

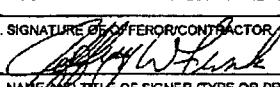
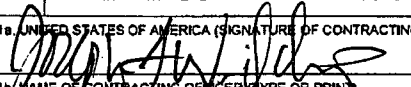
SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30				1. REQUISITION NO. OIS-12-094		PAGE 1 OF 16	
2. CONTRACT NO. NRC-HQ-11-C-33-0060		3. AWARD/EFFECTIVE DATE 3/5/12		4. ORDER NO. NRC-HQ-12-T-33-0011		5. SOLICITATION NUMBER	
7. FOR SOLICITATION INFORMATION CALL:		a. NAME		b. TELEPHONE NO. (No Collect Calls)		8. OFFER DUE DATE/LOCAL TIME	
9. ISSUED BY U.S. Nuclear Regulatory Commission Div. of Contracts Attn: Dominique Malone Mail Stop: TWB/ 1 A31M Washington, DC 20555				10. THIS ACQUISITION IS <input type="checkbox"/> UNRESTRICTED OR <input checked="" type="checkbox"/> SET ASIDE: _____ % FOR: <input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM NAICS: 541519 <input type="checkbox"/> HUBZONE SMALL BUSINESS <input type="checkbox"/> ECONOMICALLY DISADVANTAGED WOMEN-OWNED SMALL BUSINESS (EDWOSB) SIZE STANDARD: <input type="checkbox"/> SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS <input type="checkbox"/> 8(A)			
11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input checked="" type="checkbox"/> SEE SCHEDULE		12. DISCOUNT TERMS		13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700) <input type="checkbox"/>		13b. RATING N/A	
15. DELIVER TO U.S. Nuclear Regulatory Commission Washington DC 20555				16. ADMINISTERED BY U.S. Nuclear Regulatory Commission Div. of Contracts Mail Stop: TWB-01-B10M Washington, DC 20555			
17a. CONTRACTOR/OFFEROR LOCKHEED MARTIN SERVICES, INC. 700 N FREDERICK AVE GAITHERSBURG MD 208793328 TELEPHONE NO.		18a. PAYMENT WILL BE MADE BY Department of Interior / NBC NRCPAYMENTS_NBCDENVER@nbc.gov Attn: Fiscal Services Branch - D2770 7301 W. Mansfield Avenue Denver CO 80235-2230 PHONE: FAX:		19. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER <input type="checkbox"/>		20. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM	
17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER <input type="checkbox"/>		20. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM		21. QUANTITY		22. UNIT	
23. UNIT PRICE		24. AMOUNT		25. ACCOUNTING AND APPROPRIATION DATA See CONTINUATION Page Obligate: \$328,000 FAIMIS:120852 DUNS:176325579 2012-10-51-I-138, J2403, 31X0200.012 NAICS: 541519			
26. TOTAL AWARD AMOUNT (For Govt. Use Only) Current Obligation: \$328,000 Total Award Amount (Ceiling): \$966,003.45		27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4, FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED.		27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4, FAR 52.212-5 IS ATTACHED. ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED.		28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 1 COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED	
29. AWARD OF CONTRACT: REF. _____ OFFER DATED _____ YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN IS ACCEPTED AS TO ITEMS:		30a. SIGNATURE OF OFFEROR/CONTRACTOR 		31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER) 		31b. NAME OF CONTRACTING OFFICER (TYPE OR PRINT) Joseph W. Funk	
30b. NAME AND TITLE OF SIGNER (TYPE OR PRINT) Jeffery W. Funk, Contract Mgr.		30c. DATE SIGNED 3/5/2012		31c. DATE SIGNED 3/5/12		31d. NAME OF CONTRACTING OFFICER (TYPE OR PRINT) Joseph W. Funk	

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PART I

SECTION B - SUPPLIES OR SERVICES AND PRICE/COSTS

B.1 Contract Type

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

B.2 Period of Performance

Base Period – February 27, 2012 – September 25, 2012

Option Period I – September 26, 2012 to September 25, 2013

Option Period II – September 26, 2013 to September 25, 2014

Option Period III – September 26, 2014 to September 25, 2015

Option Period IV – September 26, 2015 to September 25, 2016

Option Period V – September 26, 2016 to September 25, 2017

Option Period VI – September 26, 2017 to September 25, 2018

Option Period VII – September 26, 2018 to September 25, 2019

Option Period VIII – September 26, 2019 to September 25, 2020

Option Period IX – September 26, 2020 to September 25, 2021

B.3 Cost/Price

See Section J-1.

