A
TECHNICAL PROPOSAL
TO THE
U.S. NUCLEAR REGULATORY COMMISSION
WASHINGTON, DC

6 June 1988

TO PROVIDE
ITS END USER
SUPPORT SERVICES

Proposal valid thru 6 September 1988
Period: 90 days

For clarity, AMCI has decided to use a tabular form to submit our best and final technical proposal.

Each tab contains an answer to a specific question raised in the NRC clarification letter dated 23 May 1988.

The tabs are as follows:

TAB A Clarification Letter
TAB B Backup Personnel
TAB C CULPRIT Experience
TAB D HIOS Environment
TAB E HIOS Packages
TAB F Main-frame and Word Processing Experience
TAB G Documentation Experience
TAB H Data Base Management Experience
TAB I Project Management Experience
TAB J Quality Assurance
TAB K Backup Personnel Experience
TAB L Logging System
TAB M Lunch Coverage

TAB A

CLARIFICATION LETTER

OFFEROR: Automation Management Consultants Inc.
             14519 Woodcrest Drive
             Rockville, Maryland   20853

Solicitation No.: RS-ARM-88-230

Questions for discussions at the negotiations scheduled for May 25, 1988 at 2:00 are as follows:

1. Contractor Key Personnel Qualifications and Experience

    a. General experience in end-user computer support services. NRC desires that each contractor staff member have a minimum of two years experience in Information Technology Services under a similar environment.

        Questions:

            Would the proposer be prepared to specify what individuals would be utilized for backup and define the degree of experience in IC environments?

    b. Specific experience with software supported by the NRC. NRC desires that each contractor staff member qualified to support software identified in Tables 2 and 3 have a minimum of two years experience with the software packages identified. Emphasis will be placed on applications development and end-user support services experience in the area of user written applications.

        Questions:

            Would the proposer provide evidence and discuss the use of OLC and CULPRIT by propose.. staff?

    c. Specific experience with IBM mainframe and IBM PC or compatible microcomputers. NRC desires that each contractor staff member have a minimum of two years experience with IBM OS/MVS/XA mainframes or IBM compatible microcomputers. Additional credit will be given for experience with IBM 5520 and IBM DisplayWriter.

        Questions:

            Would the offerer define MIOS Center environment?

            What packages were used?

            Would the offerer provide more information on mainframe and word processing exposure and experience?

d. Documented experience in oral and written communications skills. Emphasis will be placed on experience in the development of user assistance documentation, user demonstrations of software and hardware, and software or hardware documentations.

Questions:

What user documentation, help sheets, and demonstrations have been developed/conducted by the proposed staff?

e. General technical experience with mainframes and microcomputer software similar in function to those listed in Tables 2 and 3. Particular emphasis will be placed on IBM and Data General mainframes, and microcomputer wordprocessing and database management systems.

Questions:

What other database management and word processing software have the staff used?

f. General technical experience in the evaluation of microcomputer software and hardware products. Emphasis will be placed on experience in user interface, compatibility with other software products, and computer-based tutorial systems.

No Question AT This Time

g. Formal education or certified training relevant to requirements of the Contract.

Questions:

What Project Management guidance will be provided by the company to this Project Manager?

2. Corporate Qualifications and Experience

Demonstrated experience in the development and management of user-assistance support center projects. The ability to staff and to provide high-quality on-site support and backup staff sufficient to meet fluctuations in workload over the contract period. The ability to provide planning of this effort in response to changes and delineation of work requirements.

Question:

How will Quality Assurance be effected?

3. **Overall Qualifications of Proposed Contractor Team**

In staffing this project emphasis will be given to providing sufficient depth of staff (2 persons) experienced in the following products: IBM PC/DOS, MS/DOS, IBM Basic Interpreter, Lotus, dBase III and III Plus, Crosstalk XVI, IBM Displaywrite, Super Project Plus, OS/MVS/XA, TSO, Wylbur, RAMIS, IDMS/R (OLQ/Culprit), and IBM/TSO KERMIT communications protocol. Experience with the remaining software listed in Tables 2 and 3 is desired and will be evaluated.

Questions:

Would offerer provide information on use of software by selected backup personnel?

4. Understanding the Scope of Work

Degree to which staffing and overall approach demonstrates understanding of the Nuclear Regulatory Commission's role, ADP requirements and standards, and information management needs.

Question:

How will you utilize the logging system?

How will the additional lunch coverage work?

Joyce Bazin
Contract Negotiator, NRC
Phone: 492-7152

AGENDA
FOR NEGOTIATIONS
WITH
AMCI
RFP RS- ARM-88-230

NRC PARTICIPANTS

CHAIRMAN- Karen VanDuser

CONTRACT NEGOTIATOR: Joyce Bazin

PROJECT OFFICER- Karen VanDuser

TECHNICAL MEMBER- Clarice Long

TECHNICAL MEMBER- Lance Lessler

TIME: 2:00 PM

DAY: Wednesday

DATE: May 25, 1988

LOCATION: AR-2223

OPENING COMMENTS AND INTRODUCTIONS

ESTABLISH AGENDA

DISCUSS TECHNICAL QUESTIONS

CONFLICT OF INTEREST QUESTIONS (IF ANY)

DISCUSS COST QUESTIONS

CONTRACTOR REPRESENTATIVES

1.

2.

3.

4.

    A. OVERHEAD & G &A

    B. LABOR RATES & CATEGORIES

    C. TRAVEL

    D. CONSULTANTS — SUBCONTRACTS

    E. OTHER COSTS

    F. FEE

CLOSING COMMENTS

    A. BEST & FINALS

    B. DUE DATE June 6, 1988 NLT 11:00 AM

    C. LETTER WILL BE SENT O/A June 1, 1988

TAB B

BACKUP PERSONNEL

QUESTION:

Would the proposer be prepared to specify what individuals would be utilized for back-up, and define the degree of experience in IC environments?

