in this PWS. The Service Delivery Integration Team exists to ensure that all GLINDA vendors are unified in delivering OCIO services to NRC. The Service Delivery Integration Team will include a contractor that is conflicted out of participating in the GLINDA BPA. That vendor will participate and contribute to Daily Operational Calls with the BPA Call COR and their designees.

### **C.3.1.3 Project Management**

Throughout the BPA Call's Period of Performance, for reasons known (which are described in each support area of this PWS) and currently unknown (ex. Introduction of new / upgraded End-User technologies resulting from unforeseen new OMB mandates, unforeseen new regulations, adapting to a rapidly changed nuclear power industry environment, and/or Contractor recommendations, etc.), the Contractor shall have Project Managers capable of beginning and completing the implementation of minor and major technical and/or operational changes. The aforementioned technical and/or operational changes shall be completed according to BPA Call COR approved schedule, quality standards, requirements, and budget. In addition, the Contractor shall:

- Develop plans consistent with industry standard accepted project and change management practices (e.g. PMI's PMBOK) addressing the ten (10) PM areas of knowledge unless stated otherwise
- Ensure coordination with related functions and stakeholders across the project lifecycle
- Use the NRC's Project Repository and Reporting tool, 'Project Management Methodology 2.0' (PMM2) to store project related information

#### **C.3.1.3.1 *Financial Management and Related Reporting***

The Contractor shall provide ongoing visibility into the historical, current, and forecasted budget and execution status across all areas of the task. The Contractor shall:

- Maintain detailed cost tracking associated with specific service types, dimensions, and codes as provided by the NRC
- Provide detailed monthly financial data in summarized and raw structured (e.g. CSV) formats as defined and approved by the BPA Call COR

### **C.3.1.4 Product Management**

When reviewing the Product Management requirements in the subsections below, NRC notes that its IT Asset Management Program policies and processes are currently in the process of being revised.

#### **C.3.1.4.1 *Hardware Inventory Management***

In the process of properly executing the requirements set forth in this BPA Call, the Contractor shall handle a large quantity of IT equipment. As a result, the Contractor shall track assets and related configuration information for the specific assets that they are in the process of interacting with using the NRC's integrated asset management platform and processes (which is currently Remedy). NRC will have a storage space at NRC Headquarters that the Contractor will have access to. NRC will maintain ownership, management, and oversight of hardware maintenance agreements. However, NRC anticipates allowing the Contractor a reasonable level of access to the maintenance agreements so that the Contractor can perform the work described in this PWS. The Contractor shall, for the specific assets that they are in the process of interacting with:

- Utilize current asset tracking processes for the capture and/or update of asset related data
- Capture hardware, software, configuration, and other asset data in the agency-designated repository
- Accurately maintain IT assets to include but not limited to systems, software, and hardware throughout the NRC (e.g. headquarters, regional offices, etc.)
- Conduct periodic scheduled audits of select asset data for accuracy/currency

#### **C.3.1.4.2 Software Distribution Management**

The Contractor shall handle and distribute large quantities of Government Furnished software licenses throughout NRC. Thus, the Contractor shall distribute software licenses in accordance with the NRC's software license management policies and related platforms. Specifically, the Contractor shall:

- Ensure software licenses are only distributed once proper approval is received
- Collaborate with the Service Delivery Integration Team regarding license transfer, removal, and/or re-installation
- Collaborate with the Service Delivery Integration Team to help identify licenses on machines prior to the machine being re-imaged and/or formatted, so that the Service Delivery Integration Team can ensure the license, and/or any installed license tracking software, is properly preserved for future NRC use
- Retrieve software licenses from IT assets that NRC identifies as no longer needing the software

#### **C.3.1.4.3 Image Management**

In addition to managing the software licenses and their distribution, the Contractor shall manage the PC image library that NRC uses. The Contractor shall create and maintain through the Government's Change Control processes a Government approved base image (also commonly referred to as a "master" or "gold" image) that will, by default, be used on computers throughout the entire NRC. In addition, if asked by the BPA Call COR to do so, the Contractor shall maintain a separate Government approved base image that is compatible with Apple desktops and/or laptops (currently there is roughly over a dozen Apple desktops / laptops in the NRC). For NRC offices that have a unique portfolio of software and/or needs, once receiving authorization from the BPA Call COR to do so, the Contractor shall establish and maintain a Government approved, office-specific image that shall be applied to computers being utilized by the NRC office in question. Usage of office-specific images is a generally new approach for the NRC.

Regardless of the image's target audience, the Contractor shall ensure that all software (including security updates) comply with applicable NRC security and testing policies to ensure that the software in question does not conflict with other software used by the agency. (Note: The GLINDA SNCC BPA Call contractor will be required to maintain the Release and Deployment lab that will be used to test images. The Release and Deployment Lab, currently known as the Enterprise Test and Deployment Environment (EDTE) is currently available and maintained by the incumbent. EDTE is expected to operate at existing service levels during SNCC's award and transition, and should be available to use by the Contractor.) The Contractor shall perform the testing, which encompasses desktops, laptops, other end-user IT components, as well as additional hardware and/or software components (within reason) that impact the standard image. Unless otherwise specified by the BPA Call COR, NRC will provide software licenses used to support the images. In addition to NRC security and testing policies, NRC requires that other federal policies such as but not limited to FISMA, FDCCI, NIST publications, and DISA Security Technical Implementation Guides need to be complied with in order to complete the requirements in this area successfully. Furthermore, the Contractor shall, with written approval from the BPA Call COR, utilize next generation antivirus and malware protection software into the image. Finally, the Contractor shall ensure that the images remain compatible with cloud service offerings (ex. Office 365, etc.) that NRC utilizes. NRC anticipates that throughout the Period of Performance, the NRC will increase its utilization of cloud offerings.

Attachment 1 – Security Requirements provides further insight and specificity into NRC security policies that the Contractor shall comply with while delivering all work under this BPA Call.



**C.3.1.5 End User Service Transitions and Notable Changes Support**

In addition to the Contractor's initial transition in and its concluding transition out of providing services via this BPA Call, the Contractor shall support (up to and including actual performance of) notable end user service changes and transitions. A tangible example of this service could be, but is not limited to, helping the NRC transition an end user service from NRC data centers to the cloud. In such a situation, the Contractor shall, through the BPA Call COR, work with other NRC stakeholders to ensure successful completion of this task. Furthermore, the Contractor shall proactively ensure that the processes, policies, and procedures it establishes to collaborate with NRC are revised to reflect the notable change and/or transition.

While the end user service transitions and notable changes described within are still undergoing NRC's IT planning and governance processes, the demand for collaboration in this area is high enough to where the Contractor shall provide a Transition Manager as a Key Position. The requirements of the Transition Manager Key Position are described further within this PWS.

**C.3.1.6 Service Catalog Administration**

In addition to the IT service management system, NRC considers the NRC Service Catalog to be critical to successfully operating the types of IT services that are available to users and ensuring such services are readily accessible in a standardized manner. While the NRC Service Catalog's scope covers all of OCIO's services, for this call the Contractor shall, in collaboration with the BPA Call COR and their designees, ensure that services are accurately reflected in the NRC Service Catalog and kept updated in the system, which uses a combination of Drupal and Kinetic technologies (which NRC reserves the right to change during the Period of Performance) by working with the appropriate service owners.

In managing the Service Catalog, the Contractor shall work with other NRC IT service providers and the service integrator to deliver the Service Catalog service. NRC will provide the Contractor with a set of process flows and a Development environment when the Contractor transitions into performing the work in this PWS. NRC notes that process flows are established for all of the current services in the Service Catalog. Also, NRC notes that all of the services are accounted for in the current Service Catalog. In addition, the NRC Service Catalog currently resides outside of the ITSM. The Contractor shall ensure that process flows for each service is established, maintained, and kept updated. The Contractor shall ensure that process flows can be successfully utilized by non-technical users with only basic computer knowledge. When creating process flows, the Contractor shall also create form pages or other ways to provide input, if appropriate for the specific process in question, that allows the user to successfully input needed information in order to answer the incident or service request. When creating form pages or other ways to provide input, the Contractor shall factor in basic design elements to ensure the form / input is designed in a way that facilitates usage by non-technical users with only basic computer knowledge. Unless otherwise specified by the BPA Call COR, for incident and service request tickets the Contractor shall ensure that optional input fields are used when possible so that the user can move forward in the process even if they only have limited information. In addition, the Contractor shall comply with applicable NRC change and configuration management policies before making Service Catalog changes publically available to end-users.

The Contractor shall manage the Service Catalog and ensure it runs successfully and consistently throughout the period of performance. The Contractor shall enhance, manage and operate the Service Catalog considering ease of use and functionality. Over the period of performance of the BPA Call, the BPA Call COR will provide the Contractor in writing requests

for additional and/or more detailed requirements and updates to NRC's Service Catalog. The Contractor shall ensure that all requested requirements/updates are completed within the timeframe established by the BPA Call COR.

#### **C.3.1.6.1.1 Service Delivery Lifecycle Management (SDLM) Toolset Support**

The Contractor shall provide services to manage the "day-to-day" operational maintenance and administration of the Nuclear Regulatory Commission's (NRC) Service Delivery Lifecycle Management (SDLM) toolset (which is currently Remedy, but could be replaced by a different toolset in the future) Production, Test, and Development environments to include the database configuration and any services, tasks, or activities directly related to the SDLM toolset. This does not include SDLM design and design validation activities (evaluating configuration changes in pre-production to resolve production design issues, reviewing new versions of the SDLM tools, etc.), infrastructure (installing or configuring routers and switches, building Virtual Machines (VMs), changing firewall rules, etc.), or server related support activities (adding memory or storage, adjustments/fine-tuning to the database platforms, backups/restores, etc.) – those are designated as outside of the scope of the GLINDA EUC BPA Call.

The GLINDA EUC in scope items include:

- Provide administration services, to include but not limited to:
  - Data Architecture documentation, including integrations and customizations,
  - User maintenance to include adding and removing user licenses,
  - Periodically evaluate licensing to insure the proper mix of floating and fixed licenses are maintained,
  - Maintain all internal end user support workflow data, to include but not limited to:
    - email templates,
    - escalations,
    - reporting services,
    - operations ranking (server group), and
    - Flashboards or dashboards (graphical representations of data) (if used).
  - Establish archiving requirements that align with NRC requirements, and
  - Ensure internal engines are functional, to include but not limited to:
    - Approval engine,
    - Assignment engine,
    - Escalation engine,
    - Normalization,
    - Reconciliation,
    - Service Failover (after upgrade to 9.x), and
    - SLM collector.
- Perform application administration duties, to include but not limited to:
  - Maintain Foundational Data (Organizations, Locations, Support Groups, People, Product and Operational Categories, Assignments), and
  - Maintain application specific functions, to include but not limited to:
    - Incident Management (Decision trees, templates),
    - Change Management (Approval mappings, templates),
    - Service Level Management (Business times, goal types, service targets),
    - Task Management (Templates, Assignments), and
    - Any new application level administration added to the 9.x product not currently in 8.x.
- Establish a cooperative, consulting relationship with the other layers in the NRC operating model (see Figure 1 – page 5)

- Make recommendations for Remedy upgrades based on BMC Remedy updates and information, and
- Maintain contact with BMC and provide, as appropriate, vendor demos.
- Ensure the Remedy SQL Server database is operational and performing optimally - employ standard DBA maintenance practices, to include but not limited to:
  - Re-indexing,
  - Properly sizing the databases,
  - Properly locating the databases and indexes,
  - Periodically checking the DB integrity,
  - Validating backups (testing the ability to restore from backups),
  - Testing failover,
  - Setting backup retention policy, and
  - Establishing, maintaining, updating, and testing an approved disaster recovery plan.
- Quickly fix any operational issues – following NRC policies and procedures for service level management and change management.

### **C.3.2 End-User Management and Deployment**

Throughout a user's tenure with NRC, they will have an ever-changing access needs to NRC IT resources. In order to keep up with this shifting need for resources, NRC will have to provision and de-provision various aspects of its IT portfolio to ensure the user has what they need when they need it, without over-allocating resources in an inefficient manner. The Contractor shall provide services to NRC that answer its end-user management and deployment needs in the following areas:

- Account Management
- Service and Network Management and Deployment
- Hardware and Software Management and Deployment

Requirements for each of these topics are described below in greater detail.

#### **C.3.2.1 Account Management**

The Contractor shall create, configure, modify, manage and/or delete an estimated 5,500 user accounts. Specifically, the Contractor shall:

- Validate user authorization for the account, account creation, as well as recovery and revocation, and reporting and auditing.
- Use the IT service management application to document requests for account creation, deletion, deactivation, and other general account management issues.
- Develop, and, with the BPA Call COR's approval, implement, a single process for administering electronic access accounts.
- Collect account information from sources such as application accounts and pass that information through the IT service management tickets for action by the appropriate OCIO designated administrator.
- Establish and maintain Government approved processes to ensure that new accounts have proper privileges established with cloud service offerings, such as but not limited to Office 365, which NRC utilizes upon initial creation. NRC is operating some services in a "hybrid" cloud environment, meaning that some users will be accessing a program through a cloud service offering, whereas other users may be accessing the same program through a NRC data center based configuration. As a result, the Contractor shall factor this hybrid cloud environment into their account access processes.
- Reset token password and Personal Identification Numbers (PIN) as requested/required.
- Respond to audits and data calls that may ask for account information (such as, but not



- limited to, age of accounts, granted access privileges, revoked access privileges)
- Perform all of the aforementioned activities in a way to where the activities can be audited in a reasonably straightforward manner.
- Hours of operation: 7:00 a.m. – 6:00 p.m. ET, Monday through Friday

### **C.3.2.2 Service and Network Management and Deployment**

The Contractor shall establish a process that allows network and cloud services resources to be provisioned to the user. The Contractor shall ensure this process is compatible with existing NRC network and cloud/data center policies, processes, and systems. Likewise, for those who no longer have a need, network and cloud services resources need to be de-provisioned as well to ensure efficient usage of limited resources and strong network security. As a result, the Contractor shall also establish a process to de-provision network and cloud services resources from a user. The Contractor shall ensure this process is also compatible with NRC network and cloud/data center policies, processes, and systems. Once the Contractor has developed network and cloud services management and deployment processes and has received written approval from the BPA Call COR, the Contractor shall execute those processes in a manner that is consistent and encourages positive feedback from stakeholders if NRC elects to request such feedback.

Besides network and cloud services resources, a NRC user may have a need to have a diverse portfolio of agency IT services provisioned to them. The Contractor shall establish a process, or processes as appropriate, to ensure that IT services can be provisioned, or de-provisioned, to users with a need in a prompt manner. When establishing the process or processes, the Contractor shall ensure they are aligned with existing OCIO operational policies, processes, and systems. Once the service management and deployment processes are established to the BPA Call COR's approval, the Contractor shall execute those processes in a manner that is consistent with the Service Level Agreements in this BPA Call and emphasizes customer service.

### **C.3.2.3 Hardware and Software Management and Deployment**

NRC is currently planning to implement a revised approach to how it provisions hardware and software throughout the agency. This approach currently consists of providing a "base" level of hardware and software to all of its users. Then, it would collaborate with offices to provide office-specific hardware and software configurations (ex. Specific office-wide program installations, specific computer models for an office, etc.).

The Contractor shall establish hardware and software management and deployment processes that are aligned with the above plan. In addition, the Contractor shall ensure that the hardware and software management and deployment processes are aligned with NRC IT asset management, configuration management, and software license management policies, processes, and systems. Furthermore, such processes shall integrate fully with other Help Desk Service efforts.

#### ***C.3.2.3.1 Additional Hardware and Software Management and Deployment Requirements***

In addition to the above requirements, when it comes to hardware and software management and deployment, as well as hardware and software de-installation, the Contractor shall, in accordance with the SLRs defined in Section C.3.5:

- Provision a diverse portfolio of Government Furnished end-user computing devices. The diverse portfolio includes desktops, laptops, thin clients, as well as other devices, including those not available at the time of publication. In limited circumstances, upon written approval from the BPA Call COR, this may involve going to resident inspector offices.

- Provide a solution for recovery of lost or stolen hardware (examples include, but are not limited, to Computrace or LoJack) to recover equipment that is missing from inventory. The Contractor shall immediately notify NRC Division of Facilities and Security and the BPA Call COR through the phone number provided upon award (subject to change during the BPA Call Term) and e-mail when it is notified that hardware is lost / stolen. In addition, through close collaboration with the BPA Call COR and NRC Security (both Division of Facilities and Security, as well as Information Security Personnel), the Contractor shall use the aforementioned remote locator / wipe technologies to locate and/or remotely wipe the machine.
- With written approval from the BPA Call COR, prepare and install new office IT equipment.
- Comply with written requests from the BPA Call COR regarding relocating sites and/or individual users.
- Arrange or conduct site surveys relating to the move of either a single person or multiple people from one NRC location to another NRC location, which may be an office or cubicle.
- Arrange or conduct site preparation. The most common scenario would be moving either a single person or multiple people from one NRC location to another location, which may be an office or cubicle.
- Execute equipment / software installation in accordance with NRC policies, processes, and procedures.
- Execute equipment / software de-installation, including hard drive wiping, in accordance with NRC policies, processes, and procedures
- Perform integration services as it pertains to end-user management and deployment
- Update IT asset inventory information for the specific assets they are in the process of interacting with
- Execute setup, software installation, and testing of new computers prior to delivery to users.
- Install the appropriate NRC approved image on all new computers that are received at the NRC.
- Notify the BPA Call COR regarding inoperable computers and follow a consistent process to ensure the inoperable computer is replaced.
- Ensure unassigned computers and software licenses, due to personnel departing or an extended leave of absence, are removed from the installation location and placed into the NRC's inventory.
- Maintain and facilitate the usage of a portfolio of temporary loaner devices (laptops, lightweight laptops, tablets, internet access, etc.) for mobile domestic and international travel and/or for temporary usage while primary hardware device is being repaired.
  - **Important Note:** The Contractor shall maintain a separate portfolio of loaner devices (to be provided by the NRC to the Contractor as designated for official travel to high risk locations for travel by NRC employees). These devices must **never** be connected to the NRC Network. As a result, the Contractor shall maintain this portfolio in a way that minimizes the possibility of these high risk devices accidentally being provided to someone for usage on the NRC network.

#### **C.3.2.3.2 Computer and Hardware Refresh Information**

In addition to managing and deploying NRC-owned computers to new users, the Contractor shall also provision refreshed computers provided by NRC to existing NRC users. The Contractor shall provision refreshed computers by executing a BPA Call COR-approved approach that minimizes operational disruption. Currently, NRC currently uses a combination of Windows Easy Transfer combined with the Contractor manually searching for user files and Outlook Archive Files (NRC reserves the right to change the technologies associated with this action during the term of the BPA Call). The Contractor shall ensure that the refreshed computer has been properly imaged and is ready for immediate use once it is in the possession

of the NRC user. The Contractor shall use existing NRC configuration and asset management systems to ensure that user machines are refreshed in accordance to when the computer's warranty expires.