B.4 Consideration and Obligation-Time and Materials Contract (August 2011)

(a) Currently, the ceiling price to the Government for full performance under this contract is \$966,003.45.

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

(c) The amount presently obligated by the Government with respect to this contract is \$328,000.00.

(d) This is an incrementally-funded contract and FAR 52.232-22 - "Limitation of Funds" applies.

SECTION C - PERFORMANCE WORK STATEMENT

C.1 Background

The Nuclear Regulatory Commission (NRC) has taken the direction of reengineering mainframe computer-based systems using client server and 3Tier Web technologies. To date, the following systems are in production — Reactor Program System (RPS) and its subsystems, Public Meeting Notice System (PMNS), Allegation Management System (AMS), Human Factors Information System (HFIS), Office of Investigations Management Information System (OIMIS), Enforcement Action Tracking System (EATS), Operator Licensing Tracking System (OLTS), Time, Resources, and Inventory Management (TRIM), Regulatory Information Tracking System (RITS), General License Tracking System (GLTS), Human Resource Management System (HRMS), and the NRC System Information Control Database (NSICD). Additional systems are being developed by NRC contractors under separate task orders (one for each application). This Performance Work Statement (PWS) identifies requirements for the database administration support of the Sybase Adaptive Server Enterprise (ASE), the Microsoft SQL Server, and the databases installed at the NRC headquarters and regional sites. It also includes web application environment support including but not limited to ColdFusion applications and support for the NRC's information technology (IT) portfolio management system using eCPIC.

C.2 Statement of Work

Work will begin under this task order upon the Contractor receiving a change request from the Task Order Contracting Officer Representative through the NRC's IBM Rational Tools Suite.

This PWS defines a baseline level of effort for database administration, web application support, and management activities associated with supporting Sybase Relational Database Management System (RDBMS), Microsoft SQL Server, IBM DB2 RDBMS, IBM WebSphere Application Server and Cold Fusion. The contractor shall provide the necessary onsite resources to provide comprehensive database administration services to the Office of Information Services/Business Process Improvement and Applications Division (OIS/BPIAD) to perform routine and specific services upon request to the production, test and acceptance, and the development database environments. The scope of this task is to utilize the Commercial off the Shelf (COTS) software in conjunction with AIX, SUN Solaris, Windows, Sybase, DB2 and MS SQL Server software to design, develop, implement, maintain, and support the NRC-distributed database environment using SYBASE ASE, SYBASE Replication Server, DB2 and MS SQL Server. The contractor shall also provide off site resource to support web based applications. Although the primary support will deal with ColdFusion and Java applications, the contractor shall support other web related development languages.

Typical routine activities will be done during normal work hours (i.e., during the hours of 7:00 AM to 7:00 PM Eastern Standard Time (EST)). Maintenance and enhancement activities will be done outside of prime use hours (i.e., hours before 7:00 AM or after 7:00 PM EST). Task to be performed outside of prime use hours shall need approval from the Contracting Officer Technical Representative (Task Order COR) for overtime or compensation time.