ANSWER:

AMCI proposes three back-up personnel who are highly qualified in supporting Information Technical Centers. The proposed back-up staff is:

Complete resumes containing the experience and qualifications are contained in this TAB.

TAB C

CULPRIT EXPERIENCE

QUESTION:

Would the proposer provide evidence and discuss the use of OLQ and CULPRIT by the proposed staff?

ANSWER:

The personnel proposed for this project have experience in the use of CULPRIT and OLQ.

████████████ used CULPRIT while working at ████████████ He was responsible for the operation and maintenance of production systems that used CULPRIT and OLQ. ████████████ would have to make fixes to the programs when the production programmer would define the wrong field, or use the incorrect record layout.

████████████ has extensive experience in the use of CULPRIT and OLQ. While assigned to the ████████████ Assessment System ████████████ was responsible for the daily operation and maintenance of the data extract systems that were written using CULPRIT/OLQ. CULPRIT was used to extract specific data elements from the large scale Billet and Personnel files, and produce smaller more manageable data files to be used by the system.

████████████ was also responsible for converting the CULPRIT programs to EASYTRIEVE, when the installation of the new IBM no longer supported CULPRIT.

████████████ also developed and enhanced CULPRIT programs while assigned to the BAMAS system. ████████████ responsible for enhancing the modules when the new version of the NMDAS data base was released by OP-01. Various data fields, as well as data values changed with the new implementation ████████████ was responsible for enhancing the CULPRIT/OLQ to accommodate these changes.

TAB D

HIOS ENVIRONMENT

QUESTION:

Would the offerer define the HIOS Center environment?

ANSWER:

The HIOS system, Headquarters Integrated Office System, uses off-the-shelf software executing on a variety of mini, micro and main frame computers, linked together by two networks. One network links the computer processors together for file transfer, the other links 2,500 terminals, printers and plotters to the system. This system, the BROADBAND network is also linked to the Defense Data Network (DDN) for world wide connectivity.

To ensure that the users of HIOS had a trouble-shooting service, the US Army established a HIOS Resource Center. The Resource Center provides a central point of contact for users that are having problems with the hardware and/or software. A telephone "hot-line" is set up to answer questions that any user may have. The phone is manned from 0700-1700 daily. An answering machine is also connected for after hours. The staff is also responsible for troubleshooting problems from users who "walk-in" the center, and from high-ranking official's that request "office-calls".

The staff publishes helpful hints to all users on a regular basis, and provides formal and informal training in HIOS associated software.

The hardware associated with HIOS is:
VAX; IBM; PERKIN ELMER; AMDHAL; Power 5/6; UNIVAC; Various micro-processors.

TAB E

HIOS PACKAGES

QUESTION:

What packages were used at HIOS?

ANSWER:

The software packages associated with the HIOS system are as follows:

o OFFICE POWER	o UDAP
o INGRES	o SUPERCOMP 20
o ISSCO GRAPHICS	o CROSSTALK
o UNIX	o KERMIT
o DDN LINK	o ZSTEM
o TSO	o LOTUS
o dBASE	o ENABLE
o DISPLAYWRITE	o MULTIMATE
o FORTRAN	o CC3OL
o ADABASE	o NATURAL

TAB F

MAIN-FRAME AND WORD PROCESSING EXPERIENCE

QUESTION:

Would the offerer provide more information on mainframe and word processing exposure and experience?

ANSWER:

Mainframe Experience:

Collectively, the proposed staff has designed, developed, implemented and/or maintained and enhanced over twenty systems that execute on mainframe computers. This includes the IBM mainframe at the National Institutes of Health; the OP-01/NMPC computer complex; the Consolidated Data Center in Cleveland Ohio; and the Applied Physics Lab of Johns Hopkins. The staff also has utilized the AMDAHL at Argonne National Labs and the University of Michigan.

These systems are written in FORTRAN, COBOL, PASCAL and BASIC and use various data base management systems such as TOTAL and SYSTEM 2000. The staff also used various text editors and command procedure languages such as WYLBUR, Roscoe and TSO in the development and execution of these main frame systems.

Current summaries of these main frame systems are included in Section 5.3 of our original submission.

Word Processing Experience:

The proposed staff has experience in using various word processing packages. The staff has used over ten packages in support of contracts with DOD and other government agencies. The staff was also responsible for assisting government personnel in the use of various Word Processing systems. Specifically, the staff has experience in the following packages:

o WORDSTAR	o WORD PERFECT
o MWORD	o MULTIMATE
o DISPLAYWRITE	o OFFICE POWER
o PC WRITE	o ALL-IN-ONE

TAB G

DOCUMENTATION EXPERIENCE

QUESTION:

What user documentation, help sheets, and demonstrations have been developed/conducted by the proposed staff?

ANSWER:

The proposed staff has extensive experience in the development of users guides, help sheets and documentation for various DOD and government agencies. The staff has also demonstrated the use and capabilities of many software/hardware systems.

Specifically, the staff has developed:

- o HIOS Administrative Guide
- o HIOS course guides
- o Selection of micro-processor work books
- o Student and Course Guides for: ENABLE; SYMPHONY; MDOS; and dBASE

The staff has also demonstrated the use of new software packages and hardware capabilities at Riggs Bank, the Naval Military Personnel and at HIOS. Various capabilities of office automation techniques have been demonstrated by the staff.

Specifically, the proposed staff has demonstrated:

- o the electronic mail function of the HARRIS and VAX
- o capabilities of hardware/software for Marine Corps and CNO
- o demonstration of VAX ALL-IN-ONE to Navy users

TAB H

DATA BASE MANAGEMENT EXPERIENCE

QUESTION:

What other data base management and word processing software have the staff used?