To better prepare the Contractor for satisfying the computer refresh requirements, out of roughly 5,500 users, it is currently expected that approximately 74% of those end-user computers may require refresh within first two years of this BPA Call. After this initial refresh, the hardware refresh rate for laptops and desktops is currently expected to be every four years. Currently, when it comes to end-user machines, NRC operates in a "majority desktop" environment, but plans on transitioning to a "majority laptop" environment moving forward. In addition, with the exception of less than 10 users (mostly VIP), NRC users do NOT have both a desktop and laptop. The image below describes when and how many currently deployed devices were put into service:

Row Labels	0	1999	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	Grand Total
<b>Personal</b>	<b>37</b>	<b>2</b>	<b>1</b>	<b>10</b>	<b>36</b>	<b>16</b>	<b>75</b>	<b>172</b>	<b>265</b>	<b>1666</b>	<b>3454</b>	<b>472</b>	<b>4341</b>	<b>376</b>	<b>4838</b>	<b>1253</b>	<b>120</b>	<b>29</b>	<b>17163</b>
Desktop	2						8		1	442	588		3239	51		749	29	25	5134
Docking S	1			7	28					846						7			889
Laptop	5		1				1	12	1	42	13	79	432	1	1924	112	67	4	2694
Monitor	29	2		2	7	14	49	106	260	312	2804	298	670	250	2914		24		7741
Printer				1	1	2	17	54	3	24	49	95		74		385			705
<b>Grand Total</b>	<b>37</b>	<b>2</b>	<b>1</b>	<b>10</b>	<b>36</b>	<b>16</b>	<b>75</b>	<b>172</b>	<b>265</b>	<b>1666</b>	<b>3454</b>	<b>472</b>	<b>4341</b>	<b>376</b>	<b>4838</b>	<b>1253</b>	<b>120</b>	<b>29</b>	<b>17163</b>

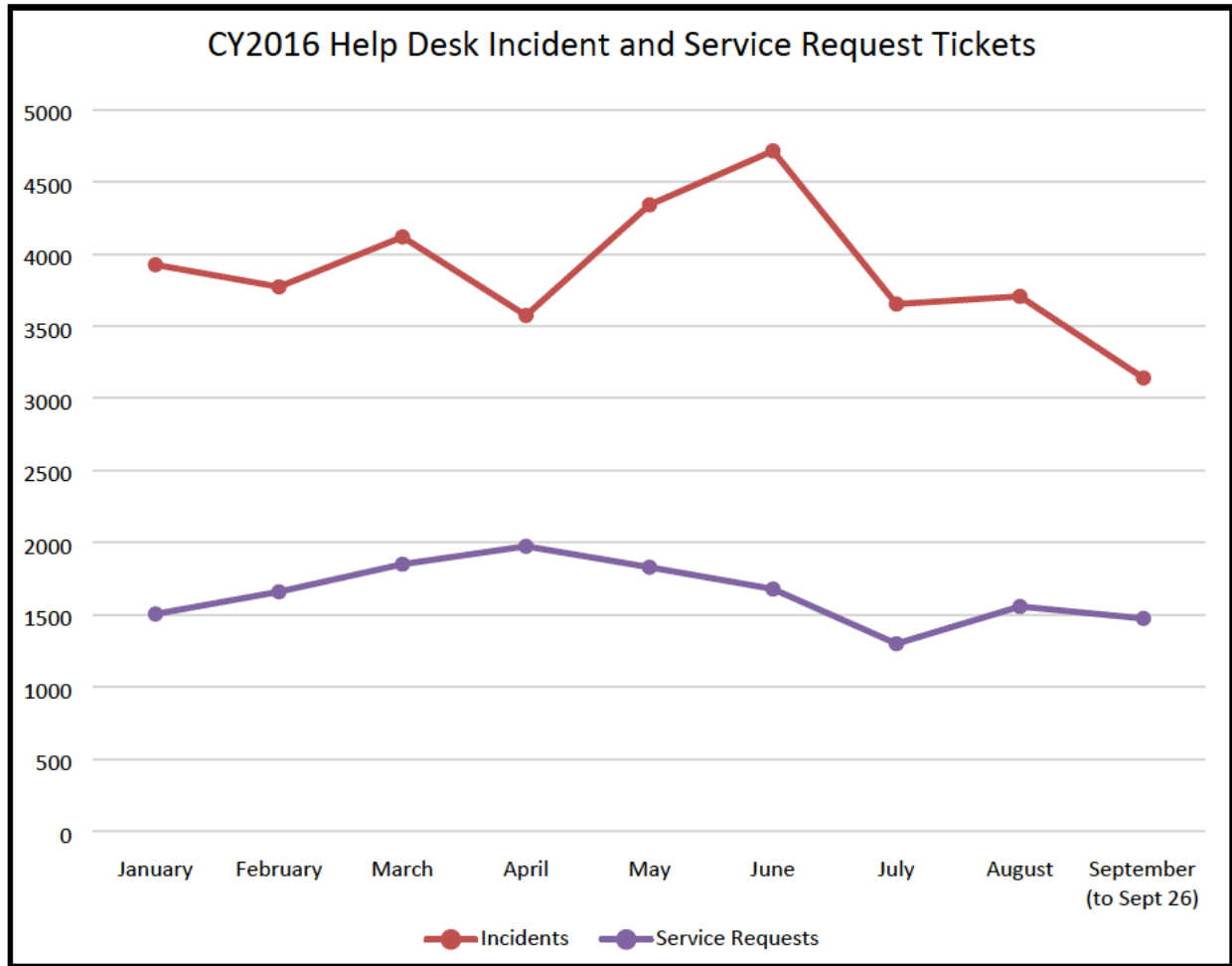
Personal printers will not be refreshed once they have reached end of life, unless they are for reasonable accommodation.

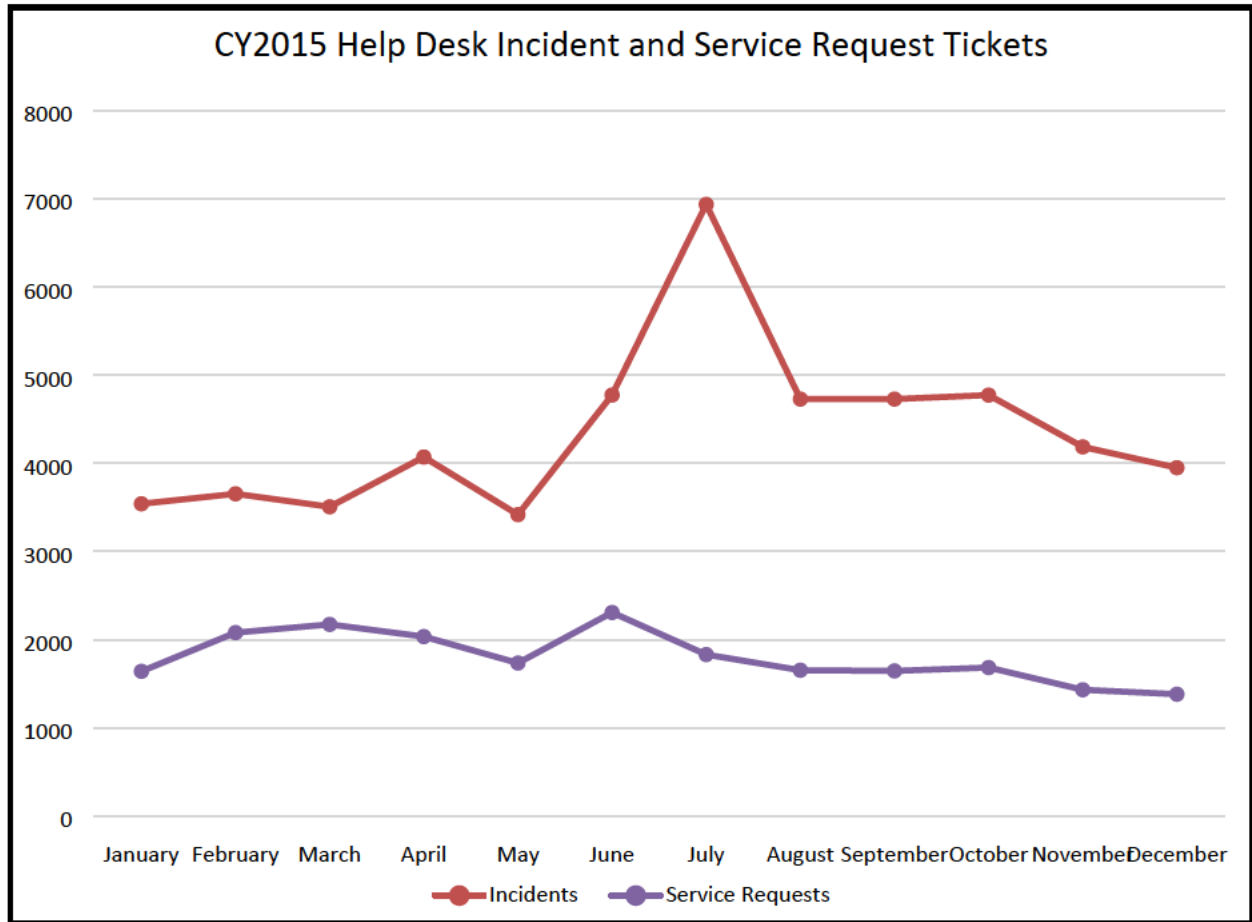
### C.3.2.3.3 Data Storage Device Sanitation Services

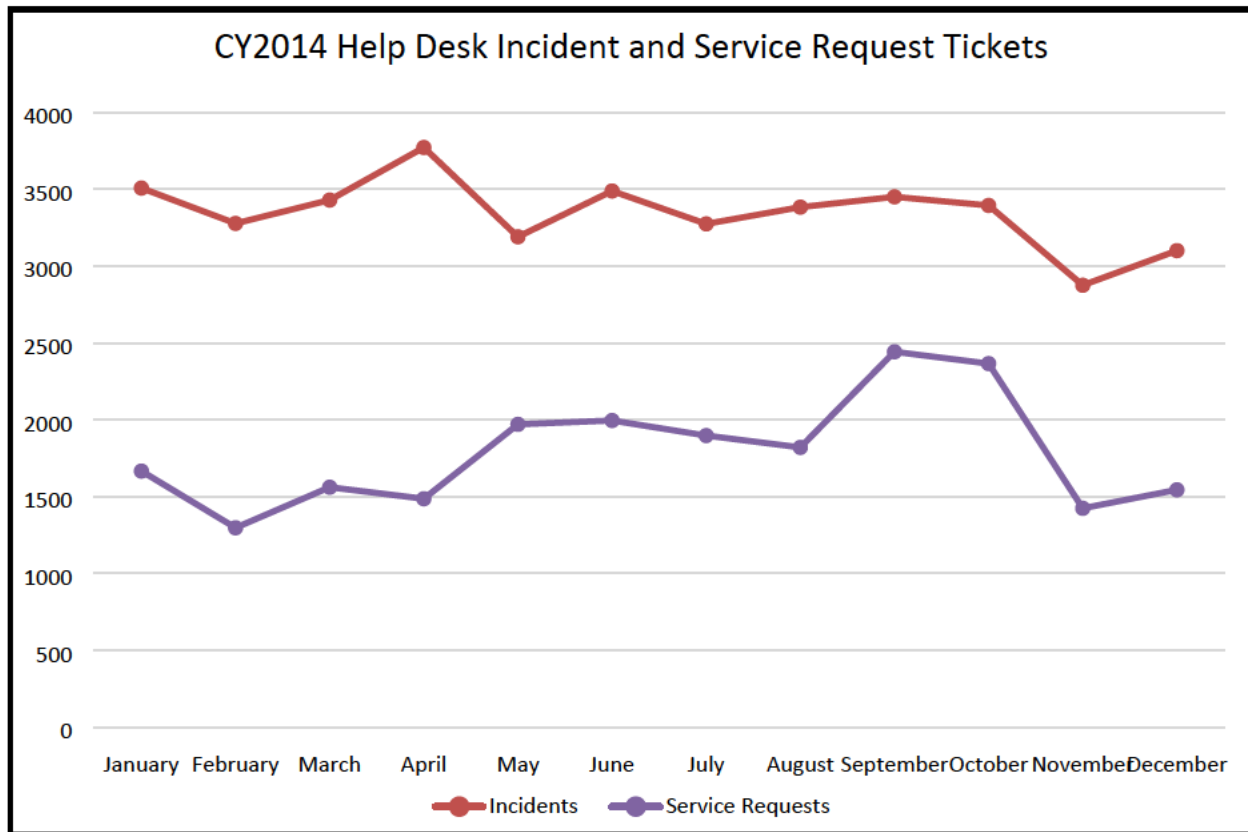
The Contractor shall perform data storage device sanitation services on the IT components that it disposes of for the NRC. The Contractor must provide a certification of sanitization to the BPA Call COR. The Contractor shall provide certification for each item that is degaussed and the certification must be current. Techniques used to sanitize media must be appropriate to the media type and must be in accordance with NRC security policies, processes, and procedures. Other guidance / reference resources include the National Institute of Standards and Technology (NIST) Special Publication (SP) 800-53; NIST SP 800-88; National Security Agency (NSA) Central Security Service (CSS) Policy Manual 9-12; International Organization for Standardization and International Electrotechnical Commission (ISO/IEC) 27002, "Information technology - Security techniques - Code of practice for information security management"; and Committee on National Security Systems Policy (CNSSP) No. 26, "National Policy on Reducing the Risk of Removable Media".

### C.3.3 Help Desk Services

Like other Government agencies and organizations, NRC utilizes Help Desk Services in order to assist users with answering questions and resolving incidents associated with the IT equipment that they use. NRC has a continued need for Help Desk Services. To give an idea of overall demand for these services, the three graphs below and on the following pages provide further insight into the number of Incident and Service Request tickets the Help Desk received throughout the past three years. An incident ticket typically involves a break/fix situation that needs to be resolved. A service request typically involves providing new functionality to the user (ex. new account request, new distribution list request, loaner equipment request, new software, etc.). NRC notes that the summer increase in tickets may possibly be from the increased personnel move requests, which are usually scheduled for the summer timeframe. Also, NRC notes that VIP tickets generally have the same trends as non-VIP tickets.







When providing Help Desk services, the Contractor shall provide:

- Call Center Operations
- Onsite Deskside Services
- Application Services

NRC's requirements in each of these areas are described in greater detail below.

#### **C.3.3.1 Call Center Operations**

NRC currently utilizes Call Center Operations as a central part of its Help Desk Services to end users at both NRC Headquarters and NRC Regional Offices. The Contractor shall operate the Call Center according to the following time:

- 76:00 a.m. – 98:00 p.m. ET Monday through Friday, plus on call during the weekends starting May 6, 2019

In addition to the above mentioned time, in the past NRC has asked the Help Desk Contractor to augment its hours in a temporary "surge capacity" to provide Call Center Operations for extended hours to NRC staff responding to events with highly unpredictable timing and demand efforts (ex. the 2011 Fukushima, Japan Nuclear Power Plant Incident caused by a severe earthquake). In such situations, the BPA Call COR will work with the Contractor to execute an approach that answers the urgent need for "surge capacity". The Contractor shall not implement any approach to answer the need for surge capacity until authorization is received in writing from the BPA Call Contracting Officer (CO)

Users can currently reach NRC's Call Center by phone, e-mail, and through the NRC Service Catalog. When performing Call Center Operations, NRC believes that the CMMI and ISO 9001 qualification requirements of the GLINDA BPA are highly relevant to this area. Specifically, the Contractor shall perform Call Center Operations within the prescribed service level metrics described in Section C.3.5 using standardized approaches that will be proactively revised as



needed to be responsive to the end user inquiries that are received.

#### **C.3.3.1.1 Onsite Service Operations**

The Contractor shall provide Onsite Call Center Services at NRC Headquarters. The Contractor shall serve users of NRC IT equipment only. The Contractor shall follow the NRC's multi-tiered technical support system as described below:

- Tier 1: Call tickets submitted by phone, email, or online through the NRC Service Catalog. The Contractor shall treat requests received through the NRC Service Catalog as higher priority than requests received through e-mail. The SLRs in Section C.3.5 describe NRC's expectations in greater detail. NRC notes that the Contractor shall perform Tier 1 Mobility Support services. However, after initially opening the support ticket, the Contractor shall transfer Tier 2 and higher Mobility Support tickets to Mobility personnel for resolution. In addition, NRC notes that there is NOT currently an automated linkage between the ITSM and NRC's e-mail system. NRC also notes that there is not an automated linkage between the ITSM and ACD. Currently, there is no backup in place for the ACD.
- Tier 2: The Contractor shall escalate any Tier 1 tickets that cannot be resolved to Tier 2. The SLRs in Section C.3.5 describe NRC expectations in detail.
- Tier 3: The Contractor shall escalate any Tier 2 tickets that cannot be resolved to Tier 3. Tier 3 Support may involve, at the BPA Call COR's direction, coordinating with other NRC contractors if the issue is in their subject area (ex. network vendor for network incidents, desktop vendor for hardware warranty issues, etc.). From an end-user computing perspective, the Contractor shall provide Tier 3 support regarding the images it creates. The Contractor shall provide Tier 3 support in a way that fully utilizes existing resources in an efficient and effective manner.

From a functional support perspective, the Contractor shall provide the following help desk services using the NRC's enterprise IT service management system. The Government reserves the right to change the service management system as necessary to meet NRC's mission.

- The Contractor shall log each request into a central repository for the purpose of tracking status, trending, auditing, and reporting. The Contractor shall log the request in such a way that will allow the user to review the status of their request "on demand" from a NRC Network webpage. As of November 2017, the capability only partially exists because both Kinetic and Remedy are used, with Kinetic being the one users can see. The Contractor shall, via the BPA Call COR, collaborate with the Service Delivery Integration Team regarding the requirements associated with this capability. NRC will provide the infrastructure to enable the capability's usage.
- The Contractor shall respond to requests for technical assistance via phone or electronically, diagnose and resolve routine hardware and software issues, and research questions using available information resources.
- The Contractor shall provide incident and problem management for all issues reported to the help desk by creating, updating, and managing requests, in addition to identifying and escalating issues as appropriate.
- The Contractor shall document resolutions in accordance with applicable NRC Standard Operating Procedures (SOPs,) and manage first call resolutions within the specified SLAs described in Section C.3.5.
- The Contractor shall ensure proper closeout of tickets once resolution has been

confirmed in accordance with applicable NRC SOPs.

The Contractor shall use remote assistance (the current software tool is BOMGAR) to provide assistance to end users if the end user's desktop is connected to the NRC network. The Contractor shall establish a process to identify the remote assistance access need and obtaining approval for that need. The Contractor shall assign severity levels to the service request based on the urgency of the request as it relates to business impact. The severity level determines how quickly the help desk will respond to the end user if the request is not resolved on the first call. The severity levels, priorities, and their impacts are defined in the Severity Levels and Priority Codes Appendix.