C.3 Specific Task

The work shall include, the following tasks:

- (1) The contractor shall perform distributed database administration activities to ensure optimum database performance by monitoring and fine tuning of the Sybase , DB2 and Microsoft SQL Server environments.
- (2) The contractor shall perform routine maintenance of the client server database environment to ensure the system is up and running, accessible to users on a 12 h/d basis. If the system fails, downtime is to be kept to a minimum.
- (3) The contractor shall perform database consistency check and database backup and review the execution log to determine whether the backup database is sufficient to ensure a proper database recovery.
- (4) The contractor shall perform database administration activities to create databases, tables, indexes, and stored procedures. In addition, the contractor will add Sybase ASE and DB2 log-in IDs, database groups, database users, and grant group and users permissions.
- (5) The contractor shall apply EBF and/or updated software release (SWR) to the Sybase , DB2 and Microsoft SQL Server environments.
- (6) The contractor shall install and/or upgrade Sybase ASE releases to the Sybase environment , DB2 releases to the DB2 environment and Microsoft SQL Server releases to the MS SQL Server environment.
- (7) The contractor shall install and/or upgrade Sybase Replication Server to the Sybase Replication Server environment.
- (8) The contractor shall integrate Docs Open databases and/or software into the Sybase ASE with instructions from the application development contractor.
- (9) The contractor shall work with the application development staff to perform database and software migration from the development to the test and acceptance to the production environment for enhancements to existing applications and for deployment of new applications.
- (10) The contractor shall support databases in the production environment for client server applications.
- (11) The contractor shall support databases in the development, as well as in the test & acceptance, environment, including databases which are developed in-house or off-the-shelf purchased computer databases.
- (12) The contractor shall test and verify the connectivity between the new releases of Sybase Open Client, DB2 clients the MS SQL DB-Lib, and ODBC to the Sybase

ASE , DB2 and the Microsoft SQL Server from the client workstation applications to determine the software upgrade validity.

- (13) The contractor shall perform emergency problem source identification and resolution.
- (14) The contractor shall perform hardware capacity planning and upgrade based on additional system requirements.
- (15) The contractor shall perform specific services upon request which are to be determined at times of impact.
- (16) The contractor shall maintain and keep the information up-to-date for all server binders which contain information related to each RS/6000 computer, SUN computer, Sybase ASE, DB2 , Microsoft SQL Server, and databases residing in the Sybase ASE , DB2 and Microsoft SQL Server.
- (17) The contractor shall review current database support documentation and shall document the database administration functions which are not yet documented in a format that other database administrators will be able to follow and perform the task.
- (18) The contractor shall work with OIS/ICOD staff and its contractor to ensure that the RS/6000 AIX Operating System, the SUN OS, and the Windows OS standards set by OIS/ICOD are followed, the interrelationship between AIX, SUN OS, Windows OS, Sybase, DB2 and Microsoft SQL Server database administration support is coherent, and the standards set by the OIS Client Server and 3Tier Committees will be followed.
- (19) The contractor shall complete emergency work within 2 hours of notification, unless a longer time is approved by the NRC Task Order COR. Non-emergency work shall be completed within 3 days of notification, unless a longer time is approved by the NRC Task Order COR.
- (20) The contractor shall participate in the task of upgrading the workstation Open/Client and ODBC software from version 12.0 to version 15.x.
- (21) The contractor shall assist application developers with table design and writing efficient stored procedures. The contractor shall perform SQL queries performance tuning for users and application developers with the approval from the NRC Task Order COR.
- (22) The contractor shall complete the upgrade the Sybase ASE from release 12.x to release 15.x, and the Sybase Replication Server from release 12.x to release 15.x. The contractor shall develop an Upgrade Action Plan and modify server document binders to reflect the server's new configuration.

- (23) The contractor shall document and support the HRMS/RPS/RITS interface 3 program.
- (24) The contractor shall assist in determining the best tools to use in supporting the SYBASE ASE, DB2 and Microsoft SQL Server environment based on the available software in the NRC toolkit.
- (25) The contractor shall assist with performing testing of new database software and tools that may be recommended for inclusion in the NRC Toolkit. The test finding shall be documented in the format required for submission to the NRC toolkit for approval.
- (26) The contractor shall write the installation/administration/operations documentation for the SYBASE ASE , DB2 and MS SQL Server. The contractor shall develop a template to be used for the database administration support document. All documents shall be prepared using the current agency's word processing software, which at the time this task order was written is MS Word 2007.
- (27) Upon request, the contractor shall prepare and present oral briefings on the progress of work, unique or interesting technical findings, results of research, and presentation of draft conclusions or reports.
- (28) The contractor shall work with the Task Order COR and their designees to maintain web based applications including but not limited to ColdFusion and Java applications. The contractor shall provide ColdFusion server and WebSphere Application server administration, apply patches when required and monitor server to ensure optimal service level.