ANSWER:

Data Base Management

███████████ has used various DBMS packages on the mainframe and micro processor. While working for ████████████████ used TOTAL and SYSTEM 2000. As a trouble shooter at the ████████████████████████ ained experience in the use of CONDOR and dBASE.

████████ has extensive experience in the micro-processor DBMS systems. He has utilized dBASE, CONDOR, MDBS and RBASE in the design and development of various office automation systems for OP-01/NMPC. While working for the ████████████████████████████ used TOTAL and ORACLE in various projects for the EO department.

While working for the ██████████████████████████████████ ███████████ used various DBMS systems such as TOTAL and SYSTEM 2000. As a trouble shooter at ███████████████████████████████████ dBASE, CONDOR and MDBS. ████ has also used dBASE for various in house projects.

Work Processing:

The staff proposed for the project have extensive experience in the use of Word Processing Packages. All three proposed staff members have utilized the following packages in support of contracts at HIOS, and OP-01/NMPC:

- o WORDSTAR
- o MWORD
- o DISPLAYWRITE

- o WORD PERFECT
- o MULTIMATE
- o OFFICE POWER

TAB I
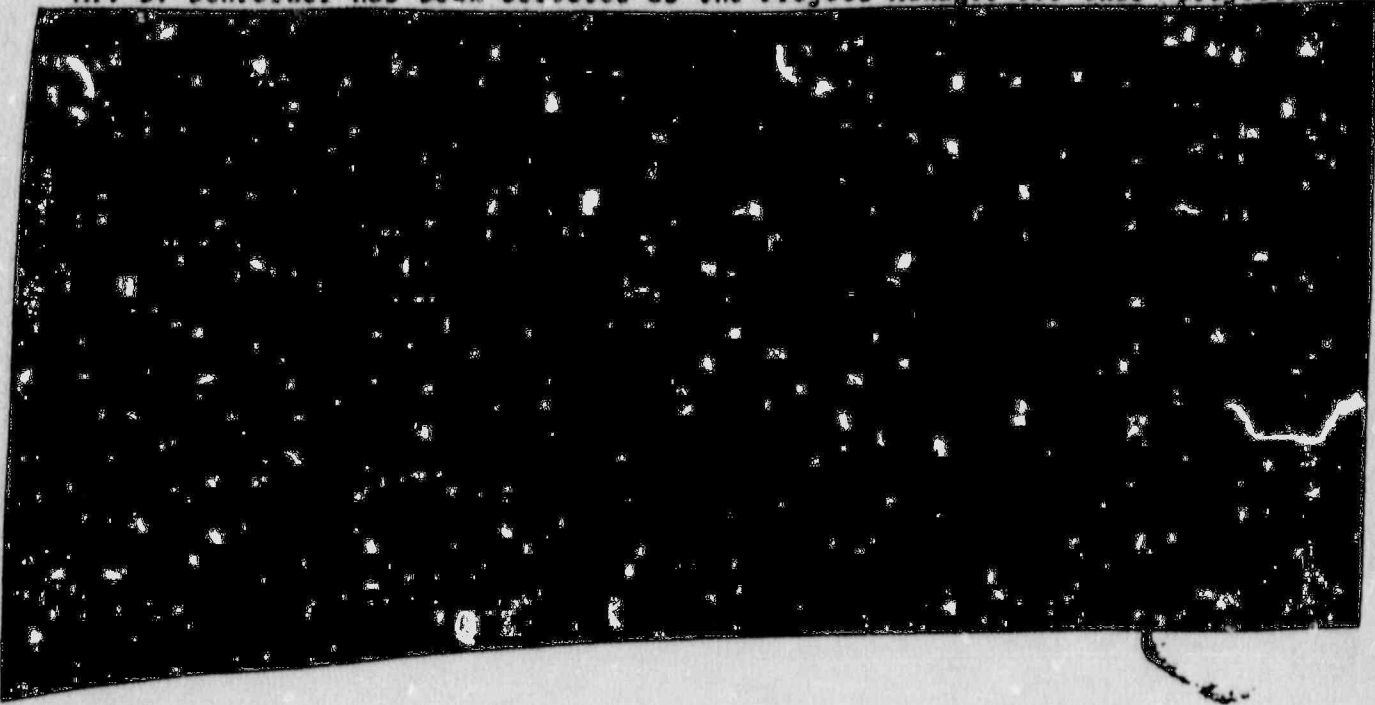
PROJECT MANAGEMENT EXPERIENCE

QUESTION:

What project management guidance will be provided by the company to this Project Manager? Or, what formal education does the Project Manager have to do his job?

ANSWER:

Mr. D. Schreiner has been selected as the Project Manager for this project.

TAB J

QUALITY ASSURANCE

QUESTION:

How will Quality Assurance be affected?

ANSWER:

Workload Fluctuations. This section explains AMCI's procedures for handling fluctuations in workloads and changes in the delineation of work requirements.

Multiple Tasks

There are times in a project when the Project Manager must handle several tasks going on at the same time. Handling multiple tasks can be a problem if they are not managed in the correct way.

In order to ensure that all tasks are accomplished correctly and on time, the Project Manager will design a Task Performance Plan (TPP) for each task. The due dates, types of work involved, types of personnel needed, and task dependency will be cited. Each TPP will be given a unique charge number. All work associated with this TPP will be charged to this number.

Once all the TPP's are completed, the Program Manager will pick a Task Leader for each task. The Program Manager and the Task Leader will then decide the best match of personnel to be placed on a task. It must be noted here that several tasks may have to share one person. This will not be a problem since the "shared" person is on the task to perform a specialized function. He/she can then move on to a different task.