The Contractor shall provide "on call" after hours call center services outside of NRC business hours. The "on call" service shall collect the information identified in the After Hour Call Center Service Procedure Appendix (located at the very end of this document).

Regarding account administration, the Contractor shall create, configure, modify, manage and/or delete roughly 5,500 user accounts. Contractor duties shall include:

- The Contractor shall validate user authorization for the account, account creation, as well as recovery and revocation, and reporting and auditing.
- The Contractor shall use the IT service management application to document requests for account creation, deletion, deactivation, and other general account management issues.
- The Contractor shall develop, and with written BPA Call COR approval, implement a process for administering electronic access accounts.
- The Contractor shall collect account information from sources such as application accounts and shall pass that information through the IT service management tickets for action by the appropriate party(ies).
- The Contractor shall reset token password and Personal Identification Numbers (PIN) as requested/required.

The Contractor shall perform the above account administration activities for the following systems (NOTE: The NRC may expand and/or update the list over the life of the BPA Call to accommodate new systems or system upgrades.):

- NRC Network – Active Directory and Email
- Secure Remote Access
- Hard Disk Encryption (accounts and passwords)
- Digital Credentials

The Contractor shall manage end user usernames and passwords for all systems under the Contractor's control using NRC provided tools (i.e. Avatier) for both on-site and off-site users. The Contractor shall comply with all NRC policies and follow all NRC procedures regarding user naming convention, password creation, resets and maintenance.

Regarding remote access support, the Contractor shall research, test and coordinate resolutions for secure remote access issues within the NRC. The Contractor, as requested in writing by the BPA Call COR, shall document and/or update the Secure Remote Access Service (SRAS) procedures, policies and Frequently Asked Questions (FAQs) for NRC users.

Regarding outage support, the Contractor shall provide the following reporting services for any **Severity 1** (see the Severity Levels and Priority Codes Appendix for definition) outage. Reporting services are required 24x7.



- Update the Call Center Status Line
- Alert the BPA Call COR and others that they may designate
- Prepare and send out NRC-wide alert messages using NRC-approved alert message templates
- Send out periodic alert updates throughout the outage period. Frequency of updates will be pre-determined by the NRC
- Send out “resolved” message when the service is restored

When performing Call Center Services, the Contractor shall use the NRC Automated Call Distribution (ACD) system when operating the Computer and Telephone services of the help desk in support of the total call volume. The Contractor is not expected to maintain the ACD system or fix it when it down. The Contractor is responsible for the following ACD related services:

- Telephony account management
- Maintain workgroups and workgroup members by adding, modifying, and deleting profiles
- Maintain detailed ACD call-flow (example: Visio) diagrams including workgroups, phone numbers, names, voice recordings and call flow paths
- Create and maintain professional quality voice recording of Interactive Voice Response as a supplement to the CSC’s pre-recorded voice recording

As noted above in a few different places, NRC may change various systems (adding systems, retiring systems, replacing systems, etc.). As these changes are made, it is expected that the Contractor shall be able to work with NRC to accommodate and facilitate such changes. Such facilitation may include (but is not limited to) staying current on the system changes, creating new SOPs, and revising existing SOPs to ensure that quality customer support is provided at desired NRC service levels.

#### *C.3.3.1.1.1 Offsite Computer Services*

Regarding offsite computers (“offsite” meaning outside of NRC Headquarters and Regional Offices), the Contractor shall provide incident resolution and troubleshooting assistance for NRC-owned off-site computers. These services shall be provided through remote access, or when the end user transports the equipment to the Contractor located at a government facility (i.e., Depot Service). The end user will be responsible for transporting the systems and devices to the NRC location. The NRC will pay for all shipping and receiving charges (if any) associated with the users shipping their remotely located systems and devices to and from the Contractor, with prior written approval from the BPA Call COR (who may need to obtain other approvals as necessary). In a limited set of circumstances, NRC may require in-person assistance for computers located offsite. Once approval is provided by the BPA Call COR, the Contractor shall deploy personnel from the closest NRC Regional Office (or HQ) to provide in-person assistance to computers located offsite.

The Contractor shall track and complete all repairs or replacements in the same manner as used for on-site (“on-site” meaning NRC Headquarters and Regional Offices). As background to the number of offsite computers being supported, Resident Inspectors and other personnel are located in offices throughout the United States and the average staffing at each office is 2-4 personnel. Section F.3 contains additional information regarding these office locations.

#### **C.3.3.2 Onsite Deskside Services**

In addition to Call Center Services, the Contractor shall provide onsite Deskside Services to

users who require it. The Contractor shall provide onsite Deskside Services to the NRC Headquarters as well as all of the NRC Regional Offices described in the "Place of Performance" section. For the Regional Offices (which have an average of 300 staff each), a minimum of two Help Desk Services Personnel are needed at each location. The Contractor is welcome to propose more than two people if it believes such staffing levels is appropriate to meet each offices' services demand. Additional requirements for this service offering are described further below.

#### **C.3.3.2.1 Hours of Operations**

The Contractor shall provide Onsite Deskside Services during the following standard operating hours:

- 6:00 a.m. – 6:00 p.m. local time Monday through Friday, plus on call during the weekends

In addition to the above mentioned time, in the past NRC has asked the Help Desk Contractor to augment its hours in a temporary "surge capacity" to provide advisory and technical expertise to NRC staff responding to events with highly unpredictable timing and demand efforts (ex. the 2011 Fukushima, Japan Nuclear Power Plant Incident caused by a severe earthquake). In such situations, the Contractor shall work with the BPA Call COR to execute an approach that answers the urgent need for "surge capacity". The Contractor shall not implement any approach to answer the need for surge capacity until authorization is received in writing from the BPA Call Contracting Officer (CO)

The Contractor shall provide On-call services outside of standard operating hours, which includes, but is not limited to, weekends, Federal Holidays, as well as during times when the Government's local status is indicated as "Closed" by the Office of Personnel Management or the Federal Government body that makes such decisions in the location that the Regional Office is in. Generally, on-call services shall be limited to incidents categorized as **Severity 1** incidents. If the incident cannot be categorized as Severity 1, then it can wait until regular service hours.

#### **C.3.3.2.2 Deskside Services**

The Contractor shall install, connect, configure, upgrade, troubleshoot, diagnose, repair, and replace endpoint computing hardware and software. The NRC will provide all replacement parts and units. Endpoint hardware includes, but is not limited to, desktops, laptops, Apple desktops and laptops (roughly over a dozen), thin clients, and peripherals. Other hardware components may include memory, hard drives, removable storage media, DVD-ROMs, network interface cards, PIV readers, monitors, keyboards, docking stations, etc. (**NOTE:** Regarding VTC systems, End-User Computing is responsible for the desktop and/or laptop connected to the VTC, however the VTC equipment is NOT in End-User Computing's scope). Endpoint software includes operating systems, application software, utility software, and NRC procured and/or developed standard system software (please see the Application Services section for more software assistance requirements). The Contractor may use remote assistance to help end users if the end user's desktop is connected to the NRC network.

- As directed by the BPA Call COR, the Contractor shall configure and install new computer systems to meet NRC's computer refresh requirement, to meet NRC's resource requirement, as well as when directed by the BPA Call COR. A new system for the purpose of this BPA Call is defined as a desktop/laptop/thin client system, docking station (when applicable), monitor(s), keyboard, mouse, and associated NRC approved software. Additional refresh-related equipment may include a limited number of personal printers to satisfy legally mandated reasonable accommodations.

- The Contractor shall respond to and manage service tickets to troubleshoot and repair endpoint hardware and software components. This includes all activities necessary to make the system fully operational and properly configured. Personal printer assistance is also included with desktide services but it should be noted that due to NRC policies, the number of personal printers is believed to be around 500 devices.
- For NRC laptop configurations only, the Contractor shall decrypt (if needed), transfer, upgrade and/or reinstall the operating system, applications, data, settings, and any other information from the original hard drive to the new hard drive. The Contractor shall then ensure the proper operation of transferred software and encrypt the new drive in the case of hard drive upgrades, repair replacements, or reimages.
- The Contractor shall ensure that files created or placed onto a machine by the user is retained on a reimaged machine, or if the machine has its hard drive replaced. The Contractor shall ensure this data retention occurs regardless of how long it has been since the user has logged into their account.
- The Contractor shall install and configure NRC approved software products and upgrades. The software will be provided by the NRC. Software is defined to include all application software, utilities, device drivers, and operating systems. Approved NRC software, utilities, device drivers, and operating systems are found in NRC's Technical Reference Model (TRM). Only items listed in the TRM may be installed as proscribed in the production environment. Only items whereby proof of a valid and current license is made available can be installed.
- The Contractor shall provide direct end-user assistance on the proper use and operation of desktop/laptop/thin client system hardware, mobile devices, software, peripherals, and network resources.
- The Contractor shall relocate computers and peripheral equipment as required to service an end user request.
- The Contractor shall develop and deliver a project plan to the BPA Call COR for their review and written indication of approval if there is a requirement for large scale relocation/movement of equipment. In Fall 2017, two floors in the Two White Flint North building at NRC Headquarters are being renovated. In addition, it is forecasted that additional renovations may take place in One White Flint North at NRC Headquarters. During these renovations, users on these floors are moved out, and then moved back in after the renovations. NRC reserves the right to perform additional renovations both at NRC Headquarters and its other locations during the Period of Performance.
- The Contractor shall ensure the end user has "on demand" access to the current disposition and expected turnaround time of the ticket.
- The Contractor shall ensure proper closeout of tickets once resolution has been confirmed. The Contractor shall follow appropriate NRC SOPs.

#### **C.3.3.2.3 Depot Service and Remote User Services**

The Contractor shall provide incident resolution, and troubleshooting assistance for Government owned, off-site computers. Generally, end-users in field offices are considered to be off-site end users. These services will normally be provided through remote access, or when the end user transports the equipment to the Contractor located at a government facility (i.e., Depot Service). The end user will be responsible for transporting the systems and devices to the NRC location. The NRC will pay for all shipping and receiving charges (if any) associated with the users shipping their remotely located systems and devices to and from the Contractor, with prior government approval.

In addition to Government owned, off-site computers, the Contractor shall provide Citrix Remote Desktop Technical Assistance and Virtual Private Network (VPN) Technical Assistance.

In a limited set of circumstances, NRC may require in-person assistance for computers located offsite. Once approval is provided by the BPA Call COR, the Contractor shall deploy personnel from the closest NRC Regional Office (or HQ) to provide in-person assistance to computers located offsite.

#### **C.3.3.2.4 Virus / Malware / Data Spill Response**

The Contractor shall simultaneously notify the BPA Call COR, the NRC Security Operations Center (SOC), and the Regional Information Systems Security Officer (ISSO) if the incident takes place outside of NRC Headquarters, in accordance with NRC Security procedures and Service Level Agreements of all virus, malware, and data spill incidents immediately upon identifying the incident's occurrence. NRC notes that antivirus and malware software solution selection are determined outside of the scope of this call order.

- Under BPA Call COR direction, the Contractor shall diagnose and confirm the existence of software viruses/malware and/or data spill. The Contractor shall apply desktop troubleshooting methods to identify the incident's source of entry / cause where feasible.
- Under BPA Call COR direction, the Contractor shall determine the extent of the spread of the virus and/or data spill to other systems and work with the SOC to eradicate the incident on all affected systems and removable media.
- Under BPA Call COR direction, the Contractor shall restore the compromised system(s) back to the original operational state.

#### **C.3.3.2.5 Regional Office System and Network Administration**

NRC administers the majority of its system and network infrastructure from NRC Headquarters. However, there is a small percentage of server and network infrastructure that is currently in place at the Regional Offices. This small percentage is forecasted to get smaller over time as data center consolidation and increased usage of cloud computing services is implemented by NRC. Due to the shrinking infrastructure footprint at these locations, NRC envisions Regional Office Deskside Services to be a "one-stop shop" for IT service needs, particularly where somebody needs to be physically present to provide technical assistance to the infrastructure in question.

As a result, the Contractor shall, in coordination with the BPA Call COR and their designees provide system and network administration technical assistance to Regional Offices only. At NRC HQ, these services will be provided by separate contract(s). Upon the start of transition of the EUCS BPA Call from the ITISS contract, the Contractor shall establish communication process(es) to allow for standardized communication between EUCS personnel at the HQ and the Regional Offices. These communications should ensure consistent and quality service delivery of EUCS services.

##### **C.3.3.2.5.1 Additional Regional and TTC Support**

When directed by the BPA Call COR, Lead Alternate COR, and/or Regional Alternate COR, the Contractor shall provide support in the Regional offices and TTC outside of the standard operating hours for Onsite Deskside Services. The additional support shall include, but is not limited to the following:

- Power outage in the computer room.
- Moving IT systems during facilities work, such as replacing carpets or painting.
- System patching or application upgrades that must be done outside of standard operating hours because the systems must be shut down.

- Emergency Regional site visits due to IT asset issue(s).
- Planned or unplanned system outages.
- Incident response which require extended hours of support.
- COOP emergencies/exercises (e.g. Eagle Horizon)

#### **C.3.3.2.6 Printer and Multi-Functional Device Services**

The NRC has a separate contract for printer and multi-functional copier assistance when expert technical assistance is needed (e.g., other than paper jams, cartridge replacements, etc.). The Contractor shall take calls and triage issues related to any network attached IT peripherals, e.g. printers, scanners, etc. For all reported incidents, the Contractor shall record the incident, triage, and resolve any issues related to workstation configurations/settings. For incidents where networking issues appear to either be the source of, or contribute to, the incident in question, as with other pieces of network-connected hardware components the Contractor shall inform the BPA Call COR and collaborate with the GLINDA SNCC BPA Call Contractor to resolve the incident. For incidents related to physical printer issues, e.g. hardware failure or toner problem, the Contractor shall forward tickets to the NRC's managed print vendor and work with them as needed to resolve the incident.

#### **C.3.3.2.7 Warranty Parts and Repairs**

The Contractor shall determine if the servicing equipment is under warranty by establishing and then following a NRC approved SOP. The Contractor shall coordinate all warranty parts and services under Original Equipment Manufacturer (OEM) to NRC. This performance may include coordinating with the BPA Call COR and a third party OEM approved vendor to execute the specific warranty work.

#### **C.3.3.2.8 Non-Warranty Spare Parts and Repairs**

The NRC will provide an inventory of spare parts to the Contractor. While spare parts are generally not tracked in the asset management system, the BPA Call COR reserves the right to request that certain spare parts be tracked in the asset management system. The Contractor shall utilize the currently established SOP around the management and usage of non-warranty spare parts that is approved by the BPA Call COR before being put into use. Once the SOP is put into use, the Contractor shall abide by the SOP and ensure any revisions are first approved by the BPA Call COR before operational adjustments are made.

- The Contractor shall maintain the inventory list and notify the BPA Call COR when inventory needs replenishing. In addition, the Contractor shall provide parts inventory level recommendations to the BPA Call COR. However, the Contractor may NOT procure repair parts for usage under this BPA Call. NRC will provide the repair parts.
- The BPA Call COR, the SDIT, their designees and the Contractor will support conducting a joint inventory as requested by the BPA Call COR.
- The Contractor shall provide tools and instruments necessary to maintain the systems and equipment.
- The Contractor shall perform an initial triage on the non-warranty piece of hardware and identify if it will require a minor repair or major repair. If the non-warranty piece of hardware requires just a minor repair, the Contractor shall perform the repair using a "best effort" approach. If the hardware requires a major repair, it will most likely be replaced instead of performing the repair.

- The Contractor shall document in the inventory list as well as in the IT service management system if a spare part(s) is being used to resolve a specific Help Desk ticket.
- The Contractor is responsible for managing the spare parts in accordance with established operating procedures. Established operating procedures includes auditing actual on-hand inventory with what is listed in the inventory list on a recurring basis to ensure there is no variance between the two pieces of data.
- The Contractor shall coordinate procurement of additional non-warranty spare parts with the BPA Call COR. Since this BPA Call is a services call order, NRC will take the lead on procuring non-warranty spare parts that may be needed.



**C.3.3.2.9 Removal of Data from Equipment**

The Contractor shall remove all data from hard drives and other storage media before it is shipped to a vendor for warranty and/or other servicing purposes. The Contractor shall establish an SOP and then, once approved in writing by the BPA Call COR, consistently execute the SOP while completing this action.

**C.3.3.2.10 Data Recovery**

The Contractor shall provide hard-drive data recovery services to NRC using an approach that is aligned with industry best practices and NRC policies, processes, and procedures.

**C.3.3.3 Application Services**

With the exception of Section C.3.3.3.3, complying with the requirements in Section C.3.3.3 would be split between Tier 1 and Tier 2 Support (CLINs 0003 – 0009), depending on whether one or both tiers address the ticket in question. Complying with the requirements in Section C.3.3.3.3 is covered by CLIN 00010.

**C.3.3.3.1 NRC Application Services**

Like other federal agencies, NRC has a suite of custom applications (ex. ADAMS) that are utilized by users on a daily basis. These custom applications are generally served by Operations and Maintenance (O&M) contracts and/or dedicated NRC Staff. For NRC Application Services under this BPA Call, the Contractor shall receive first contact by the end user. Once the Call Center identifies the incident or request as needing assistance from the NRC Application Services group, the Contractor shall create the ticket in the IT service management system and route it to the NRC Application POC for further action (POCs will be provided by the BPA Call COR).

Under this workflow, the Contractor will be held responsible for timely ticket creation, accurately documenting the end user's inquiry in the ticket based on the end user's own description of the inquiry, and accurate ticket routing in the IT service management system. The NRC Application Support group will be responsible for successfully resolving / completing the incident / service request ticket.

In the future, it is possible that for certain applications, the Call Center may be granted access to provide limited technical assistance, such as but not limited to, basic account management activities (ex. username / password resets). Such requirements would be included in this BPA Call by bilateral modification to the BPA Call and will be negotiated with the Contractor, Contracting Officer, and BPA Call COR.

**C.3.3.3.2 Third Party Application Services**

The Contractor shall provide telephone assistance, remote assistance by connecting to user's computer, personal assistance by visiting the user's computer by a technician or a combination, depending on the situation for NRC-approved Commercial Off The Shelf (COTS) applications such as the following (NOTE: The NRC reserves the right to revise this list, including the expansion of it, in the future):

- Microsoft Office 365
  - Word
  - Excel
  - PowerPoint
  - OneNote
  - Outlook
  - Access

- Visio
- Project
- Microsoft Publisher
- Microsoft InfoPath
- Skype for Business
- Adobe Acrobat
- Internet Explorer
- Google Chrome
- SecureZIP

Regarding the specifically above mentioned software, the Contractor shall provide technical assistance focused on installation, re-installation, uninstallation, or high level configuration (ex. installing the ADAMS Add-On for Outlook, ensuring PDF files opened in Internet Explorer automatically open in Adobe Acrobat, etc.). For the above mentioned software, NRC owns the licenses and copies of the software. Also, as previously noted, NRC is operating some programs in a “hybrid” cloud environment, meaning that some users will be accessing a program through a cloud service offering, whereas other users may be accessing the same program through a NRC data center based configuration.