- (29) The contractor shall deploy enhancements and/or fixes to EDATS test platform and perform the testing. Once accepted, will deploy the enhancement and/or fixes to EDATS production platform.
- (30) The contractor shall perform EDATS administrative tasks. These tasks include managing user accounts and groups, developing training materials, conducting training sessions, assisting users, updating POAM, modifying Officer views, documenting Flows, working with EDATS project team and users to resolve processes before passing off the issues to the developer contractor s, developing reports, and other ad-hoc tasks.
- (31) The contractor shall perform troubleshooting to the EDATS by working with other divisions or other contractor s for solving OS or network related issues, working with the software vendor to resolve software issues, and fixing tickets that may be stuck in the workflow; this may require troubleshooting with the development contractor.
- (32) The contractor shall perform IBM Rational Servers and Client/Server software administration functions such as software upgrade, testing, and support to the developers at the contractor facility.
- (33) The contractor shall utilize the Capital Planning and Investment Control Process and support the process through the coordination of investment meetings and other administrative tasks, such as recording and distributing meeting minutes, responding to CPIC related questions and assisting users through the CPIC process.

On the newly developed 3Tier platform, tasks to be performed under this PWS shall be on the development platform only, unless it is directed by the NRC Task Order COR.

C.4 Deliverables and Delivery Dates

Deliverable Name	Delivery Schedule	Responsibility
Maintenance Work Plan and Estimate to the NRC Task Order COR	Whenever work effort will exceed 20 hours	Contractor
Work Plan and Estimate Approval Email	Upon review and approval of work plan and estimate	NRC Work Effort Manager
Work Effort Approach of Ceiling Notification Email	When 23 or less hours are available	Contractor
New Versions of Application Products to CM	When maintenance effort tested and ready for deployment	Contractor
Special Reports of Work and Status—Maintenance	At frequency directed	Contractor

Ad Hoc Report Outputs	2 workdays from receipt of request	Contractor
Special Reports of Work and Status—Operational Support	At frequency directed	Contractor

C.5 Place of Performance

The contractor shall primarily perform work on site at NRC Headquarters NRC Headquarters at 11555 and/or 11545 Rockville Pike, Rockville, MD 20852 for database and application administration support, while the web-based application maintenance support shall be off site at the contractor's facility.

C.6 Client Server Hardware/Software Platform

- (1) Hardware: IBM RS/6000 and P series. Operating system are AIX 7.x, 6.x and 5.x
- (2) Hardware: Sun models Sun Fire, V240, V210, T2000, and E220R. The Sun OS is Solaris 5.8 and 5.10
- (3) Hardware: Dell 26 or Del 28 series. The Windows OS is Windows 2003 and Windows 2008
- (4) Hardware: HP DL380G7. The OS is Red Hat Enterprise Linux 5
- (5) Software: Microsoft SQL Enterprise Manager, release 8.0
- (6) Software: Sybase ASE, release 12.5, 15.x
- (7) Software: Sybase Replication Server, release 12.5, 15.x
- (8) Software: IBM DB2 9.7
- (9) Software: Sybase Enterprise Connect Data Access V 15.x
- (10) Software: ColdFusion 8
- (11) Software: WebSphere Application Server Network Deployment
- (12) Development software: PowerBuilder, ColdFusion bundle, Visual Basic, Delphi, Docs Open, and MS Access
- (13) CASE software: ERwin
- (14) Client workstation: 486/33 MHZ or better workstation with a minimum of 128 MB of RAM and 20 GB hard disk

- (15) Client O/S software: Windows XP
- (16) Client application software: PowerBuilder, Visual Basic, Delphi, Docs Open, MS Access, PeopleSoft, and Rational Application Developer for WebSphere
- (17) LAN: MS Network
- (18) Software: HandySoft BizFlow 11.5

C.7 Expertise/Skills

The contractor shall provide three people on site to support the NRC's Database Administration Functions. The normal working hours for this delivery order are from 7:00 AM to 7:00 PM EST. When required and needed, database administration functions will be performed outside the normal 7:00 AM to 7:00 PM EST workdays and/or on the weekends. When required and needed, the contractor shall provide personnel off site to support web application maintenance.