If there are not enough qualified personnel to perform the tasks, we will use one of our recruiting methods to obtain a qualified person.

To ensure the progress of each task, the Program Manager will meet with each Task Leader every three days. The progress of the task will be discussed, along with any problem areas.

Controlling Priorities

Once the Program Manager designs a TPP for each task, he/she will meet with the COTR and the user, to discuss the priority of each task. The Project Manager will then assign a priority to each task.

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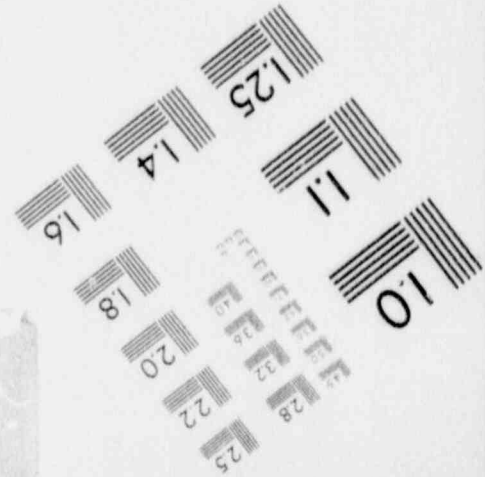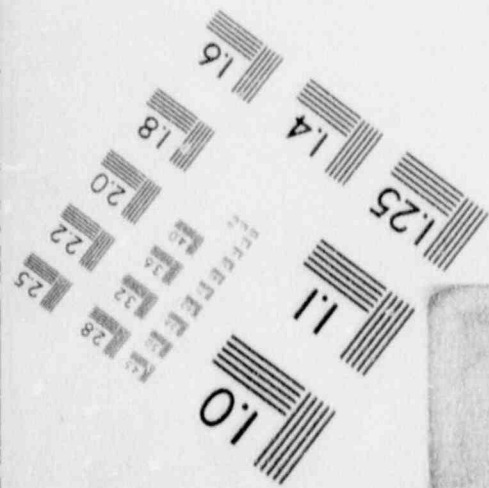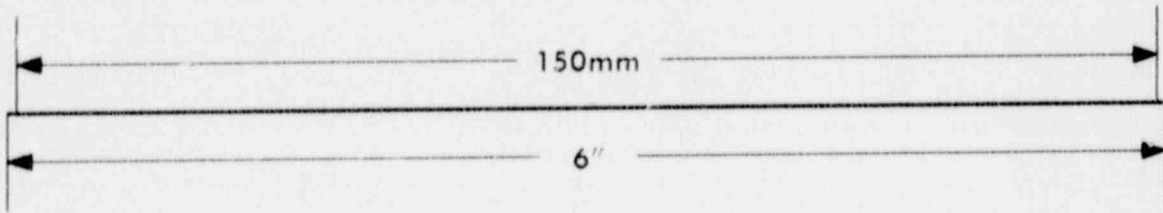