#### **C.3.3.3.3 OPTIONAL TASK: Advanced COTS Application Services**

In addition to more standard types of application services (such as installation, removal, etc.), the Contractor shall provide the NRC with access to an on-demand, third party service to provide detailed, advanced application assistance to users upon request through the phone, email, or a combination of both depending on the specific assistance request in question. The scope of this assistance shall initially be limited to NRC core applications listed in the prior section. In the context of this PWS, advanced application services means helping the user with utilizing detailed functionality of the application. A few examples of this detailed, advanced assistance include, but is not limited to:

- Choosing and accurately implementing Excel formulas
- Creating and editing an Excel PivotTable
- Creating and moving messages to a Microsoft Outlook archive file
- Creating, editing, and/or removing a macro in Microsoft Office
- Performing Optical Character Recognition (OCR) on a PDF file with Adobe Acrobat

Regarding demand for Advanced COTS Application Services, this would be a new service being provided to NRC, so demand metrics from prior years are unable to be provided in this topic area.

#### **C.3.4 Security Compliance**

In the performance of its services under this BPA Call, the Contractor shall address and comply with a range of security requirements across all Service Areas. These security requirements are critical to the success of the NRC. Compliance with these requirements is expected to be achieved within the respective Task Areas that they apply to.

Additionally, to help ensure these requirements are addressed and appropriately integrated into the Task Areas of this BPA Call, the Contractor shall:

- Designate a specific Task Area Lead to oversee implementation and maintenance of the security requirements identified in this section
- Develop and utilize specific procedures that ensure the requirements are met when performing their services



**C.3.4.1 Reserved****C.3.4.2 Technical Security Compliance Requirements****C.3.4.2.1 *Protection Non-Public Information Contractor Agreement***

The Contractor shall:

1. Ensure strict confidentiality of all Classified Information, Safeguards Information (SGI), Sensitive Unclassified Non-Safeguards Information (SUNSI), and Controlled Unclassified Information (CUI) information/data that is provided by the Government during the performance of the BPA Call.
2. Be responsible for coordinating with the BPA Call COR and their designees to ensure all applicable Federal privacy requirements are being met in accordance with NRC procedures.
3. Be responsible for coordinating with the BPA Call COR and their designees to ensure applicable federal security requirements are being met in accordance with Federal and NRC policies.

**C.3.4.2.2 *Position Sensitivity Description***

The Contractor shall:

1. Identify its personnel, subcontractors and consultants requiring NRC access approval and propose the level of Information Technology (IT) approval for each, using the NRC guidance in clause 4, SECURITY REQUIREMENTS FOR INFORMATION TECHNOLOGY LEVEL I OR LEVEL II ACCESS APPROVAL (Attachment 6)
2. Ensure that its personnel, subcontractors and consultants who are assigned to perform the work herein for contract performance for periods of more than 30 calendar days at NRC facilities, are approved by the NRC for unescorted NRC building access using the guidance in clause 3, SECURITY REQUIREMENTS FOR BUILDING ACCESS APPROVAL (Attachment 5)

**C.3.4.2.3 *Information Security Awareness and Role-Based Training***

The Contractor shall:

1. Ensure that its personnel, subcontractors and consultants complete NRC-provided mandatory security and privacy training prior to gaining access to NRC information systems and provide their completion certificate number to the BPA Call COR and Contractor. The training requirements are mandatory. Non-compliance may result in revocation of system access.
2. Ensure that its personnel, subcontractors and consultants complete annual security and privacy refresher training. NRC will provide notification and instructions on completing this training.
3. Maintain a listing by name and title of each contractor personnel, subcontractor and consultant working under this BPA Call that has completed the mandatory training. The list shall be provided to the BPA Call COR upon request.
4. Ensure that its personnel, subcontractors and consultants complete specialized IT security training based on the role-based requirements. The Contractor is required to report training completed to ensure competencies that address this training.
5. Ensure that training hours for its personnel, subcontractors and consultants to satisfy any training requirements are reported to the BPA Call COR in writing upon their completion of training.

**C.3.4.2.4 Rules of Behavior**

The Contractor shall ensure that:

1. Its personnel, subcontractors and consultants comply with the NRC Rules of Behavior (RoB).
2. All of its personnel, subcontractors and consultants, as users of NRC IT resources, read these rules and sign the accompanying acknowledgement form before accessing NRC data/information, systems and/or networks.
3. The acknowledgement is signed annually by its personnel, subcontractors and consultants to reaffirm knowledge of, and agreement to adhere to the NRC RoB. These affirmations shall be provided to the BPA Call COR upon request.
4. Ensure that its personnel, subcontractors and consultants with access to specific NRC systems sign additional Rules of Behavior specific to those systems.

Additionally, the OCIO will verify non-government furnished equipment to ensure that it meets the required standards as defined in the Rules of Behavior policy.

**C.3.4.2.5 Information Security and Privacy**

The Contractor shall:

1. Designate a specific person to be responsible for information security for Contractor personnel, subcontractors and consultants and have a segregated group with roles and responsibilities that will ensure compliance and oversight of IT security.
2. Ensure its subcontractors, consultants and data transfer stakeholders (either internal or external to the Contractor firm) provide the same security and privacy protection where applicable. This requirement is important because in an age where business practices demand fast and easy transmission of information across borders – and the cloud – those very activities can easily run afoul of the laws, regulations, and restrictions governing data transfers, whether relating to consumer, customer, employee, vendor, or other data.
3. As new Federal security requirements or updates to existing requirements are made, apply those that are pertinent to the systems and processes they use in support of the NRC.
4. Properly protect and handle information in accordance with the type of the information
5. Only use NRC approved methods to send and receive information considered sensitive or classified.

Additionally, written approval is required from the BPA Call COR (who may need to obtain approvals before they provide their approval) prior to the use or storage of NRC Sensitive Information or sharing of NRC Sensitive Information by the Contractor with any subcontractor, person, or entity other than NRC. Requests for approval should be submitted to the BPA Call COR.

**C.3.4.2.6 Controlling System Access**

The Contractor shall:

1. Track/control/prevent/correct secure access to critical assets (e.g., information, resources, systems, etc.) according to NRC's policy and the formal determination of which persons, computers, and applications have a need and right to access critical assets based on an approved classification.

2. Use PIV credentials in accordance with NIST FIPS 201, Personal Identity Verification (PIV) of all Federal employees and Contractors to provide user-based access to information systems.
3. Ensure that all contractor personnel, subcontractors and consultants accessing systems processing NRC's information have user-based PIV card access
4. Ensure the most restrictive set of rights/privileges or accesses needed by users (or processes acting on behalf of users) for the performance of specified tasks shall be enforced by the system through assigned access authorizations.
5. Ensure separation of duties for Contractor systems used to process NRC information is enforced by the system through assigned access authorizations.

#### **C.3.4.2.7 Security Incident Response**

Consistent with Federal Government Reporting requirements, all incidents must be reported to the United States Computer Emergency Readiness Team (US-CERT). To comply, the Contractor shall:

1. Report any information security incident to the BPA Call COR and their designees within one (1) hour of discovery. NRC will report information security incident that also becomes a privacy incident when the incident involves the suspected or actual loss of PII, to the United States Computer Emergency Readiness Team (US-CERT) within 1 hour of discovery.
2. Ensure any incident the US-CERT and/or NRC designates as a major incident shall be reported to the NRC BPA Call COR, who will then ensure it is reported to Congress within seven (7) days of discovery.
3. Handle incidents per federal, department and NRC regulations. The Contractor shall complete incident reports to the BPA Call COR according to applicable regulations.
4. Investigate, manage and report incidents internal to the contractor security boundaries.
5. Facilitate and manage the processing of all security incidents for the NRC enterprise.
6. Collaborate with other contractors, if necessary, for incidents that cross BPA Call boundaries.
7. Notify the BPA Call COR in writing within 24 hours of the discovery or disclosure of successful exploits of the vulnerability, which can compromise the security of the Systems (including the confidentiality or integrity of its data and operations, or the availability of the system).

#### **C.3.4.2.8 Security Standards**

Where applicable, the Contractor shall:

1. Develop and apply appropriate security controls to meet NRC information security requirements, as defined in Attachment 4 - NRC Security Standards. The public available NRC standards can be accessed utilizing the accession numbers at, <http://www.nrc.gov/reading-rm/adams.html>. Non-publicly available standards will be provided upon request.
2. Coordinate with the BPA Call COR to assess and establish/update each of the above listed criteria within 30 days of contract award or when a Significant Change has been made to its system, as defined by the NRC CIO.
3. Coordinate with the BPA Call COR to assess alternative ways to improve NRC information security requirements as defined in NRC Security Standards.

4. Coordinate with the BPA Call COR to develop and establish/update strategy for reducing legacy systems or applications risk to an acceptable levels, as defined and approved by the NRC CIO.

#### **C.3.4.2.9 System Security Requirements**

All information systems that input, store, process, and/or output Government information must be provided an Authority to Operate (ATO) signed by the CIO, or Designated Approving Authority. Where applicable, the Contractor shall:

1. Comply with NRC policies, procedures, and guidance for security Assessment and Authorization (A&A) activities.
2. Provide access, when requested by the BPA Call COR, in order to verify compliance with the requirements for an Information Technology security program. For systems not located on NRC premises, the Government reserves the right to conduct on-site inspections. The Contractor shall make appropriate personnel available for interviews and provide all necessary documentation during this review.
3. Take an active role in the support of the Assessment and Authorization lifecycle for all systems the Contractor supports. This includes attendance at all appropriate meetings with the BPA Call COR (e.g., kickoff, findings), development of corrective action plans, remediation of findings, as well as providing reports to the BPA Call COR.
4. Support the NRC continuous monitoring methodology based on NIST SP 800-137, Information Security Continuous Monitoring (ISCM) for Federal Information Systems and Organizations. Contractor shall continuously acquire, assess, and take action on new information in order to identify vulnerabilities, remediate, and minimize the window of opportunity for attackers. All Contractor systems shall participate in Information Security Continuous Monitoring (ISCM) and Reporting as defined in the NRC IT Policy.

Additionally, if the Contractor is developing an NRC information system, system component, or information system service, the Contractor shall also:

1. Follow a documented development process that: (i) explicitly addresses security requirements; (ii) identifies the standards and tools used in the development process.
2. Produce design specification and security architecture that is consistent with and supportive of NRC security architecture and accurately and completely describes the required security functionality, and the allocation of security controls among physical and logical components.

#### **C.3.4.2.10 Interconnection Security Agreements**

Any Interconnection Security Agreements (ISA) between NRC and non-NRC information systems shall be established only through controlled interfaces and via approved service providers. The controlled interfaces shall be accredited at the highest security level of information on the network. Connections with other Federal agencies shall be documented based on interagency agreements; memoranda of understanding, service level agreements or interconnect service agreements.

#### **C.3.4.2.11 System Authorization and Assessment**

Where applicable, the Contractor shall:

1. Comply with Authority To Operate (ATO) requirements as mandated by Federal laws and policies, including making available any documentation, physical access, and logical access needed to support this requirement

2. Coordinate with the BPA Call COR to create, maintain, and update all applicable ATO documentation as defined by NRC Information Security procedures.
3. Allow NRC employees (or NRC CISO-designated third-party contractors) to conduct Security Assessment activities to include control reviews in accordance with NIST SP 800-53/NIST SP 800-53A and NRC procedures and standards.
4. Mitigate all applicable security risks found during the ATO process and continuous monitoring activities.

Prior to authorizing a system or application using public cloud services, the NRC will work with the Contractor to implement customer and shared responsibility controls and conduct a thorough review of the security assessment package to determine that it is complete, consistent, and compliant with FedRAMP requirements. To support this, the Contractor shall:

1. Give the BPA Call COR and their designees' access to the Contractor's "facilities, installations, operations, documentation, databases, IT systems, devices, and personnel used in performance of the contract, regardless of location."
2. Submit A&A packages to the BPA Call COR at least 90 days before the ATO expiration date for security review and verification of security controls.

The 90 day security review process is independent of the system production date and therefore it is important to build the security review into project schedules. Security reviews may include onsite visits that involve physical or logical inspection of the Contractor environment to ensure controls are in place. ATO extensions will only be granted in extenuating circumstances.

#### **C.3.4.2.12 Security Controls Compliance Assessment**

Where applicable, the Contractor shall:

- 1) Not publish or disclose in any manner, without the CO's written consent, the details of any safeguards either designed or developed by the Contractor under this contract or otherwise provided by the Government.
- 2) Afford the Government access to the Contractor's facilities, installations, technical capabilities, operations, documentation, records, and databases within 72 hours of notification. The program of inspection shall include, but is not limited to authenticated and unauthenticated:
  - a) Operating system/network vulnerability scans,
  - b) Web application vulnerability scans,
  - c) Database application vulnerability scans

Automated scans can be performed by Government personnel, or personnel acting on behalf of the Government, using Government operated equipment, and Government specified tools.

#### **C.3.4.2.13 Common Security Configurations**

Where applicable, the Contractor shall:

- 1) Apply approved security configurations standard to all IT system components that is used to process information on behalf of NRC.
- 2) Configure its computing systems that contain NRC data, and using NRC approved or established configuration settings. NRC order of precedence for the applicability of configuration standards is as follows:
  - a) NRC Standards.

- b) Defense Information Systems Agency (DISA) finalized standards, checklists, and guidance.
  - c) Center for Internet Security (CIS) finalized Benchmarks.
  - d) Vendor provided guidance.
  - e) Industry Best Practice.
- 3) Ensure consistent quality is built into security compliance and deviation process for managing (track, report on, correct) the security configuration of laptops, servers, workstations and network infrastructure devices.
  - 4) Work with the BPA Call COR and their designees to acquire, interface or integrate NRC and the DHS Continuous Diagnostics and Mitigation (CDM) security vulnerability monitoring and assessment tools within their system boundary to provide agency-wide view of its security risk posture.
  - 5) Ensure IT applications operated on behalf of NRC are fully functional and operate correctly on systems configured in accordance with the above configuration requirements.
  - 6) Use Security Content Automation Protocol (SCAP)-validated tools to ensure its products operate correctly with baseline configurations and do not alter applied settings.
  - 7) Test applicable product versions with all relevant and current updates and patches installed.
  - 8) Ensure currently supported versions of IT products meet the latest baseline major version, and subsequent major versions.
  - 9) Ensure IT applications designed for end users run in the standard user context without requiring elevated administrative privileges.
  - 10) Ensure hardware and software installation, operation, maintenance, update, and patching will not alter the configuration settings or requirements specified above.
  - 11) Ensure servers, desktops, and laptops operated on behalf of NRC (1) include Federal Information Processing Standard (FIPS) 201-compliant (see <http://csrc.nist.gov/publications/PubsFIPS.html>), Homeland Security Presidential Directive 12 (HSPD-12) card readers; and (2) comply with FAR Subpart 4.13, Personal Identity Verification (PIV).
  - 12) Ensure Microsoft "Windows"-based software uses the Windows Installer Service for installation to the default appropriate OS "Program Files" directory, and is able to silently install and uninstall, under central administrator control.
  - 13) Ensure all subcontractors (at all tiers) performing work under this BPA Call comply with the requirements contained in this clause.
  - 14) Ensure most restrictive set of rights/privileges or accesses needed by users (or processes acting on behalf of users) for the performance of specified tasks is enforced by the system through assigned access authorizations.
  - 15) Ensure separation of duties for contractor systems used to process NRC information are strictly enforced through assigned access authorizations.
  - 16) Establish, implement, and actively manage (track, report on, correct) the security configuration of laptops, servers, workstations and network infrastructure devices using a rigorous configuration management and change control process in order to prevent attackers from exploiting vulnerable services and settings



- 17) Ensure all IT components and applications are in compliance with approved configuration standards or have an approved deviation from standards
- 18) Ensure that systems components and applications are fully functional and operate correctly as intended on systems with the security configuration checklists, guidelines or standards approved by the NRC.
- 19) Only allow fully vendor supported hardware and applications with approved security configurations

Information systems provided to the NRC by contractors that process CUI shall meet the requirements of NIST SP 800-171, Protecting Controlled Unclassified Information in Nonfederal Information Systems and Organizations, <http://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-171.pdf>. Contractor shall work with the NRC to identify security requirements for detailed description of the system's security architecture, controls, and/or the provision of supporting test data.

#### **C.3.4.2.14 Security for Encryption**

Device encryption shall occur before the use of a laptop computer/mobile device. Where applicable, the Contractor shall:

- 1) Use encryption that complies with FIPS 140-2, Security Requirements for Cryptographic Module, (as amended) to protect all instances of NRC sensitive information during storage and transmission.
- 2) Verify that the selected encryption product has been validated under the Cryptographic Module Validation Program (see <http://csrc.nist.gov/cryptval/>) to confirm compliance with FIPS 140-2. The Contractor shall provide a written copy of the validation documentation to the BPA Call COR.
- 3) Use the Key Management Key (see Chapter 4 of FIPS 201) on the NRC Personal Identity Verification (PIV) card; or alternatively, the Contractor shall establish and use a key recovery mechanism to ensure the ability for authorized personnel to decrypt and recover all encrypted information. The Contractor shall notify the BPA Call COR of personnel authorized to decrypt and recover all encrypted information.
- 4) Securely generate and manage encryption keys to prevent unauthorized decryption of information in accordance with FIPS 140-2.
- 5) Ensure the encryption standard referenced in Section C.3.1.4.3 is applied to all laptop computers, desktop computers, and other mobile devices and portable media that store or process sensitive NRC information.

#### **C.3.4.2.15 Patching**

Where applicable, the Contractor shall:

- 1) Consistent with Department of Homeland Security (DHS) Binding Operational Directive 15-01, Critical Vulnerability Mitigation Requirements for Federal Civilian Executive Branch Departments' and Agencies' Internet-Accessible Systems, patch all critical and high vulnerabilities immediately or, at a minimum, within 30 days of patch release. NRC currently utilizes regular maintenance windows. In addition, NRC patches are subject to NRC's change and configuration management processes. For critical and high vulnerability patching, the BPA Call COR reserves the right to request an "out of cycle" patch release.
- 2) Apply patches to all systems, even systems that are properly air gapped or are physically isolated from unsecured networks.

- 3) Develop and apply appropriate automated patching solution to meet NRC information security requirements where practical, as defined and approved by the NRC Chief Information Officer (CIO).

#### **C.3.4.2.16      *Tracking and Correcting Security Deficiencies***

Where applicable, the Contractor shall:

- 1) Track and correct any applicable information security deficiencies, conditions, weaknesses, findings, and gaps identified by audits, reviews, security control assessments, and tests, including those identified in:
  - a) Chief Financial Officer (CFO) audits
  - b) FISMA audits
  - c) NRC evaluations and tests
  - d) Inspector General (IG) audits and reviews
  - e) A-123 audits
  - f) NRC Security Operations Center (SOC) continuous monitoring activities such as, but not limited to, vulnerability and compliance scanning of all the NRC information systems
  - g) Other applicable reviews and audits
- 2) Mitigate critical, high-risk, and moderate-risk deficiencies within 30 days; low risk deficiencies within 120 days from the date deficiencies are formally identified.