The contractor may be required to:

- (1) Perform problem source identification and resolution
- (2) Write user and technical documentation, as demonstrated through prior assignments, using the supported software of choice for the documentation, MS Words 2007
- (3) Revise/enhance client server solutions, including hardware, software, and communications
- (4) Maintain an enterprise client server and n-tier database environment
- (5) Use Unix, RS/6000 AIX, Sun Solaris, Windows XP, Windows 2008 and 2003, Linux and TCP/IP
- (6) Use of CASE technology (ERwin)
- (7) Use of Structured Query Language (SQL), DML/DDDL, and Transact-SQL
- (8) Use of C, Java, Unix scripts, PowerBuilder, Visual Basic, Delphi, MS Access, Open Client, ODBC software, WebSphere Application Server, ColdFusion, FLEX, FuseBox, Java, HTML, DHTML, XML, Dreamweaver, SSH Tectia and Rational Application Developer
- (9) Use of Sybase ASE, Sybase Replication Server, DB2 and MS SQL Server, including, preferably, a Sybase Certified Professional on ASE 15, DB2 9 Certification and MS SQL Server Certified Professional on SQL Server 2008

- (10) Use of using Sybase Enterprise Connect Data Access to transfer between heterogeneous database servers
- (11) Use of client server connectivity through LAN, TCP/IP, Open Client, and ODBC
- (12) Use of HandySoft BizFlow
- (13) Use of Rational Jazz Platform, including Team Concert, Requirements Composer and Quality Manager, and other Rational tools such as ClearQuest and ClearCase for Change Management

C.8 Training

The contractor shall provide NRC Database Administrator training during implementation of revisions, as well as follow-on Database Administrator training as necessary (in conjunction with system software upgrades, hardware changes) to ensure the ability of NRC database administrators to administer the revised systems. The contractor shall provide any training necessary for major revisions to web based applications associated with major revisions in the application.

C.9 Reporting Requirements

It is anticipated that the NRC will conduct one meeting every 2 weeks with the contractor personnel. The meetings will be conducted at the NRC's Rockville, Maryland, offices. No other unique reporting is required which exceeds that which would be presented in the Bi-weekly Status Report.

For a specific assignment, with start and end dates, the contractor shall submit a detailed Project Management Plan. The plan will show tasking, milestones, staff assigned, and the projected number of hours estimated to complete each task.

C.10 Project Management Methodology

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

C.11 Documentation

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

C.12 Expertise/Skills/Training

The contractor shall ensure that its personnel that work on this task order are appropriately qualified in the technologies and commercial products identified in the NRC's Technical Reference Model (TRM) which is accessible at <http://portal.nrc.gov/edo/ois/bpiad/EASB/TRM/default.aspx>." Training that is needed by the contractor's personnel on the technologies and commercial products identified in the NRC's Technical Reference Model (TRM) shall be at the expense of the contractor.

C.13 Productive Labor Hours**ADDENDUM TO PARAGRAPH (i) OF CLAUSE 52.212-4 ALTERNATE I**

The contractor may submit invoices to the Government only for "productive labor hours." "Productive labor hours" are defined as those hours expended by the contractor in performing requirements under a task order and are directly related to an NRC-issued change request that is issued to the contractor through NRC's IBM Rational tools suite. Requests for operational support from NRC task orders under this contract will be issued to the contractor via change requests in NRC's IBM Rational tools suite and will include a ceiling number of contractor productive labor hours within a given period (e.g., 10 productive labor hours between 8:00 a.m. and 7:00 p.m.) If the contractor finds the number of productive labor hours in the change request to be unrealistically low, then the contractor shall inform the Task Order COR within a reasonable time after receiving the change request and should provide a written ceiling estimate for the Task Order COR to consider. If the Task Order COR agrees with the contractor's written ceiling estimate, then the Task Order COR would make the change in IBM Rational tools suite or request that a person with access to the system make that change. The Government may not reimburse the contractor for any invoiced productive labor hours that are not directly related to a NRC issued change request and/or exceed the number of hours included in the applicable change request.