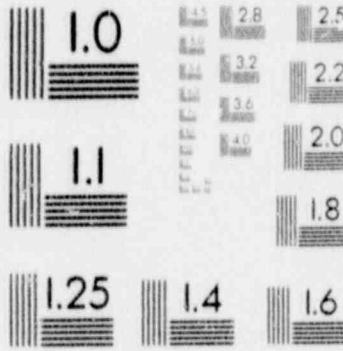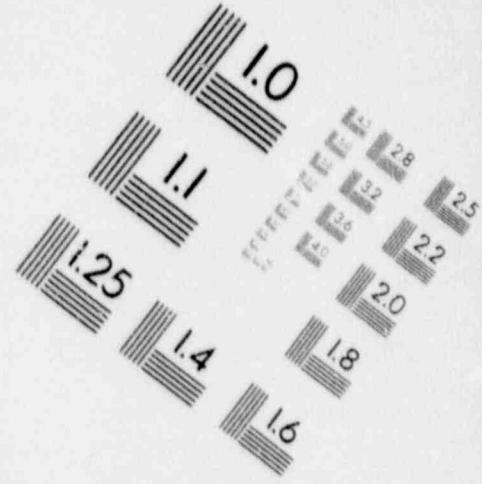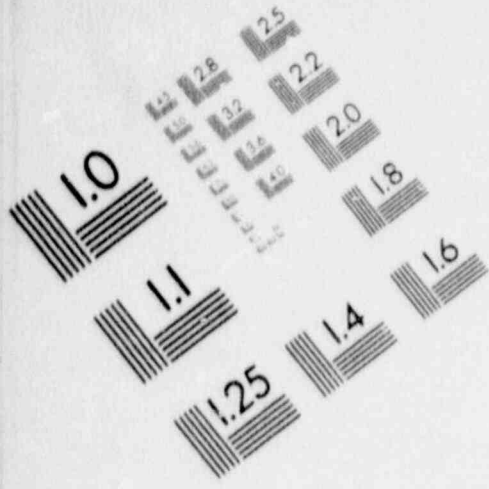
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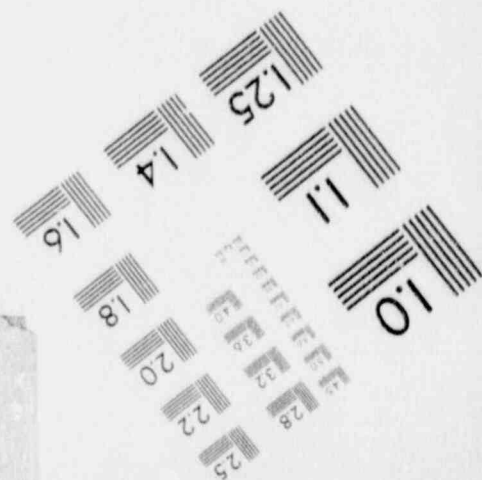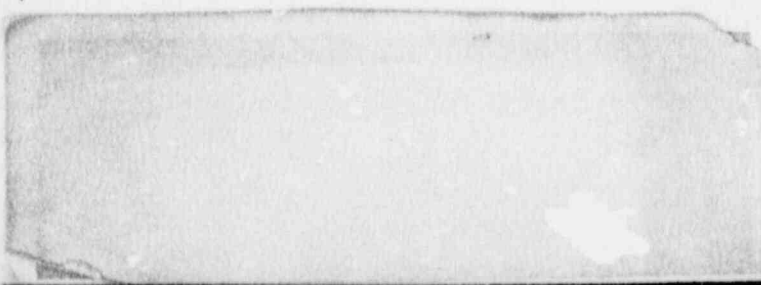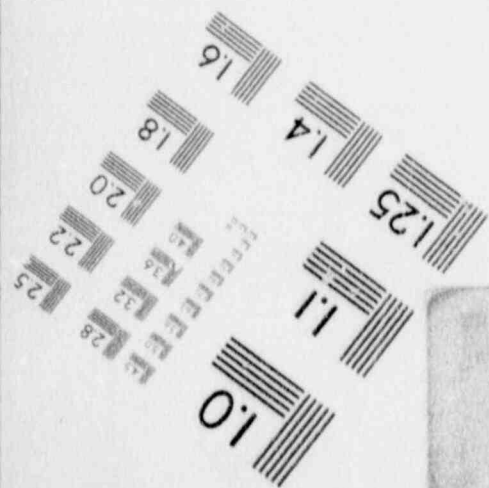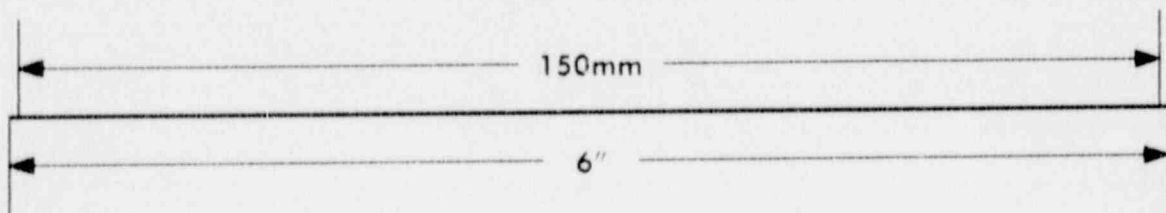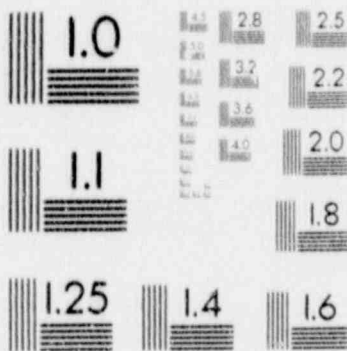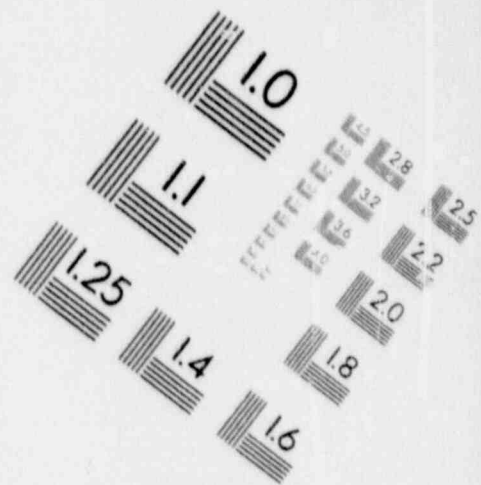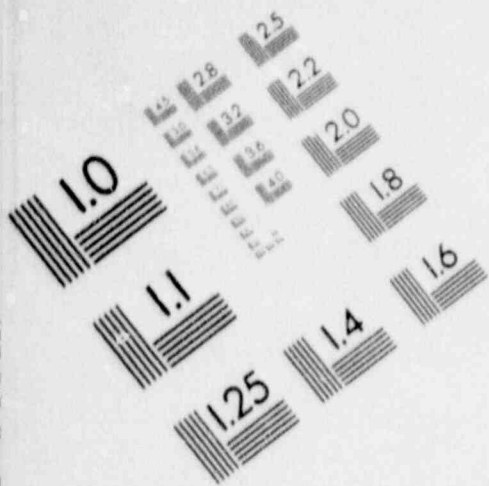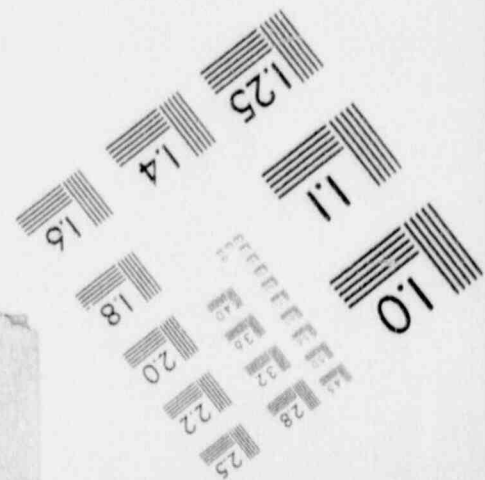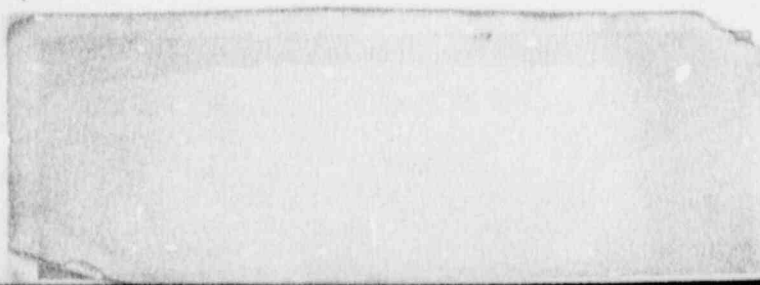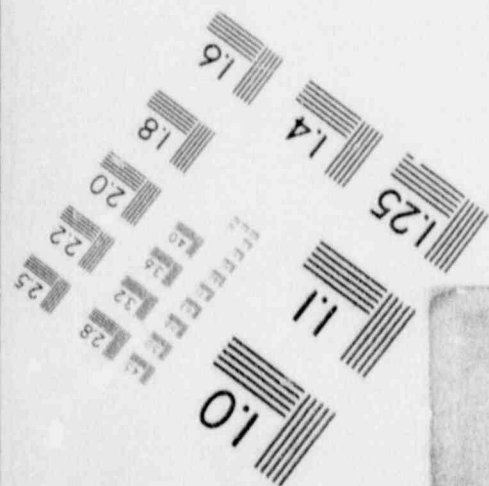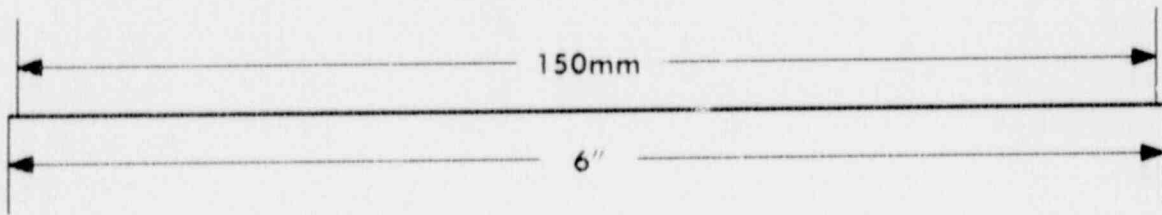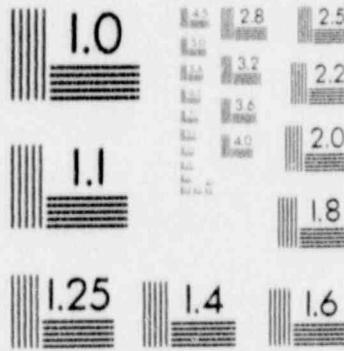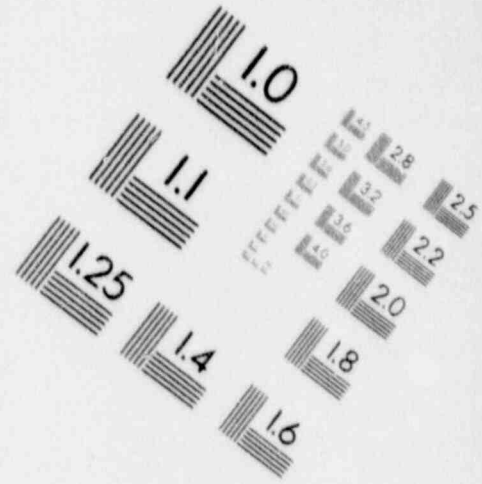