#### **C.3.4.2.17      *Security Tools Implementation***

Where applicable, the Contractor shall coordinate with the BPA Call COR and their designees to understand their specified requirements in administering, managing, configuring, maintaining, acquiring, interfacing, integrating and/or tuning NRC's defined security tools devices and application systems, servers and sensors for systems/applications they host or maintain.

#### **C.3.4.2.18      *Return of NRC and NRC-Activity-Related Information***

The Contractor shall coordinate with BPA Call COR to ensure return of all original (and at least one duplicate copy of those information types specified by NRC) of all NRC-provided and NRC-Activity-Related Information (including but not limited to all records, files, and metadata in electronic or hardcopy format), including but not limited to any of the following:

- 1) Provided by NRC or obtained by the Contractor while conducting activities in accordance with the contract
- 2) Distributed for any purpose by the Contractor to any other related organization and/or any other component or separate business entity
- 3) Received from the Contractor by any other related organization and/or any other component or separate business entity.

#### **C.3.4.2.19      *Verified Secure Destruction of NRC and NRC-Activity-Related Information***

The Contractor shall coordinate with the BPA Call COR to execute secure destruction of all active and archived originals and/or copies of all NRC and NRC-activity-related files and information, (including but not limited to all records, files, and metadata in electronic or hardcopy format), by procedures approved by the BPA Call COR in advance. NRC and NRC-activity-related files includes but is not limited to:

- 1) Provided by NRC or obtained by the Contractor while conducting activities in accordance with the contract



- 2) Distributed for any purpose by the Contractor to any other related organization and/or any other component or separate business entity
- 3) Received from the Contractor by any other related organization and/or any other component or separate business entity.

**C.3.4.2.20      *Return of NRC-Owned or Leased Computing Equipment***

In accordance with NRC policies and federal government regulation, the Contractor shall coordinate with the BPA Call COR to return all NRC-owned or leased computing and information storage equipment within a time period approved by the BPA Call COR.

### C.3.5 Service Level Requirements

In accomplishing the above activities and other Help Desk duties, the Contractor shall complete the activities in accordance with the service level requirements outlined in the sections below. Within the first month of Transition, the Contractor shall meet with the BPA Call COR to verify and validate the service level requirements (SLRs) outlined below. The Contractor and the BPA Call COR will collaboratively work together to develop a final set of SLRs as well as the effective date when the SLRs are to take effect. In addition, factors such as but not limited to hang-ups, business-hour/day rollovers, when a repair becomes a replace, etc. have been considered by NRC when coming up with these SLRs.

#### C.3.5.1 Delivery Related Service Level Requirements

The Contractor shall meet or exceed the delivery related service level requirements while delivering the work described in this BPA Call. These service level requirements are in addition to the other service level requirements described within Section C.3.5 as a whole. The Contractor shall comply with NRC Management Directives, NRC OCIO Policies, NRC interpretations of OMB policies / mandates / additional guidance, and NRC interpretations of federal legislation while fulfilling all requirements, deliverables, and SLRs within this PWS. The Contractor shall work with the BPA Call COR to obtain any needed clarification in order to comply with the requirement described in the prior sentence.

Definition	Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance
<del>Federal and NRC Level- Policy and Standards- Compliance</del>	<del>The Contractor shall comply with all applicable- Federal and NRC level policies and documented- technical and process standards in the performance- of its services.</del>	<del>100% Compliance</del>	<del>Monthly BPA Call COR- Report (NRC internal)</del>
<u>2.</u> On-Time Project Milestone Completion	For all in-scope projects managed by the Contractor, the Contractor shall achieve the agreed upon project milestones by the date agreed to by the BPA Call COR.	<5% Variation	NRC Designated and Provided Repository <u>PMM 2.0</u>
<u>3.</u> On-Time Submission of Recurring Reporting	For all recurring reports, the Contractor shall submit reports and/or data as applicable on the days and intervals agreed to by the BPA Call COR.	<10% Variation	Monthly BPA Call COR Report (NRC internal)
<u>4.</u> End User Satisfaction ( <b>NOTE:</b> Historically, End User Satisfaction Survey	End Users surveyed should be “very satisfied” or “satisfied”, based on a 10% survey response rate of all tickets closed / resolved in the Reporting Period	>90% Compliance	BPA Call COR Approved Recurring End User Satisfaction Survey

Definition	Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance
Response Rates have averaged at around 16%.)			System
5. Financial and Resource Information Accuracy	The Contractor shall provide accurate financial and resource reporting and data to the NRC.	100% Accuracy of Dollars, Hours, and Associated Category Assignments	Reconciliation Error Rate (NRC internal)

### C.3.5.2 Security Service Level Requirements

The Contractor shall provide its resources and services in a manner that enables achievement of the Service Level Requirements described below. These objectives are intended to convey the outcomes the NRC desires as a result of successful assistance from the Contractor.

Area	Performance Standard	AQL	Frequency	Method of Surveillance
6. Tracking and Correcting Security Deficiencies	<u>Analyze findings and provide recommendations for remediation of critical and high risk deficiencies either when a patch has been released by the vendor, or a configuration change is identified. Provide critical and high risk deficiency corrections on the EUC support NRC Windows image within 30 days from the date deficiencies are formally identified, or within 30 days from when a vendor fix is available. Provide critical and high risk deficiency corrections on laptops and workstations that failed the automated remediation's performed by the SNCC Contractor within 30 days from the date deficiencies are formally identified, or within 30 days from when a vendor fix is available.</u> <del>Critical and high risk deficiencies mitigated within 30 days, From the date deficiencies are formally identified or within a specified time period previously defined and approved by NRC CIO.</del>	100%	Monthly	System Records Plan of Actions and Milestones Incident Records NRC Security Audits and Assessments BPA Call COR Oversight
	<u>Analyze and provide recommendations for remediation of moderate risk deficiencies either when a patch has been released by the vendor, or a</u>	95%		

Area	Performance Standard	AQL	Frequency	Method of Surveillance
	<u>configuration change is identified. Provide moderate risk deficiency corrections on the EUC supported NRC Windows image within 30 days from the date deficiencies are formally identified, or within 30 days from when a vendor fix is available. Provide moderate risk deficiency corrections on laptops and workstations that failed the automated remediations performed by the SNCC Contractor within 30 days from the date deficiencies are formally identified, or within 30 days from when a vendor fix is available. Moderate risk deficiencies shall be mitigated within 30 days, from the date deficiencies are formally identified or within a specified time period previously defined and approved by NRC CIO.</u>			
	<u>Analyze and provide recommendations for remediation of low risk deficiencies either when a patch has been released by the vendor, or a configuration change is identified. Provide low risk deficiency corrections on the EUC supported NRC Windows image within 120 days from the date deficiencies are formally identified, or within 120 days from when a vendor fix is available. Provide low risk deficiency corrections on laptops and workstations that failed the automated remediations performed by the SNCC Contractor within 120 days from the date deficiencies are formally identified, or within 120 days from when a vendor fix is available. Low risk deficiencies shall be mitigated within 120 days from the date deficiencies are formally identified or within a specified time period previously defined and approved by NRC CIO.</u>	95%		
7. Common Security	Percentage of system components <u>of the NRC Image</u> that are in compliance with approved	98%	Monthly	System Records

Area	Performance Standard	AQL	Frequency	Method of Surveillance
Configurations	configuration standard or deviation			NRC Security Audits and Assessments BPA Call COR Oversight
8. Security Incident Response	Percentage of PII incidents, <u>discovered by EUC personnel or reported to the EUC Call center,</u> reported to BPA Call COR <u>and CS IRT</u> in one hour.	100%	Daily	System Records
	Percentage of major incidents, <u>discovered by EUC personnel or reported to the EUC call center,</u> reported to BPA Call COR <u>and CS IRT</u> within 1 hour of discovery			Incident Records BPA Call COR Oversight
9. Encryption Standards	Percentage of <del>required devices, components and interfaces workstations</del> with NRC Windows Image compliant with NRC encryption standards	100%	Monthly	System Records NRC Security Audit BPA Call COR Oversight
10. Controlling Access	Percentage of <u>EUC</u> Contractor personnel accessing NRC's systems with user-base PIV card access or NRC approved access mechanism.	100%	Weekly	System Records NRC Security Audits and Assessments BPA Call COR Oversight
11. System Changes	Ensure changes to systems are properly approved by the NRC Designated Approving Authority (DAA) or the configuration control board (CCB) before those changes are deployed to the NRC production environment, in accordance with NRC policy MD 12.5	100%	Weekly	System Records Change Management System Configuration Management System NRC Security Audit

### C.3.5.3 Call Center Service Level Requirements

The Contractor shall operate the Call Center in accordance with the Service Level Requirements described in the table below. These requirements are in addition to the other Service Level Requirements mentioned Section C.3.5 as a whole.

Definition	Performance Standard	Service Measure	AQL	Method of Surveillance
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<p><u>12.</u> Speed to Answer Calls (<b>NOTE:</b> Hang-ups are factored into the “End User Calls Abandonment Rate” SLR below.)</p>	<p>End User Calls to the CSC are answered within one minute or less <u>other than when excessive calls received during a particular incident, outage or special activities and the call volume to the service desk is higher than normal. If call volume is excessive, speed to answer and abandonment rate may be missed. In that case, it may not count as 2 SLR misses. If there is a service interruption or excessive calls, all calls and emails may be exempted from measurement.</u></p>	<p>Measure of the time a phone call enters the service desk queue to the time a live agent takes the call and works with user. All CSC calls are included in this measure, not just calls that resulted in ticket creation and/or revision.</p>	<p>At least 95% of calls shall be answered by a live agent within 1 minute or less.  <b>Formula:</b>  Number of calls answered within performance target ÷ Total number of calls answered during measurement interval = Service level attained</p>	<p>Incident Records Automated Call Distribution (ACD) System</p>
<p><u>13.</u> End User Calls Abandonment Rate</p>	<p>All End User Calls to the CSC are answered in a timely fashion to ensure the end user doesn’t hang up while waiting. <u>(Calls that exceed 45 seconds). Other than when excessive calls received during a particular incident, outage, or special activity, and the call volume to the service desk is higher than</u></p>	<p>Number of calls to the CSC that are abandoned. The metric starts when the End User chooses the Call Center in the ACD, and stops when a CSC representative answers the call.</p>	<p>Abandonment Rate is less than or equal to 5% per <u>business</u>-day.  <b>Formula:</b>  Number of Abandoned Calls / Total Number of Calls to CSC</p>	<p>Automated Call Distribution (ACD) System</p>

	<u>normal. If call volume is excessive, speed to answer and abandonment rate may be missed. In that case, it may not count as 2 SLR misses. If there is a service interruption or excessive calls, all calls and emails may be exempted from measurement.</u>			
<del>End User Call Blocking Rate (<b>NOTE:</b> "Call Blocking" is interpreted to mean that the ACD or other piece of related system hardware does not place the customer in the queue, and/or does not place the end user in contact with the Operator. Typically "call blocking" results in the End User's call being involuntarily ended.)</del>	<del>All End User Calls shall either be answered promptly or automatically placed in a queue to be answered by the next available representative.</del>	<del>Number of calls that do not make it into the queue if they are not promptly answered by a representative.</del>	<del>Blocking rate is less than 1% per business day. <b>Formula:</b> Number of Blocked Calls / Total Number of Calls to CSC</del>	<del>Automated Call Distribution (ACD) System</del>
<u>15. Average Speed to Answer CSC E-mails (<b>NOTE:</b> Currently, the Call Center Representative manually reviews each e-mail received and manually creates a ticket in the ITSM.)</u>	<u>End User E-mails to the CSC Inbox <del>shall have a ticket created are answered</del> within four business hours. <u>This SLR may be exempted when the email system causes delay or a single email contains multiple</u></u>	Duration between when message was received and when it was addressed.	90% or greater of all e-mails to the CSC Inbox shall <del>be answered have a ticket created</del> within four business hours of the message entering the CSC's Inbox. <b>Formula:</b> Average duration between	Performance Monitoring and Statistics Incident Records



	<u>requests.</u>		when the message appeared in CSC's Inbox <del>versus and</del> when it was read <del>a ticket is created.</del>	
<del>Service Catalog Response Time</del>	<del>CSC inquiries made via the Service Catalog are answered within one business hour.</del>	<del>Duration between when the Service Catalog Inquiry was received and when it resulted in ticket creation (excluding approval time).</del>	<del>90% or greater of all Service Catalog Inquiries to the CSC shall be converted into a created ticket within one business hour of the message entering the CSC's queue.</del> <b>Formula:</b> <del>Average duration between when the inquiry appeared in CSC's queue versus when it was read.</del>	<del>Performance Monitoring and Statistics Incident Records</del>
17. Ticket Creation / Update Speed <b>(NOTE: Currently, the Call Center Representative manually enters when the call was received into the ticket.)</b>	The Call Center representative shall promptly create a ticket upon receiving end user communication <del>(either over the phone or via e-mail)</del> , or update an existing ticket depending on the end user communication.	Duration between when the End User interaction ended and when the ticket was created / updated	95% or greater of all ticket creations or updates as a result of end user communication shall take place within five minutes of the end of the end user's communication (excluding Severity 1 incidents) <b>Formula:</b> Average duration between the end of end user call <del>and/or reading end user e-mail</del> and	Automated Call Distribution System Performance Monitoring and Statistics Incident Records

			creation/revision of ticket.	
<u>18.</u> Incident and Service Request Ticket Routing Accuracy	The incident and service request ticket describing the End User's incident shall be routed to the right group for resolution.	<u>Tickets with more than 3 transfers would need to be investigated to determine if they were routed accurately. Create work detail category "Misroute" and note why. Only tickets routed by EUCS team should be included in this SLR . If ticket is routed by another team these tickets should be excluded</u> <del>The categorization at the incident and service request ticket's opening shall match the categorization at the incident ticket's closing.</del>	95% or greater of all incident and service request tickets shall <u>be routed correctly</u> <del>have matching opening and closing categorization.</del> <b>Formula:</b> Number of incident tickets with <u>a work detail of Misroute</u> <del>the same opening and closing categorizations</del> / Total incident tickets <del>created</del> .	Performance Monitoring and Statistics Incident Records
<u>19.</u> Re-Work Ticket	<u>Incidents reported by an end user marked as resolved and reopened within 10 days. Incidents may be only reopened if the end user is experiencing the exact same issue.</u> <del>If the same incident persists after initially being marked as</del>	<u>Re-work tickets will be equal to or less than five percent of all tickets handled by EUCS teams on a monthly basis.</u> <del>Duration between when the incident was marked as "Successfully Resolved" and when it was reported again by the</del>	<u>(95%)</u> An incident ticket can <u>not</u> be marked as "Closed" if additional user inquiry about the same incident is <del>not</del> received within <u>five ten</u> business days of being marked as " <u>Successfully</u> Resolved".	Performance Monitoring and Statistics Incident Records Account Detail Records <b>Important Note:</b> NRC is aware of gamesmanship tactics associated within this metric, and will be very closely reviewing this metric to ensure it is

	<del>"Successfully Resolved", the ticket shall not be marked as "Closed".</del>	<del>same user.</del>		accurately reported.
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#### C.3.5.4 Non-VIP Service Level Requirements

The Contractor shall assist non-VIP Personnel in accordance with the Service Level Requirements described in the table below.

Definition	Desired Outcome	Service Measure	Acceptable Quality Level (AQL)	Monitoring Method
<u>20.</u> Non-VIP Incident Resolution ( <b>NOTE:</b> If a specific request or support ticket is covered by another more detailed SLR, then the Contractor shall only reflect that ticket's performance with the specific SLR in question, NOT this overarching SLR).	The incidents reported by End Users <del>that can be resolved by EUC Services</del> shall be resolved <del>by Help Desk Services in a very timely manner</del> <u>within 8 business hours.</u>	Elapsed time from date / time a request is logged with service desk to resolution.	<u>(95%)</u> Unless otherwise described in this SLR listing, non-VIP incidents <del>shall have a workaround identified within 4 business hours and</del> shall be resolved within 8 business hours.	Performance Monitoring and Statistics Incident Records Account Detail Records End User Surveys
<del>Severity 1 Incident Resolution</del>	<del>Incidents that are mission-critical or affect a significant number of users are resolved in a very timely manner.</del>	<del>Elapsed time from when the incident was reported to when the incident was resolved.</del>	<del>90% of Severity 1 incidents shall be resolved within two business hours or less. It is assumed that "hot" spares will be on standby in order to meet this SLR.</del>	<del>Performance Monitoring and Statistics Incident Records Account Detail Records End User Surveys</del>

Definition	Desired Outcome	Service Measure	Acceptable Quality Level (AQL)	Monitoring Method
Incident / Service Request Resolution / Closure Notice	Notification of Incidents / Service Request Resolution and/or Closure shall promptly take place.	Elapsed time from when the incident was resolved / service request was closed and when the End User was formally notified of such a status	95% or greater of all resolution / closure notifications shall be sent to the End User within 20 minutes of the customer assistance resulting in such a status. Automated e-mails from the IT service management system once the ticket has been closed / resolved is acceptable. <b>Formula</b> Duration between conclusion of customer assistance and when the customer receives the automated e-mail from the IT service management system.	Performance Monitoring and Statistics Incident Records Account Detail Records End User Surveys

Definition	Desired Outcome	Service Measure	Acceptable Quality Level (AQL)	Monitoring Method
23. NRC Account and Laptop Encryption Password Reset	All requests to reset NRC Account or Laptop Encryption passwords are addressed <u>at the service desk level within one business hour of the ticket being created</u> <del>in a very quick manner.</del>	Duration between when the incident ticket was created and when it was resolved.	99% or greater of tickets in this category shall be <del>successfully</del> resolved within one business hour of the ticket being created. <b>Formula:</b> Duration between when "NRC Account and Laptop Password Reset" categorized tickets are created and marked as " <del>Successfully</del> Resolved" is tracked. For every ticket that takes less than or equal to one business hour to resolve, it will be marked as compliant. Compliant tickets / Total tickets in this category = % used for SLR compliance.	Account Detail Records Incident Records