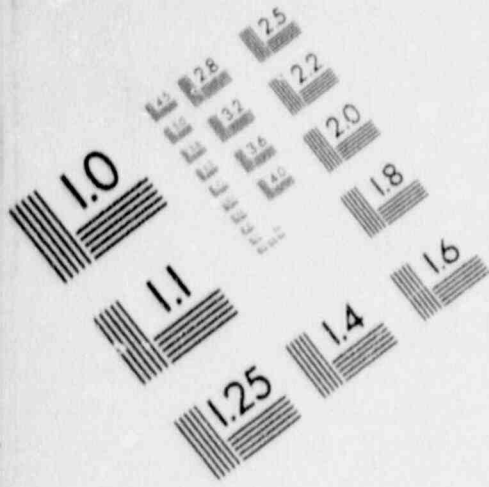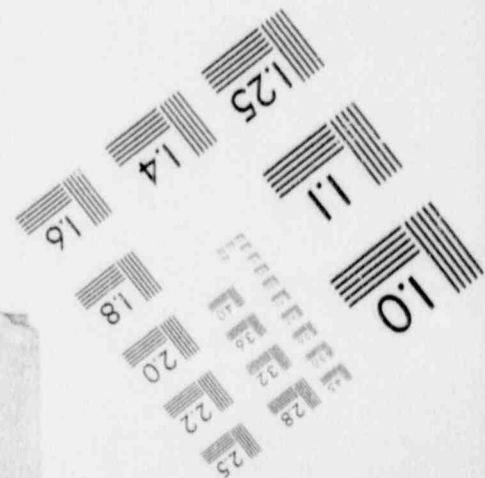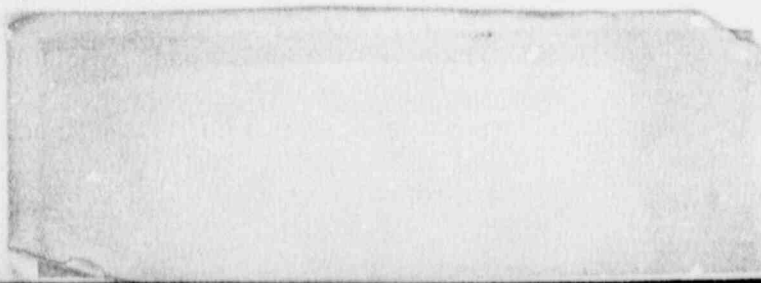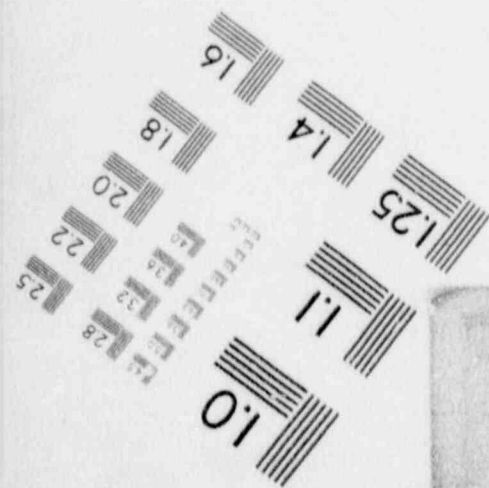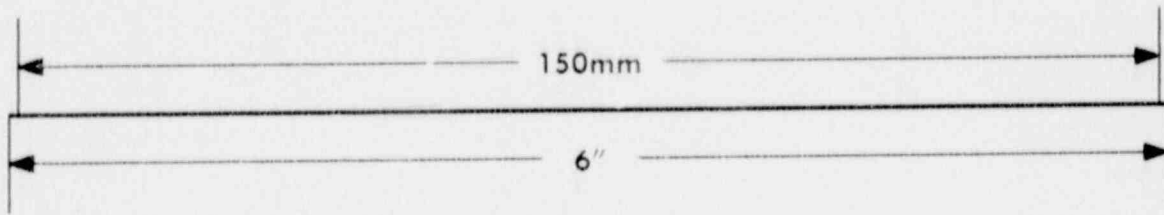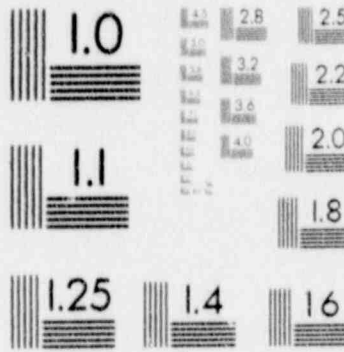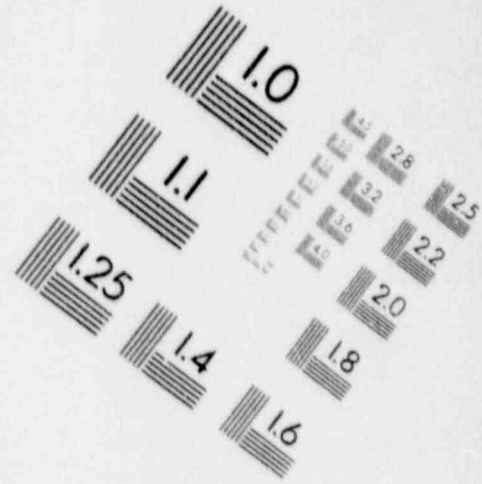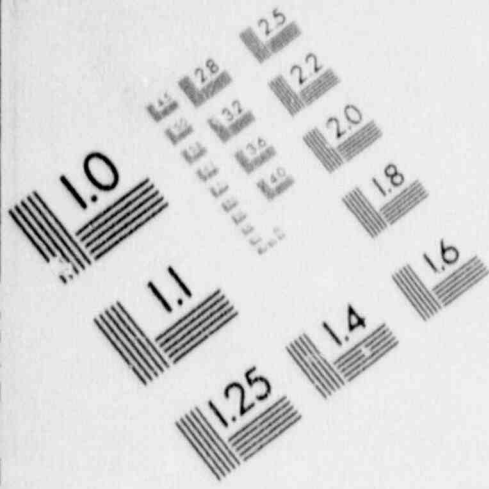
However, since we don't live in a static world, the priorities on the task may change. If this happens, the Program Manager must be notified immediately. The task leaders will be called together so that a contingency plan can be defined. Depending upon the severity of the change, several different avenues may be pursued. However, one thing is for sure, the highest priority job will be accomplished.