Definition	Desired Outcome	Service Measure	Acceptable Quality Level (AQL)	Monitoring Method
24. NRC Application Specific Password Resets. <u>Routing</u>	Requests to reset account passwords associated with NRC specific applications are routed <u>in Remedy</u> within one business hour.	Duration between when the incident ticket was created and when it routed to the correct POC for resolution.	90% or greater of tickets in this category shall be successfully routed within one business hour of the ticket being created. <b>Formula:</b> Average duration between when "NRC Application Password Reset" categorized tickets are created and when they are <del>resolved</del> <u>routed</u> .	Account Detail Records Incident Records
25. First <del>Contact Call</del> Resolution	The End User's incident shall be resolved during the first time the incident ticket is created. <u>If there is a major incident (outage and scheduled changes) all calls received related to the major incident should be excluded from the measurement.</u>	Number of incident tickets marked as " <del>Successfully-Resolved</del> " during the first time the incident was experienced.	65% or greater of all incidents within Period 1 and 85% or greater of all incidents within the subsequent years shall be marked as " <del>Successfully-Resolved</del> " during a user's first contact about the incident, unless the incident is indicated to be part of a larger NRC problem. <b>Formula:</b> Number of incident tickets marked as " <del>Successfully-Resolved</del> " by a Tier 1 Call Representative / Total	Performance Monitoring and Statistics Incident Records Account Detail Records End User Survey

Definition	Desired Outcome	Service Measure	Acceptable Quality Level (AQL)	Monitoring Method
			number of incident tickets that could have been resolved on First Contact.	
<u>26.</u> Time To Repair E-mail Client	End Users may request the service during normal operating hours and obtain the service within <u>two-eight</u> business hours.	Elapsed time from date / time a request is logged with service desk to <del>resolution</del> <u>resolved</u>	95% or greater of these requests shall be <u>diagnosed-resolved</u> and/or <del>repaired</del> within <u>eight</u> <del>2</del> business hours of being reported. <b>Formula:</b> Number of instances within performance target ÷ Total number of instances during measurement interval = Service level attained	Incident Records Account Detail Records
<del>Time to perform file-restoration</del>	<del>End Users may request the service during normal operating hours and obtain the service within four business hours.</del>	<del>Elapsed time from when the request is logged with the service desk to resolution</del> <b>OR</b> <del>from when the incident was discovered through operational self analysis. It is assumed that incidents discovered through self analysis will result in a ticket being created.</del>	<del>95% or greater of these requests shall be resolved within 4 business hours of being reported.</del> <b>Formula:</b> <del>Number of instances within performance target ÷ Total number of instances during measurement interval = Service level attained</del>	<del>Incident Records Account Detail Records End User Survey</del>



Definition	Desired Outcome	Service Measure	Acceptable Quality Level (AQL)	Monitoring Method
<del>Time to provide additional capacity for individual user accounts</del>	<del>End Users may request additional capacity during normal operating hours and obtain the additional capacity (upon NRC management approval) within two business hours.</del>	<del>Time to add space to individual user accounts (up to NRC's standard increase per request)</del>	<del>95% or greater of these requests shall be resolved within 2 business hours of being approved by NRC Management. <b>Formula:</b> Number of instances within performance target ÷ Total number of instances during measurement interval = Service level attained</del>	<del>Incident Records Account Detail Records</del>
<u>29.</u> Time to repair user machine / <del>implement acceptable workaround</del> <u>provide a loaner</u> while the user machine repair is taking place.	End Users may request service during normal operating hours and obtain the service within four business hours.	Elapsed time from date / time a request is logged with service desk to <del>resolution</del> <u>when a loaner is provided</u>	95% or greater of these requests shall be <del>diagnosed and resolved</del> or the user shall be provided with a <u>loaner</u> <del>acceptable workaround</del> within 4 business hours of being reported. <b>Formula:</b> Number of instances within performance target ÷ Total number of instances during measurement interval = Service level attained	Incident Records Asset Inventory Database Desktop Management Software Reporting

Definition	Desired Outcome	Service Measure	Acceptable Quality Level (AQL)	Monitoring Method
<u>30.</u> Time to provide working solution to software related incidents and problems on user machine	End Users may request service during normal operating hours and obtain the service within four business hours. <u>The Contractor may not have the ability to provide an acceptable solution for NRC applications or vendor provided software including COTS products. Some solutions may require vendor updates or code changes.</u>	Elapsed time from date / time a request is logged with service desk to <u>resolution where available.</u>	95% or greater of these requests shall be provided with a <u>working solution where available</u> within 4 business hours of being reported. <b>Formula:</b> Number of instances within performance target ÷ Total number of instances during measurement interval = Service level attained	Incident Records Review of Desktop Management Software Statistics
<u>31.</u> Time to perform software installation / de-installation	End Users may request service during normal operating hours and obtain the service within eight business hours. <u>With the exception of software that requires media or license to reinstall. Some software may require registration and if the licenses have exceeded the reinstallation limit, the Contractor may have to</u>	Elapsed time from date / time a request is logged with service desk to fulfillment (exclusive of approval wait time)	95% or greater of these requests shall be completed within 8 business hours of being reported, excluding the approval wait time and end user availability. <b>Formula:</b> Number of instances within performance target ÷ Total number of instances during measurement interval = Service level attained	Incident Records Review of Desktop Management software statistics Change records

Definition	Desired Outcome	Service Measure	Acceptable Quality Level (AQL)	Monitoring Method
	<u>work with the vendor to register the product to complete the installation.</u>			
<u>32.</u> Time to distribute loaner equipment ( <b>NOTE:</b> While this SLR relies on loaner equipment being in stock, in the past NRC has NOT run out of stock. The Contractor shall collaborate with the BPA Call COR to ensure that NRC continues to NOT run out of loaner equipment stock, based on actual demand.)	End Users may request equipment during normal operating hours and obtain the equipment (uUpon NRC management approval) within four business days. <u>Loaner will be distributed in 4 days or on date required by the customer which maybe greater than 4 days.</u>	Elapsed time from date / time a request is logged with service desk to fulfillment (exclusive of approval wait time)	95% or greater of these requests shall be addressed within 4 business days of being reported. <b>Formula:</b> Number of instances within performance target ÷ Total number of instances during measurement interval = Service level attained	Incident Records
<u>33.</u> Time to repair or replace other Government Approved End User assets and associated peripherals ( <u>VOIP phones not included</u> )	End Users may request service during normal operating hours and obtain the service within 8 business hours.	Elapsed time from date / time a request is logged to resolution (excluding approval wait time)	95% or greater of these requests shall be repaired or replaced within 8 business hours of being reported. <b>Formula:</b> Number of instances within performance target ÷ Total number of instances during measurement interval = Service level attained	Incident Records
<u>34.</u> New Desktop Management and Deployment	A new desktop will be provisioned for NRC use within five business days <u>from when the</u>	<u>Equipment will be provisioned after management approval and within 5 business days of</u>	A new desktop will be provisioned for use within 5 business days <del>or less</del> from when <del>the</del>	Performance Monitoring and Statistics Incident Records Account Detail Records

Definition	Desired Outcome	Service Measure	Acceptable Quality Level (AQL)	Monitoring Method
	<u>management and deployment request was approved and assigned.</u> (NOTE: 10 machines or more will be considered a project and shall have a unique schedule.)	<u>requested due date. Upon equipment availability. Elapsed time from when the management and deployment request was filed and when the request is completed.</u>	management and deployment request was <u>filed approved and assigned.</u>	End User Surveys
<del>New Employee Management and deployment</del>	<del>A new employee will have their computer successfully provisioned for them on Day 1.</del>	<del>The new employee management and deployment request shall be marked as "Completed" prior to the new employee's first day (excluding special projects).</del>	<del>95% or greater of all new employee management and deployment requests shall be installed and ready for the employee's use one business day prior to the employee's first day in the position.</del> <b>Formula:</b> <del>Ticket Completion Date—New Employee's Start Date</del>	<del>Performance Monitoring and Statistics Incident Records Account Detail Records End User Surveys</del>
<u>36.</u> Move or Decommission Desktop	A desktop will be moved or decommissioned in accordance with NRC policies <u>after management approval and</u> within five business days <u>of requested due date.</u> (NOTE: 15 machines or more will be considered a project and shall have a unique schedule <u>for HQ. 5</u>	Elapsed time from when the request was filed and when the request is completed	90% or greater of all move / decommission requests shall be completed within 5 business days from when the request was <u>filed approved and assigned.</u>	Performance Monitoring and Statistics Incident Records Account Detail Records End User Surveys

Definition	Desired Outcome	Service Measure	Acceptable Quality Level (AQL)	Monitoring Method
	<u>machines or more will be considered a project and shall have a unique schedule for Regions and TTC.)</u>			
<u>37.</u> Desktop Replacement Identification and Planning	End-user machines needing to be refreshed will be proactively identified so that refresh planning can be conducted and executed.	BPA Call COR Notification will take place once the specific machine has been in-service for the specified amount of time.	<p><b>If In-Service Date is on or after Day 1 of award:</b> One calendar year prior to warranty expiration date</p> <p><b>If In-Service Date is prior to Day 1 of award:</b> Identification and Planning to begin promptly upon identifying the equipment in question</p>	System Records Configuration Management System BPA Call COR Oversight
<u>38.</u> Endpoint Protection Security Software Engine and Security Subcomponents	Updated endpoint protection security software and security subcomponents should be <u>deployed in a timely manner, placed on the EUC-supported NRC Windows image after the automated updates performed by the SNCC contractor. Manual updates will be performed within 14 days or less on devices that remain after the automated updates are performed by the</u>	<del>Elapsed Time</del> Time from when the <u>automated updates performed by the SNCC contractor are deployed. Image updates are quarterly; other updates are monthly. is released by the manufacturer and when the update's deployment begins.</u>	95% or greater of all endpoint protection security software engine and security subcomponent update files shall be placed into NRC's <u>Windows image. Manual updates will be performed within 14 days or less of receiving report from SNCC contractor. change control process for deployment within 14 days or less of being released.</u>	Performance Monitoring <del>and Statistics</del> <del>Change / Configuration Management Records</del>

Definition	Desired Outcome	Service Measure	Acceptable Quality Level (AQL)	Monitoring Method
	<u>SNCC Contractor. End point protection is not deployed by EUC.</u>			
<u>39. Virus Definition File Update</u>	<u>Updated virus definition files shall be placed on the EUC-supported NRC Windows Image. Manual updates will be performed on devices that remain after the automated updates are performed by the SNCC contractor. Virus protection is not deployed by the EUC Contractor deployed in a prompt manner.</u>	<u>Image updates are quarterly; other updates are monthly. Elapsed time from when the virus definition file is released by the manufacturer and when the file's deployment begins.</u>	<u>95% or greater of all virus definition files shall be placed on the EUC supported NRC Windows image quarterly. Manual updates will be performed deployed within 24 hours or less of receiving report from SNCC Contractor being released.</u>	<u>Performance Monitoring and Statistics Change / Configuration-Management Records</u>
<u>49. Time to complete service requests (not including those covered in other service descriptions)</u>	<u>Service requests received during normal operating hours are resolved within 3 business days.</u>	<u>Elapsed time from date/time a request is logged to resolution (excluding approval wait time)</u>	<u>95% or greater of these requests shall be completed within 8 business hours of being requested.</u> <b>Formula:</b> <u>Number of instances within performance target ÷ Total number of instances during measurement interval = Service level attained</u>	<u>Service Request Records Account Detail Records End User Surveys</u>



### C.3.5.5 VIP Service Level Requirements

The Contractor shall support NRC VIP Personnel in accordance with the Service Level Requirements described in the table below. A strong majority of the VIP Personnel in question are located at NRC Headquarters in Rockville. For the VIP Personnel located outside of NRC Headquarters, they are typically located NRC Regional Offices. In extremely rare circumstances, VIP Support has been provided outside of the aforementioned locations (ex. a teleworking VIP). The BPA Call COR will negotiate such extremely rare circumstances with the Contractor prior to such support being provided.

Definition	Desired Outcome	Service Measure	Acceptable Quality Level (AQL)	Monitoring Method
<u>40.</u> VIP Incident Resolution ( <b>NOTE:</b> If a specific request or support ticket is covered by another more detailed SLR, then the Contractor shall only reflect that ticket's performance with the specific SLR in question, NOT this overarching SLR).	The VIP incidents reported by End Users shall be resolved by Help Desk Services within four business hours.	Elapsed time from date / time a request is logged with service desk to resolution	<u>95%</u> Unless otherwise described in this SLR listing, VIP incidents shall <del>have an acceptable workaround identified within 2 business hours</del> <b>AND</b> be resolved within 4 business hours.	Performance Monitoring and Statistics Incident Records Account Detail Records End User Surveys
<u>41.</u> VIP Time to complete service requests (not including those covered in other service descriptions)	Service requests received during normal operating hours are resolved within <del>four</del> <u>eight</u> business hours.	Elapsed time from date / time a request is logged to resolution (excluding approval wait time)	95% or greater of these requests shall be completed within <u>84</u> business hours of being requested. <b>Formula:</b> Number of instances within performance target ÷ Total number of instances during measurement interval = Service level attained	Service Request Records Account Detail Records End User Surveys

Definition	Desired Outcome	Service Measure	Acceptable Quality Level (AQL)	Monitoring Method
42. VIP Time To Repair E-mail Client	End User may request the service during normal operating hours and obtain the service within <u>one-four</u> business hours.	Elapsed time from date / time a request is logged with service desk to <u>resolutionresolved.</u>	95% or greater of these requests shall be <u>diagnosed-resolved</u> and/or <u>repaired</u> within <u>41</u> business hours of being reported. <b>Formula:</b> Number of instances within performance target ÷ Total number of instances during measurement interval = Service level attained	Incident Records Account Detail Records
<del>VIP Time to provide additional capacity for individual user accounts</del>	<del>End Users may request additional capacity during normal operating hours and obtain the additional capacity (upon NRC management approval) within one business hour.</del>	<del>Time to add space to individual user accounts (up to NRC's standard increase per request)</del>	<del>95% or greater of these requests shall be resolved within 1 business hour of being approved by NRC Management. <b>Formula:</b> Number of instances within performance target ÷ Total number of instances during measurement interval = Service level attained</del>	<del>Incident Records Account Detail Records</del>

Definition	Desired Outcome	Service Measure	Acceptable Quality Level (AQL)	Monitoring Method
44. VIP Time to repair user machine / <del>implement acceptable workaround</del> <u>provide a loaner</u> while the user machine repair is taking place	End Users may request service during normal operating hours and obtain the service within two business hours.	Elapsed time from date / time a request is logged with service desk to <del>resolution</del> <u>when loaner is provided</u>	95% or greater of these requests shall be <del>diagnosed and resolved</del> or the user shall be provided with a <del>loaner acceptable workaround</del> within 2 business hours of being reported. <b>Formula:</b> Number of instances within performance target ÷ Total number of instances during measurement interval = Service level attained	Incident Records Asset Inventory Database Desktop Management Software Reporting
45. VIP Time to provide working solution to software related incidents and problems on user machine	End Users may request service during normal operating hours and obtain the service within two business hours. <u>The Contractor may not have the ability to provide an acceptable for NRC applications or vendor provided software including COTS products. Some work solutions may require vendor updates or code changes.</u>	Elapsed time from date / time a request is logged with service desk to <u>solution (where available)</u> <del>resolution</del>	95% or greater of these requests shall be provided with a working solution <u>(where available)</u> within 2 business hours of being reported. <b>Formula:</b> Number of instances within performance target ÷ Total number of instances during measurement interval = Service level attained	Incident Records Review of Desktop Management Software Statistics

Definition	Desired Outcome	Service Measure	Acceptable Quality Level (AQL)	Monitoring Method
<u>46.</u> VIP Time to perform software installation / de-installation	End Users may request service during normal operating hours and obtain the service within four business hours. <u>With the exception of software that requires media or license to reinstall. Some software may require registration and if the license has exceeded the reinstallation limit, we may have to work with the vendor to register the product to complete the installation.</u>	Elapsed time from date / time a request is logged with service desk to fulfillment (exclusive of approval wait time)	95% or greater of these requests shall be completed within 4 business hours of being reported, excluding the approval wait time and VIP availability. <b>Formula:</b> Number of instances within performance target ÷ Total number of instances during measurement interval = Service level attained	Incident Records Review of Desktop Management software statistics Change records
<u>47.</u> VIP Time to distribute loaner equipment ( <b>NOTE:</b> While this SLR relies on loaner equipment being in stock, in the past NRC has NOT run out of stock. The Contractor shall collaborate with the BPA Call COR to ensure that NRC continues to NOT run out of loaner equipment stock, based on actual demand.)	End Users may request equipment during normal operating hours and obtain the equipment (Upon NRC management approval) within two business days. <u>Loaner will be distributed in 2 days or on the date required by the customer which may be greater than 2 days</u>	Elapsed time from date / time a request is logged with service desk to fulfillment (exclusive of approval wait time)	95% or greater of these requests shall be addressed within 2 business days of being requested. <b>Formula:</b> Number of instances within performance target ÷ Total number of instances during measurement interval = Service level attained	Incident Records
<u>48.</u> VIP Time to repair or	End Users may request	Elapsed time from date /	95% or greater of these	Incident Records

Definition	Desired Outcome	Service Measure	Acceptable Quality Level (AQL)	Monitoring Method
replace other Government Approved End User assets and associated peripherals ( <u>VOIP phones are not included</u> )	service during normal operating hours and obtain the service within four business hours.	time a request is logged to resolution (excluding approval wait time)	requests shall be repaired or replaced within 4 business hours of being reported. <b>Formula:</b> Number of instances within performance target ÷ Total number of instances during measurement interval = Service level attained	
<u>50. Account Management</u>	<u>Service requests received during normal operating hours are resolved within 3 business days</u>	<u>Elapsed time from date/time a request is logged to resolution (excluding wait time)</u>	<u>95% or greater of these requests shall be completed within 3 business days or requested completion date greater than 3 days of being requested/approved.</u> <b>Formula:</b> <u>Number of tasks within performance target ÷ Total number of tasks during measurement interval = Service level attained</u>	<u>Service Request Records</u> <u>Account Detail Records</u> <u>End User Surveys</u>

### **C.3.6 Transition and Associated Management**

Once the BPA Call is awarded and the Contracting Officer executes a letter to start transition, the Contractor shall negotiate a transition plan with the current ITISS Contractor in accordance with clause 52.237-3 in the ITISS contract.

#### **Service/Delivery Objectives**

The Contractor's transition and associated management services shall assist with the successful transition of existing services, capabilities, and agreements. The NRC defines successful transition as the actual performance of seamlessly continuing to provide services while identifying and capturing opportunities to increase service effectiveness, as well as leveraging the transition as an opportunity to make systemic changes to service delivery where required. Success in this specific context is defined as continuing to deliver existing IT services at the SLRs described in this document with no downtime (unless scheduled and previously approved by the BPA Call COR) once the incumbent ceases operation of the existing IT service in question.

There may be a Transition-In Period and a Transition-Out Period, depending on incumbencies.

The start date of April 9, 2018 is an estimated date of award. The Transition-In Period may be up to the first ninety (90) calendar days of the BPA Call. Depending upon procurement time, the Transition-In Period may be a shorter length of time, if Transition-In cannot begin by the estimated date of award. The Contractor shall be at full performance levels, as defined as satisfactorily meeting all SLRs, at the end of Transition-In Phase.