The task leaders have several options in determining what to do when the priorities change. The task leader may have to "share" more resources than before to accomplish each task, or additional staff members could be placed on the project. It may also be necessary to hire new employees to finish the tasks, if drastic priority changes were made.

Changing Workloads

As stated in our staffing plan, AMCI, by using the matrix management plan, provides the right mix of people to perform on the job. Not all of the same type of personnel are needed throughout the project. AMCI plans for this during the initiation phase of the project.

However, during the life of the project, the workload may change due to various management decisions. When a major change in the workload is foreseen, such as a major increase in the work and/or a decline in work to significantly effect the staff, the AMCI Project Manager will have a meeting with the COTR to discuss the impacts.

Once the meeting is complete, the Project Manager will prepare a new project management/staffing plan to handle the changes. This plan will be discussed with the COTR before implementation.

Additional Staff

If it is necessary to increase the staff, the AMCI Project Manager will first look at the pool of personnel available at AMCI. If AMCI cannot fill these positions from our current pool of resources, we will use our successful recruitment methods to hire qualified staff members.

If there is going to be a substantive amount of overtime necessary, the Project Manager will first ask the personnel working on the project if they want to work the extra hours. If additional personnel are still needed for overtime work, the Project Manager will use the same methods described above to find qualified staff members.

Cutbacks

If it is necessary to reduce the workforce, the AMCI Project Manager will remove staff from the project in a phased manner. To accomplish this, the functions that are being reduced will be analyzed to determine the times that the functions will no longer be needed. Once this has been determined, the staff will be analyzed to see which personnel can handle multiple functions. A phased plan for the reduction can then be constructed.