#### **C.3.6.1 Transition-In Responsibilities**

Ongoing tasks that fall within the scope of this BPA Call but are currently provided under existing Indefinite-Delivery, Indefinite-Quantity (IDIQ) or other vehicles will be transitioned to this BPA Call. Accordingly, the Contractor shall establish a transition team to implement a standard transition process to be used during the start-up period and to prepare for the transition of underlying support areas. The Contractor shall provide advisory and technical expertise to align at a minimum the following transition responsibilities:

- Over-arching transition management including coordination, risk management, problem resolution, and reporting of status on transition activities
- Human capital transition management including on-boarding, clearance processing, incumbent personnel transfer, and training as required
- Work-stream management including establishing processes and mechanisms for knowledge and skills transfer as well as identifying and implementing straightforward process improvements

The Contractor shall provide a transition team to address the requirement that is experienced in transitioning mission critical IT services and the equipment that support such services. To protect the incumbent and NRC, transition team members will be required to sign personal Non-Disclosure Agreements (NDAs) with the incumbent and its sub-contractors so that any incumbent propriety or business sensitive information is appropriately protected.

### **C.4 Key Personnel**

The Contractor shall provide five (5) individuals to be "Key Personnel" for this BPA Call as identified below. Each of them may only serve in one Key Personnel position under the BPA Call. All Key and Non-Key Personnel will need to be able to successfully obtain a NRC IT-I clearance at a minimum. The BPA Call COR will identify during post-award if higher clearances are needed for specific roles. However, if the BPA Call COR identifies that a specific role needs to have an active clearance on Day 1, then charges for the person fulfilling that role cannot be made until the



clearance is successfully adjudicated. While each Key Personnel heading contains the functional title as it applies to this specific Call Order, the Contractor may propose the BPA labor category it deems most appropriate for these positions. The Contractor should provide Key Personnel whose resumes demonstrate that they meet or exceed the following education, certification and experience requirements:

#### **C.4.1 BPA Call Project Manager or Equivalent**

- ITIL Foundations Level (or higher) Certification.
- At least 10 years of experience managing Contracts associated with the Help Desk Topic Areas described in this PWS
- Experienced in managing projects where the project team members and end users are dispersed over more than one location

#### **C.4.2 Transition Manager or Equivalent**

In addition to facilitating the transition of services listed within this PWS with the incumbent, this individual shall act as the primary Contractor Point of Contact for notable changes and transitions in end user services (such as, but not limited to, the movement of end-user services from NRC data centers to the cloud). When the individual is not participating in notable end user changes and transitions, the Contractor can utilize the individual's support as they deem appropriate.

Desired credentials:

- ITIL Foundations Level (or higher) Certification
- Experience working with the Help Desk Topic Areas described in this PWS
- Experience participating in Help Desk Transitions

#### **C.4.3 Call Center (Tier 1) Manager or Equivalent**

Desired credentials:

- ITIL Foundations Level (or higher) Certification
- Experience working with Help Desk Topic Areas described in this PWS, with an emphasis on Call Center Operations

#### **C.4.4 Deskside Services (Tier 2) Manager or Equivalent**

Desired credentials:

- ITIL Foundations Level (or higher) Certification
- Experience working with Help Desk Topic Areas described in this PWS, with an emphasis on Deskside Service Operations

#### **C.4.5 Service Catalog Manager or Equivalent**

Desired credentials:

- ITIL Foundations Level (or higher) Certification.
- Experience working with Help Desk Topic Areas described in this PWS.
- Experience in collaborating with Service Owners and Service Providers to design and build both IT and Business Services for a Service Catalog. Experience with design, build / develop, test, and deploy IT Service Management (ITSM) system changes and enhancements (both standard as well as custom).
- Experience in collaborating with other ITSM related areas to facilitate end-to-end service workflow and system integration.

### **C.5 Deliverables**

In meeting the requirements described in this PWS, the Contractor shall complete the deliverables identified in the table below.

Topic Area	Deliverable Description	Deliverable Due Date
<b>Project Management</b> <b>NOTE:</b> Project management practices shall stress continuous and open communication with NRC and other GLINDA contractors. Coordination shall be conducted on both formal and informal basis.	Participation in Integrated Operations Meeting with the BPA Call COR and their designees	To occur on a weekly basis during a time scheduled by the BPA Call COR
	Weekly Status Report	By COB Monday of the following week
	Monthly Status Report	By COB 5 business days after the end of the month
	Meeting Agenda, Minutes, and Action Items	<ul style="list-style-type: none"> <li>Agenda: Two (2) business days prior to the meeting</li> <li>Minutes and Action Items: Three (3) business days after meetings</li> </ul>
	Project Plans (Schedule, Communications, Risk, and QA) ( <b>NOTE:</b> NRC forecasts the potential for more than one project to be executed under End-User Computing at any single time.)	<ul style="list-style-type: none"> <li>Draft: 15 business days after initiation of the project in question</li> <li>Final: 15 business days after receiving written comments from the BPA Call COR</li> </ul>
Delivery Management	Finalized Service Level Requirements	<ul style="list-style-type: none"> <li>Within 60 calendar days of the first Transition Working Session Meeting (6/4/18).</li> </ul>
	Operational Reports (Performance, Utilization, Incident, etc. Summaries, Metrics, and Analyses)	<ul style="list-style-type: none"> <li>Daily, as directed by the BPA Call COR</li> <li>Weekly, as directed by the BPA Call COR</li> <li>Monthly, as directed by the BPA Call COR</li> </ul>
	Operational Data (Raw data, logs, etc.)	<ul style="list-style-type: none"> <li>Within 1 business hour of request (self-service functionality encouraged)</li> <li>Daily, as directed by the BPA Call COR</li> <li>Weekly, as directed by the BPA Call COR</li> <li>Monthly, as directed by the BPA Call COR</li> </ul>
	Operational SOP(s) describing the actions that the Contractor will consistently execute in delivering the services and meeting the requirements described in this PWS.	<ul style="list-style-type: none"> <li>Draft: COB 60 business days after Transition Go Live / End Date</li> <li>Final: 20 business days after receiving written comments from the BPA Call COR</li> <li>Updates and revisions made</li> </ul>

Topic Area	Deliverable Description	Deliverable Due Date
		every six months
	Revision of Data Architecture Documents	<ul style="list-style-type: none"> <li>As necessary based on changes</li> </ul>
	Recommendations Regarding Current Floating vs Fixed Remedy License Usage	<ul style="list-style-type: none"> <li>30 days after modification execution</li> </ul>
	Recommendations Regarding Remedy System Enhancements and/or Upgrades	<ul style="list-style-type: none"> <li>30 days after modification execution</li> </ul>
	Process documentation related to administration and Operation off the SDLM toolset	<ul style="list-style-type: none"> <li>60 days after modification execution</li> </ul>
	Standard Operating procedures for all activieis performed related to administration and operation of the SDLM toolset	<ul style="list-style-type: none"> <li>60 days after modification execution</li> </ul>
Image Management	PC Image Creation	<ul style="list-style-type: none"> <li>As specified by the BPA Call COR</li> </ul>
	PC Software Update Packages (both security and non-security in nature)	<ul style="list-style-type: none"> <li>Administered to user machines on a monthly basis in accordance with applicable NRC policies</li> <li>If BPA Call COR deems an update as “urgently needed”, an out of cycle occurrence shall be executed</li> </ul>
	PC Image Updates	<ul style="list-style-type: none"> <li>Every three months and as required and approved through the NRC Change Management processes</li> <li>If BPA Call COR deems an update as “urgently needed”, an out of cycle occurrence shall be executed</li> </ul>
	Tier 3 Image Assistance	<ul style="list-style-type: none"> <li>As specified by BPA Call COR and established Service Level Requirements</li> </ul>
Call Center Operations	Offsite Call Center Concept of Operations (CONOPS)	<ul style="list-style-type: none"> <li>Due within One Calendar Year from BPA Call Award</li> </ul>
	Establishment of Offsite Call Center Operations	<ul style="list-style-type: none"> <li>As Directed by BPA Call COR</li> </ul>

### C.5.1 Performance Standards

The BPA Call COR will complete the Comment Form as part of each review. NRC will have three workdays to review deliverables. The BPA Call COR may request for additional time to review document with substantial content.

- Deliverables require no more than two content revisions.

- Deliverables cover all instructions provided by the BPA Call COR.

### C.6 Inspection and Acceptance of Deliverables

The BPA Call COR will have five (5) business days to complete the review of each deliverable and accept or reject the deliverable by giving written notice. When the BPA Call COR fails to complete the review within the review period, the Contractor may deem the deliverable to have been accepted by the BPA Call COR unless an extension of the review period is requested by the BPA Call COR and mutually agreed upon with the Contractor. In the event of BPA Call COR rejection of any deliverable, the Contractor shall be so notified in writing by the BPA Call COR and given the specific reason(s) for the rejection. The Contractor shall have three (3) business days to correct the rejected deliverable and return it to the BPA Call COR for review.

The amount payable by the NRC for a particular invoice will be reduced by the disincentive fees described in the table below for the associated CLIN for each unacceptable deliverable or missed SLR performance level, regardless of contractor performance on other CLINs. Disincentive fees may not be earned back by the Contractor.

Task or Deliverable	Metric Type	Performance Standard	Performance Indicator	Surveillance Method	Disincentive
Timeliness of Deliverables	Efficiency	Deliverables shall be submitted in accordance with the delivery requirements required by the PWS.	100% of the reports are submitted on time.	BPA Call COR Tracking / End User Complaints	1% of the firm-fixed-price portion of the invoice may be deducted for every five (5) business days late, up to a maximum of 15% of the firm-fixed-price portion of the invoice. Notwithstanding the foregoing, the Government may terminate the BPA Call for cause if the Contractor fails to provide final deliverables by the due date.
Service Level Requirement (SLR) Compliance	Efficiency	The Contractor shall meet or exceed the Service Level Requirements described in this document.	As described by each Service Level Requirement in this document.	As described by each Service Level Requirement in this document.	2% of the firm-fixed-price portion of the invoice may be deducted for every missed SLR, up to a maximum of 15% of the firm-fixed-price amount of the invoice. Notwithstanding the foregoing, the Government may terminate the BPA Call

					for cause if the Contractor fails to provide final deliverables by the due date.
Accuracy of Deliverables	Quality	Reports and Other Deliverables are Correct when submitted.	No more than 5 Errors per Sheet	BPA Call COR Review for completion and accuracy	Deliverables received that have more than five missing requirements will result in rejection of the deliverable as incomplete and returned to the Contractor. NRC shall not inspect the entire deliverable, rather NRC shall identify, if present, the first five missing requirements and return the deliverable to the Contractor. Each time the deliverable is returned, 2% of the firm-fixed-price amount of the invoice for each instance in which a deliverable is determined to be incomplete, up to a maximum (for all instances of returned documents) of 15% of the awarded of the firm-fixed-price amount of the invoice.

**NOTE REGARDING ABOVE TABLE:** Reports are not counted as late when, on a case by case basis, the BPA Call COR approves later report submission. Also, on a case by case basis, the BPA Call COR may elect to deem a SLR metric compliant even if the compliance number is not in alignment with the standards described in this PWS.

#### **C.7 Section 508 – Electronic and Information Technology Standards**

In order to help the NRC comply with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794d)(Section 508), the Contractor shall ensure that its deliverables (both products and services) under this BPA Call are 1) in conformance with and 2) support the requirements of the Section 508 standards (36 CFR Part 1194, which may be found at [access-board.gov](http://access-board.gov)), unless an exception applies (see below).

The Contractor shall:

- Address Section 508 standards requirements throughout the product and service lifecycle. Some example lifecycle activities include:
  - Planning
  - Staff resource selection (do they have the needed experience, skills and understanding of how to address Section 508 requirements applicable to their role?)
  - Requirements documentation
  - Market research for products and services
  - Alternatives analysis
  - Product design, development, configuration, testing and maintenance
  - Service design, development, maintenance and documentation
  - Document and Web content authoring, validation and publishing
  - Testing and validation
  - Product and service documentation and support
- Provide Contractor personnel training and maintain Contractor personnel awareness such that they know how the Section 508 standards apply to their roles and their deliverables.
- Provide electronic document deliverables (including those specified in section C.5) that are Section 508 standards conformant.
- When authoring tools (such as Microsoft Word, Camtasia, Adobe Dreamweaver, etc.) are configured they must be configured in a way that enables support for the accessibility of authored content.
- When operating systems and platforms (such as Web browsers) are configured they must be configured to support conformance to the Section 508 standards.
- Provide support services that accommodate the communication needs of end-users with disabilities.

The following information is provided to highlight or clarify some requirements of the Section 508 standards:

- The Section 508 standards apply when developing, procuring, maintaining, or using electronic and information technology (EIT).
- Some examples of EIT include: Software and operating systems; Web-based Internet information and applications; telecommunications products; video and multimedia products; self-contained/closed products, such as kiosks; desktop and portable computers, including laptops, smart phones, and tablets; computer peripherals such as screens, keyboards, and mice; hardware such as servers, printers, scanners, private branch exchanges (PBX); documents that are posted to a Website (ex. PDF, Word, Excel, PowerPoint); and product information, documentation, and support. The term does not include any equipment that contains embedded information technology that is used as an integral part of the product, but the principle function of which is not the acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information. An example is HVAC equipment such as thermostats or temperature control devices.
- EIT products must conform to the standards in 36 CFR Part 1194 (at [access-board.gov](http://access-board.gov)) or equivalent facilitation must be provided that gives substantially equivalent or greater access to and use of the product for people with disabilities.
- Some acceptable alternative standards for equivalent facilitation
  - Websites: Conformance to the Web Content Accessibility Guidelines (WCAG) 2.0, levels A and AA.
  - Adobe Portable Document Format (PDF) files: Conformance to ISO 14289-1 (PDF/UA-1)
- Exceptions to conformance to the Section 508 standards:
  - EIT operated as part of a National security system



- EIT that is acquired by a contractor incidental to a contract (with no access by NRC employees or the public)
- EIT accessibility standards criteria that would require a fundamental alteration in the nature of a product or its components (BPA Call COR approval required)
- EIT located in spaces frequented only by service personnel for maintenance, repair, or occasional monitoring of equipment—not including any features or functionality that can be accessed remotely, such as by a Web interface
- When development, procurement, maintenance, or use of EIT that meets the Section 508 standards would impose an undue burden—A very high threshold (BPA Call COR approval required). Then individuals with disabilities must be provided access to and use of information and data by an alternative means that meets NRC-identified needs.

The Section 508 standards are expected to be updated in 2016 or early 2017 and the Contractor shall ensure that their product and service deliverables under this BPA Call are in conformance with and support the requirements of the updated standards. The updated standards are expected to include the following changes, among others:

- Software and electronic content will be required to conform to the World Wide Web Consortium's *Web Content Accessibility Guidelines (WCAG) 2.0*, Level A and Level AA Success Criteria and Conformance Requirements.
- Eight additional consensus standards will be referenced.
- Additional documentation requirements for exceptions.
- New accessibility requirements for public-facing content, requiring conformance to WCAG 2.0 Level A and Level AA Success Criteria and Conformance Requirements specified for Web pages or, where applicable, ISO 14289-1 (PDF/UA-1) . Public-facing content subject to this provision would include, for example: agency websites; electronic documents, images or video posted on agency websites; and agency social media sites or postings. Content regardless of form or format—including draft electronic documents—would be covered under this proposed section when public facing.
- New accessibility requirements for nonpublic-facing content: An agency's non-public facing content will be required to meet the accessibility requirements of WCAG 2.0 Level A and Level AA Success Criteria or PDF/UA 1 when such content (a) constitutes agency official business, and (b) falls within one or more of eight categories of communication. The eight proposed categories are:
  - Emergency notifications;
  - Initial or final decisions adjudicating administrative claims or proceedings;
  - Internal or external program or policy announcements;
  - Notices of benefits, program eligibility, employment opportunities or personnel actions;
  - Formal acknowledgements or receipts;
  - Questionnaires or surveys;
  - Templates or forms; and
  - Educational or training materials.

## C.8 Release and Ownership of Publications

Any documents generated by the Contractor shall not be released for publication or dissemination without CO and BPA Call COR prior written approval. In addition, all documentation developed in support of Agency initiatives or projects are the property of the NRC.



**SECTION D: Packaging and Marking****D.1 MARKING DELIVERABLES**

The Contractor shall include the GLINDA BPA number and the BPA Call number on, or adjacent to, all exterior mailing or shipping labels of deliverable items called for by the BPA Call, except for reports. Mark deliverables for the BPA Call COR. Additional deliverable markings may be outlined in awarded work packages.

**SECTION E: Inspection and Acceptance****E.1 INSPECTION AND ACCEPTANCE BY THE NRC (SEP 2013)**

Inspection and acceptance of the deliverable items to be furnished hereunder shall be made by the NRC Contracting Officer's Representative (COR) at the destination, accordance with FAR 52.247-34 - F.o.b. Destination.

BPA Call Deliverables: Please see the following sections for BPA Call deliverables:

See section C.5 of the Performance Work Statement.

**E.2 INSPECTION AND ACCEPTANCE OF DELIVERABLES**

The BPA Call Contracting Officer's Representative (COR) will have five (5) business days to complete the review of each deliverable and accept or reject the deliverable by giving written notice. When the Government fails to complete the review within the review period, the deliverable shall become acceptable, unless an extension of the review period is requested and mutually agreed upon. In the event of rejection of any deliverable, the Contractor shall be so notified in writing by the BPA Call COR and given the specific reason(s) for the rejection. The Contractor shall have three (3) business days to correct the rejected deliverable and return it to the BPA Call COR for inspection. The Contractor shall be allowed one resubmission of deliverables, any other resubmissions shall be at the Contractor's time and expense.

Payment of the Contractor's price shall be a result of the Government's acceptance of the Contractor's deliverables and performance level. The payment for every invoice will be reduced by the disincentive fees described in Section C.7 "Required Performance Metrics" for the associated CLIN for each unacceptable deliverable or missed SLR performance level, regardless of Contractor performance on other CLINs. Disincentive fees may not be earned back by the Contractor after the one resubmission allowance. Furthermore, if subsequent resubmissions lead to a project delay for the Government, the Contracting Officer reserves the right to equitability, downward adjust the price to be paid. The CO and/or BPA Call COR shall notify the Contractor of such an adjustment prior to the adjustment occurring.

**SECTION F: Deliveries or Performance****F.1 PERIOD OF PERFORMANCE (SEPT 2013)**

This BPA call is anticipated to commence on or about April 9, 2018 and will expire at the end of one year. There are also four (4) one-year option periods. The NRC anticipates the following activities to occur in the base year period of performance:

Base Period – April 9, 2018 to April 8, 2019

- a. First two months – Contractor personnel initiate and complete NRC Security Processing.
- b. May 1, 2018 – June 30, 2018 – Transition-in period for BPA Call Awardee and Transition-Out period for ITISS Contractor. The transition process may start earlier or later depending on the security processing which may take up to six weeks to complete.

Option Period 1 – April 9, 2019 to April 8, 2020

Option Period 2 – April 9, 2020 to April 8, 2021

Option Period 3 – April 9, 2021 to April 8, 2022

Option Period 4 – April 9, 2022 to April 8, 2023

**F.2 Place of Delivery Reports**

The items to be furnished hereunder shall be delivered, with all charges paid by the Contractor, to: BPA Call COR and BPA Call Alternate COR

**F.3 Place of Performance**

Contractor work shall be primarily performed the NRC headquarters complex. Government space may be assigned for this support. Unless explicitly stated in the BPA Call, Contractor personnel may telework. NRC meetings with the Contractor will be conducted at the NRC headquarters complex unless specified otherwise on a case-by-case basis by the BPA Call COR.

Contractor Local travel costs are not reimbursable. Local travel shall be considered within fifty (50) miles of the NRC Headquarters and within fifty (50) miles from each Regional Office Buildings.

Information on the NRC locations can be found on the website at <http://www.nrc.gov/aboutnrc/locations.html>. The NRC has its Headquarters in Rockville, Maryland, and a number of other offices around the United States as follows:

- The headquarters complex (<http://www.nrc.gov/aboutnrc/locations/hq.html>) in Rockville, Maryland, houses the NRC headquarters staff, contractors, and our Public Document Room (<http://www.nrc.gov/reading-rm/pdr.html>). There are approximately 4,300 ITI users at this location.
- The Region I Office (<http://www.nrc.gov/about-nrc/locations/region1.html>) in King of Prussia, Pennsylvania, oversees the NRC's regulatory activities in the northeastern United States. There are approximately 200 ITI users at this location.
- The Region II Office (<http://www.nrc.gov/about-nrc/locations/region2.html>) in Atlanta, Georgia, oversees the NRC's regulatory activities in the southeastern United States. There are approximately 265 ITI users at this location.
- The Region III Office (<http://www.nrc.gov/about-nrc/locations/region3.html>) in Lisle, Illinois, oversees the NRC's regulatory activities in the northern mid-western United States. There are approximately 200 ITI users at this location.
- The Region IV Office (<http://www.nrc.gov/about-nrc/locations/region4.html>) in Arlington, Texas, oversees the NRC's regulatory activities in the western and southern Midwestern United States. There are approximately 200 ITI users at this location.

- The NRC Technical Training Center (<http://www.nrc.gov/aboutnrc/locations/training.html>) in Chattanooga, Tennessee, provides training for the staff in various technical disciplines associated with the regulation of nuclear materials and facilities. There are approximately 60 ITI users at this location.
- The NRC also has onsite inspectors permanently stationed at each reactor licensee that it regulates (<https://www.nrc.gov/reactors/operating/list-power-reactor-units.html>). These Resident Inspectors require broadband access to the NRC network and use applications that are hosted at the NRC headquarters complex, the NRC's regional offices, and on the Internet.

The NRC also supports an application support facility in Rockville, Maryland. This facility is provided by an application development support contractor. There are approximately 75 ITI users at this location.

#### **F.4 Hours of Operation**

The Contractor shall operate the Call Center according to the following time:

- ~~76~~:00 a.m. – ~~98~~:00 p.m. ET Monday through Friday, plus on call during the weekends\_ starting May 6, 2019

The Contractor shall provide Onsite Deskside Services during the following standard operating hours:

- 6:00 a.m. – 6:00 p.m. local time Monday through Friday, plus on call during the weekends

The Contractor shall provide Account Management change during the following hours:

- 7:00 a.m – 6:00 p.m. ET Monday through Friday

#### **F.5 Federal Holidays**

Federal Holidays are identified at <https://www.opm.gov/policy-data-oversight/snow-dismissal-procedures/federal-holidays/#url=2016>

**SECTION G: Contract Administration Data****G.1 BPA CALL CONTRACTING OFFICER'S REPRESENTATIVE**

- (a) The contracting officer's authorized representative, hereinafter referred to as the BPA Call COR, for this BPA Call is:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- (b) Performance of the work under this BPA Call is subject to the technical direction of the BPA Call 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 PWS or changes to specific travel identified in the PWS, fills in details, or otherwise serves to accomplish the PWS requirements.
- (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 BPA Call, approve technical reports, drawings, specifications, and technical information to be delivered by the Contractor to the Government under the BPA Call.
- (c) Technical direction must be within the general PWS in the BPA Call. The BPA Call 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 BPA Call.
  - (2) Constitutes a change as defined in the "Changes" clause of the GSA Schedule contract against which the GLINDA BPA was awarded.
  - (3) In any way causes an increase or decrease in the total estimated contract cost or the time required for contract performance.
  - (4) Changes any of the expressed terms, conditions, or specifications of the BPA Call.
  - (5) Terminates the BPA Call, settles any claim or dispute arising under the BPA CALL, or issues any unilateral directive whatever.
- (d) All technical directions must be issued in writing by the BPA Call COR or must be confirmed by the BPA Call COR in writing within ten (10) working days after verbal issuance. 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 BPA Call COR in the manner prescribed by this clause and within the BPA Call COR's authority under the provisions of this clause.
- (f) If, in the opinion of the Contractor, any instruction or direction issued by the BPA Call 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 BPA Call 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 BPA Call 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 BPA Call.
- (h) A failure of the parties to agree upon the nature of the instruction or direction or upon the action to be taken with respect to the instruction or direction is subject to 52.233-1 – Disputes in the GSA contract against which the GLINDA BPA was awarded.
- (i) In addition to providing technical direction as defined in paragraph (b) of the section, the BPA Call 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 BPA Call.

**G.2 2052.215-70 Key Personnel (Jan 1993)**

- (a) The following individuals are considered to be essential to the successful performance of the work hereunder:



\*The Contractor agrees that personnel may not be removed from the BPA call or replaced without compliance with paragraphs (b) and (c) of this section.

- (b) If one or more of the key personnel, for whatever reason, becomes, or is expected to become, unavailable for work under this BPA Call for a continuous period exceeding 30 work days, or is expected to devote substantially less effort to the work than indicated in the proposal or initially anticipated, the Contractor shall immediately notify the contracting officer and shall, subject to the concurrence of the contracting officer, promptly replace the personnel with personnel of at least substantially equal ability and qualifications.
- (c) Each request for approval of substitutions must be in writing and contain a detailed explanation of the circumstances necessitating the proposed substitutions. The request must also contain a complete resume for the proposed substitute and other information requested or needed by the contracting officer to evaluate the proposed substitution. The contracting officer and the BPA Call COR shall evaluate the Contractor's request and the contracting officer shall promptly notify the Contractor of his or her decision in writing.
- (d) If the contracting officer determines that suitable and timely replacement of key personnel who have been reassigned, terminated, or have otherwise become unavailable for the BPA Call work is not reasonably forthcoming, or that the resultant reduction of productive effort would be so substantial as to impair the successful completion of the BPA Call or the service order, the BPA Call may be terminated by the contracting officer for default or for the convenience of the Government, as appropriate. If the contracting officer finds the Contractor at fault for the condition, the contract price or fixed fee may be equitably adjusted downward to compensate the Government for any resultant delay, loss, or damage.

## **SECTION H - Special Contract Requirements**

### **H.1 GOVERNMENT FURNISHED EQUIPMENT/PROPERTY/SOFTWARE**

- (a) The NRC will provide the Contractor with the following items for use under this BPA Call:

1. Onsite Office Space for Personnel
2. Computer Equipment (desktop or laptop, network printers, telephones, access to the IT Service Management System, Service Catalog System, and Automated Call Distribution System, Device Sanitation Tool)
3. Mobile Devices
4. Internet and Intranet Access
5. Software

- (b) The equipment/property listed below is hereby transferred from contract/agreement number:[ ], to contract/agreement number:[ ]: Not Applicable
- (c) Only the equipment/property listed above in the quantities shown will be provided by the Government. The Contractor shall be responsible and accountable for all Government property



provided under this BPA Call and shall comply with the provisions of the FAR Government Property Clause under this BPA Call and FAR Subpart 45.5, as in effect on the date of this BPA Call. The Contractor shall investigate and provide written notification to the NRC Contracting Officer (CO) and the NRC Division of Facilities and Security, Physical Security Branch of all cases of loss, damage, or destruction of Government property in its possession or control not later than 24 hours after discovery. The Contractor must report stolen Government property to the local police and a copy of the police report must be provided to the CO and to the Division of Facilities and Security, Office of Administration.

- (d) All other equipment/property required in performance of the call shall be furnished by the Contractor.



**SECTION I: Contract Clauses****I.1 RESERVED****I.2 RESERVED****I.3 52.217-8 OPTION TO EXTEND SERVICES (NOV 1999)**

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 1 day of expiration of the BPA Call.

(End of clause)

**I.4 52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)**

- (a) The Government may extend the term of this BPA Call by written notice to the Contractor within the then-current BPA Call period of performance; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 14 days before the BPA Call expires. The preliminary notice does not commit the Government to an extension.
- (b) If the Government exercises this option, the extended BPA Call shall be considered to include this option clause.
- (c) The total duration of this BPA Call, including the exercise of any options under this clause, shall not exceed 5 years.

**I.5 52.232-19 AVAILABILITY OF FUNDS FOR THE NEXT FISCAL YEAR (APR 1984)**

Funds are not presently available for performance under this BPA Call beyond [REDACTED]. The Government's obligation for performance of this BPA Call beyond that date is contingent upon the availability of appropriated funds from which payment for BPA Call purposes can be made. No legal liability on the part of the Government for any payment may arise for performance under this BPA Call beyond [REDACTED], until funds are made available to the Contracting Officer for performance and until the Contractor receives notice of availability, to be confirmed in writing by the Contracting Officer.

**I.6 TRAVEL APPROVALS AND REIMBURSEMENT**

- (a) All foreign travel must be approved in advance by the NRC on NRC Form 445, Request for Approval of Official Foreign Travel, and must be in compliance with FAR 52.247-63 Preference for U.S. Flag Air Carriers. The Contractor shall submit NRC Form 445 to the NRC no later than 30 days before beginning travel.
- (b) The Contractor must receive written approval from the BPA Call COR before taking travel that was unanticipated in the Schedule (i.e., travel not contemplated in the PWS, or changes to specific travel identified in the PWS).
- (c) The Contractor will be reimbursed only for travel costs incurred that are directly related to this BPA Call and are allowable subject to the limitations prescribed in FAR 31.205-46.
- (d) It is the responsibility of the Contractor to notify the contracting officer in accordance with the Limitations of Cost clause of this BPA Call when, at any time, the Contractor learns that travel expenses will cause the Contractor to exceed the estimated costs specified in the Schedule.

- (e) Reasonable travel costs for research and related activities performed at State and nonprofit institutions, in accordance with Section 12 of Pub. L. 100-679, must be charged in accordance with the Contractor's institutional policy to the degree that the limitations of Office of Management and Budget (OMB) guidance are not exceeded. Applicable guidance documents include OMB Circular A-87, Cost Principles for State and Local Governments; OMB Circular A-122, Cost Principles for Nonprofit Organizations; and OMB Circular A-21, Cost Principles for Educational Institutions.

#### **I.7 OPTION FOR ACQUISITION OF EVALUATED OPTIONAL FEATURES NOT PROCURED AT TIME OF AWARD OF CONTRACT (IT REQUIREMENTS)**

The Government may exercise the option to acquire the evaluated optional features stated elsewhere in this BPA Call at unit prices specified therein. The Contracting Officer may exercise this option by written notice to the Contractor at any time prior to the expiration of the BPA Call. Delivery of the evaluated optional features added by exercise of the option shall be in accordance with the delivery schedule set forth elsewhere in this BPA Call.

#### **I.8 52.252-2 Clauses Incorporated by Reference (FEB 1998)**

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es):

<http://www.acquisition.gov/far>

52.227-14	RIGHTS IN DATA--GENERAL	AUG 1999
52.227-16	ADDITIONAL DATA REQUIREMENTS	JUN 1987
52.227-17	RIGHTS IN DATA—SPECIAL WORKS	DEC 2007
52.232-18	AVAILABILITY OF FUNDS	APR 1984
52.237-3	CONTINUITY OF SERVICES	JAN 1991
52.232-22	LIMITATION OF FUNDS	APR 1984

**SECTION J: List of Documents, Exhibits and Other Attachments**

<b>Attachment Number</b>	<b>Title</b>
Attachment 1	End User Computing Services Cost/Price Quotation Spreadsheet - 5 Pages
Attachment 2	Management Directive 12.5 – “NRC Cybersecurity Program” - 81 Pages
Attachment 3	Current NRC Cybersecurity Technologies List - 3 Pages
Attachment 4	Cybersecurity Standards – Document List - 2 Pages
Attachment 5	Clause 3 – Security Requirements for Building Access Approval -2 Pages
Attachment 6	Clause 4 – Security Requirements for Information Technology Level I or II Access
Attachment 7	Billing Instructions for Labor-Hour or Time-and-Materials Contracts - 8 Pages
Attachment 8	Billing Instructions for Firm-Fixed-Price Contracts
Attachment 9	NRC Multimedia Consent Form
Attachment 10	Operations Meeting Reports: October 2016
Attachment 11	Operations Meeting Reports: November 2016
Attachment 12	Operations Meeting Reports: December 2016
Attachment 13	Operations Meeting Reports: January 2017
Attachment 14	Operations Meeting Reports: February 2017
Attachment 15	Operations Meeting Reports: March 2017
Attachment 16	Operations Meeting Reports: April 2017
Attachment 17	Operations Meeting Reports: May 2017
Attachment 18	Operations Meeting Reports: June 2017
Attachment 19	Operations Meeting Reports: July 2017
Attachment 20	Operations Meeting Reports: August 2017
Attachment 21	Operations Meeting Reports: September 2017
Attachment 22	Operations Meeting Reports: October 2017
Attachment 23	IT Service Framework - High Level (Draft)
Attachment 24	Project Management Methodology 2.0 Summary
Attachment 25	Service Catalog Index (Redacted)

**Appendices****Performance Requirements Summary (PRS)**

The BPA Call COR and the designated reviewer(s) will complete the Comment Form as part of each review. NRC shall have three workdays to review deliverables. The BPA Call COR may request for additional time to review document with substantial content.

1. Deliverables require no more than two content revisions.
2. Deliverables cover all instructions provided by the COR or the Subject Matter Expert for technical content.
3. The disincentive for all standards is the Contractor's interim and/or final Contractor Performance Assessment Report may reflect missed AQLs.

<b>Required Service</b>	<b>Performance Standards</b>	<b>Acceptable Quality Level (AQL)</b>	<b>Method of Surveillance</b>
Deliverables	Missing deadline by 5 workday without prior authorization	100%	Weekly status review against the Integrated Project Schedule.
Deliverables	Comments are captured by the Contractor	95% of total change	Review of updates to deliverables
Schedule delays from when an acquisition package was submitted late. The BPA Call COR was not notified of this potential risk.	Missing deadlines by 5 workdays without prior authorization	95%	Weekly status review against the Integrated Project Schedule.
Preliminary deliverables are accurate and comprehensive.	Discussions during meetings are accurately captured.		Review of deliverables and review of Meeting Minutes
Final deliverables are accurate and comprehensive for BPA Calls under ITISS.	The new Contractor is able support the system subsequent to implementation without assistance from the Legacy Contractor after Phase II transition.	100%	
Traceability between as-is requirements and the to-be requirements	Reviewer can locate requirements within the Requirements Matrix	10 deviations are permitted.	Review of the Final Requirements Document.
All functional requirements must met the SMART objectives: specific, measureable, attainable, realizable, and traceable	All requirements can be verified during the User Acceptance Testing		Review of the Final Requirements Document.

## VIP Group Members

The following NRC offices and individuals will be part of the VIP Group:

- Commissioners and all Commissioner Staff Positions
- Deputy Executive Directors for Operations (DEDOs) and both permanent as well as temporary assistants
- Executive Director for Operations (EDO) and both permanent as well as temporary assistants
- Secretary of the Commission (SECY) and both permanent as well as temporary assistants

The size of the group is roughly 60 people. The Contractor shall deliver services to the VIP Group in accordance with the VIP Service Level Requirements previously mentioned. NRC reserves the right to change the membership of this group at any time during the Period of Performance and will work with the Contractor to ensure this change is communicated clearly and that the Contractor is given time to adjust their operations accordingly.

## Severity Levels and Priority Codes

Service requests shall be categorized by the impact of problem as described in the table on the following page.

Level	Impact
Severity 1	Global Failure; Work halted or a potential halt of work for multiple end users on a floor, building or entire Region <i>Examples: Multiple end users in building cannot log onto Local Area Network (LAN) or cannot access email</i>
Severity 2	Entire Division / Office Failure: Work halted for an entire office or division <i>Example: The division / office is unable to access a critical application</i>
Severity 3	Single complete failure; Work halted for single end user <i>Examples: Individual end user cannot access LAN; end user's computer will not boot</i>
Severity 4	Single problem for an end user; end user still able to work <i>Examples: End User's spell check will not run</i>
Severity 5	Service Requests & procedural questions <i>Examples: Relocate PC; install additional Random Access Memory (RAM); install software upgrade</i>

When submitting a Help Desk ticket, the end user has an option to identify a Priority Code to indicate the priority of the ticket. This code allows the Help Desk technician to appropriately prioritize tickets by Severity Level and then by Priority Code.

Example:

If Ticket A has Severity Level 3 with Priority Code 3, and Ticket B has Severity Level 3 with Priority Code 1, then Ticket B will be serviced prior to Ticket A.

The Priority Codes are further described in the table below.

Priority Code	Impact
Priority 1	Executive ("VIP") is experiencing an impact to productivity or requires special attention End User is experiencing significant productivity loss Existing new employee is completely inoperable
Priority 2	End User is requesting faster than average response based on actual business need End User is requesting scheduled service that has a hard deadline for resolution or fulfillment
Priority 3	End User is experiencing average operational impact from problem or request and does not have above average or extenuating circumstances
Priority 4 (default)	End User has made a service request in advance of need that is easily handled Usually a severity 4 request End User agrees that this is a Priority 4 request

### After Hour Call Center Service Procedure

The Contractor shall take Help Desk calls and record the following information about each call received:

- Name of caller
- Phone number of the caller
- Date & Time of call
- NRC building name, address and room number
- NRC Office
- Location of emergency and nature of emergency
- Scope of emergency, if the emergency involves reporting an equipment alarm (like server backup power supply malfunctioning), signaling a possible equipment failure, the location of the alarm
- Who was contacted for resolution and time of contact
- Any other information stipulated to be collected by the BPA Call COR

For a building related emergency, immediately after the conclusion of the incoming telephone call reporting a building-related emergency, the Contractor shall:

- Call the designated engineer or property manager responsible for responding to after-hours building emergencies for the building in which the emergency has occurred and
- Call a NRC management representative for the building in which the emergency has occurred.
- The NRC will provide the Contractor with a list of property management contacts for call triaging and routing purposes.

For VIP Group members and NRC individuals traveling on official business who call after hours, the Contractor shall follow, and establish if need be, a BPA Call COR approved process for promptly providing assistance to the individual in question.