Recruiting Methods

AMCI uses five major methods in recruiting personnel. These methods are:

- o school placement offices
- o newspaper ads
- o consultants directory
- o personal contacts
- o personnel firms

Each will be described below.

o School Placement Offices

AMCI is registered with various college and technical school placement offices in the Washington metro area.

College placement offices hold interviews on-campus twice a year. AMCI has participated in these group sessions with a great deal of success. At other times during the year, the placement office keeps our records on file for students to use when sending out resumes.

The technical schools, toward the end of each class session, send out resumes of individuals who have met a specific criteria level set by our personnel office. This initial screening by the school saves us a substantial amount of time in reviewing resumes. This process has been used by AMCI for over five years, and has been very successful.

o Newspaper Ads

AMCI has also used the various newspapers in the Washington, Baltimore and Pittsburgh area to recruit personnel. Employment ads are placed during the weekends, citing the specific areas of

expertise that is needed. Our success rate with hiring staff
members from resumes obtained from newspaper ads is very high.

o Consultants Directory

AMCI is listed in the Consultants Directory, a nationwide
publication containing various firms and their area of interest. We
have received a great number of high quality resumes from recruits
using this directory, resulting in hiring highly trained employees.

o Personal Contacts

One of the best ways to recruit employees is by a personal
recommendation of a recruit from a current employer or business
associate. AMCI has hired numerous employees from word-of-mouth
recommendations from other associates.

o Personnel Placement Firms

AMCI has also used Personnel Placement Firms to hire personnel with
specific qualifications. However, we only use this recruiting
method when specific qualifications are needed, and cannot be met by
the other means of recruitment.

Quality Assurance

AMCI's program of Quality Control for each contract deliverable begins with
the preparation of the task performance plan. A plan is prepared in
response to each "written task order and request for estimate" received from
the COTR and it forms the basis for the company's "estimate to perform
effective technical approach for each task order requirement; definition of
measurable milestones and completion criteria; assignment properly
qualified people to each task; and an active program of monitoring,
controlling, and reporting progress. Under this approach, the AMCI Project
Manager has the prime responsibility for providing quality products that are
usable by, and acceptable to, management.

The AMCI Project Manager has overall Quality Control for the contract
deliverables and the final review and approval authority or quality
assurance for each deliverable product remarks with the AMCI Assigned
Corporate Officer. AMCI fulfills this responsibility through two levels:

o   review and approval of the task performance plans for the delivery
     orders and monitoring their execution through reviews and progress
     reports; and

o   an independent program of QA review for each deliverable product.

Task leaders are accountable to the project manager for quality assurance
(QA) matters in the performance of their assigned tasks. They are
responsible for the application of all necessary controls to achieve timely
performance and delivery of products prepared in accordance with all
contractually applicable instructions, standards, and specifications. Our
personnel follow a Systems Division mandated QA plan which requires written
instructions and assignment of responsibilities coincident with task
assignments. These directions are the responsibility of the cognizant task
leader and are implemented using a Task QA Record.

The Task QA Record becomes a permanent part of the task file after
concurrence between the project manager and team leader. QA is assigned to
a Assigned Corporate Officer (ACO) who will review each task deliverable for
conformance to task requirements and AMCI standards. The results of the
review, i.e., findings and conclusions, are submitted to the project
manager. Should the QA review reveal that the deliverable is not at the
highest standards, a Task QA Corrective Action Report is initiated.

The QA Corrective Action Report provides written direction from the project
manager to project personnel regarding those actions which are to be taken
to bring the product up to standards. Like the QA Record, the QA Corrective
Action Report becomes a permanent part of the task file. In addition to
direction regarding corrective actions, it provides a record of what
corrective actions were taken, and the findings and conclusions of the
subsequent QA review. The QA Corrective Action Report is cross-referenced
to the original QA Record.

TAB K

BACKUP PERSONNEL EXPERIENCE

QUESTION:

Would the offeror provide information on use of software by selected back-up personnel?

ANSWER:

The following table shows the experience with the software packages that must be support at the NRC ITC.

SOFTWARE

IBM PC/DOS	X	X	X
MS/DOS	X	X	X
BASIC INTERPRETER	X	X	X
LOTUS	X	X	X
dBASE	X	X	X
CROSSTALK	X	X	X
DISPLAYWRITE	X	X	X
SUPERPROJECT PLUS	X	X	X
OS/MVS/XA	X	X	X
TSO	X	X	X
WLYBUR	X	X	X
RAMIS	X		X
IDMS/R (CULPRIT/OLQ)	X		X
KERMIT	X		X

TAB L

LOGGING SYSTEM

QUESTION:

How will you utilize the logging system?

ANSWER:

The logging system can be used to provide information for various organizations at NRC. The following is a list of users of the logging system:

- provide statistics on the types of calls received by the center

- help solve continuing problems that users are having

- information can be used to develop help sheets for the user, "helpful-hints"

- supply information to the NRC newsletter

- supply information to the training center

- determine potential problem areas with new software versions

- provide information on the usefulness of the center, regarding response time and evaluations

TAB M

LUNCH COVERAGE

QUESTION:

How will the additional lunch coverage work?

ANSWER:

In order to provide user support during the lunch period, two plans of action can be considered.

The lunch period for the ▮▮▮▮▮▮▮▮▮▮▮▮ will be staggered. If necessary, the AMCI project manager will cover the lunch period at White Flint, and then take the shuttle to cover lunch at the Phillips Building.

However, the above plan may be a little time consuming. A better solution may be to stagger the lunch hours of the AMCI staff members between the two centers and use the call forwarding feature to have the call transferred to the center where coverage is provided. This will ensure that a user who is working through the lunch hour can obtain support.