SECTION D – PACKAGING AND MARKING

See base contract

SECTION E - INSPECTION AND ACCEPTANCE

See base contract

SECTION F - DELIVERIES OR PERFORMANCE

See base contract

SECTION G - CONTRACT ADMINISTRATION DATA

G.1 Task Order Contracting Officer's Representative

(a) The Task Order COR for this task order contract is as follows:

Tu Tran
Office: Office of Information Systems (OIS)
Mailstop: OWFN/ 6 D3M
Washington, DC 20555-0001
Phone: 301-415-7119
Email: Tu.Tran@nrc.gov

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

- i. Technical direction to the contractor which shifts work emphasis between areas of work or tasks, authorizes travel which was unanticipated in the Schedule (i.e., travel not contemplated in the Performance Work Statement (PWS) or changes to specific travel identified in the PWS), fills in details, or otherwise serves to accomplish the contractual PWS.
- ii. Provide advice and guidance to the contractor in the preparation of drawings, specifications, or technical portions of the work description.
- iii. Review and, where required by the task order contract, approval of technical reports, drawings, specifications, and technical information to be delivered by the contractor to the Government under the contract.

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

- i. Constitutes an assignment of work outside the general scope of the contract.
- ii. Constitutes a change as defined in the "Changes" clause of this contract.
- iii. In any way causes an increase or decrease in the total estimated contract cost, the fixed fee, if any, or the time required for contract performance.
- iv. Changes any of the expressed terms, conditions, or specifications of the contract.
- v. Terminates the contract, settles any claim or dispute arising under the contract, or issues any unilateral directive whatever.

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

- (e) The contractor shall proceed promptly with the performance of technical directions duly issued by the Task Order COR in the manner prescribed by this clause and within the Task Order COR's authority under the provisions of this clause.
- (f) If, in the opinion of the contractor, any instruction or direction issued by the Task Order COR is within one of the categories as 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 the Contracting Officer to modify the contract accordingly. Upon receiving the notification from the contractor, the Contracting Officer shall issue an appropriate contract modification or advise the contractor in writing that, in the Contracting Officer's opinion, the technical direction is within the scope of this article and does not constitute a change under the "Changes" clause.
- (g) Any unauthorized commitment or direction issued by the Task Order COR may result in an unnecessary delay in the contractor's performance and may even result in the contractor expending funds for unallowable costs under the contract.
- (h) A failure of the parties to agree upon the nature of the instruction or direction or upon the contract action to be taken with respect thereto is subject to 52.233-1, Disputes.
- (i) In addition to providing technical direction as defined in paragraph (b) of the section, the Task Order COR shall:
 - a. Monitor the contractor's technical progress, including surveillance and assessment of performance, and recommend to the Contracting Officer changes in requirements.
 - b. Assist the contractor in the resolution of technical problems encountered during performance.
 - c. Review all costs requested for reimbursement by the contractor and submit to the Contracting Officer recommendations for approval, disapproval, or suspension of payment for supplies and services required under this contract.
 - d. Assist the contractor in obtaining the badges for the contractor personnel.
 - e. Immediately notify the Security Branch, Division of Facilities and Security (SB/DFS) (via e-mail) when a contractor employee no longer requires access authorization and return of any NRC issued badge to SB/DFS within three days after their termination.
 - f. Ensure that all contractor employees that require access to classified Restricted Data or National Security Information or matter, access to sensitive unclassified information (Safeguards, Official Use Only, and Proprietary information) access to sensitive IT systems or data, unescorted access to NRC controlled buildings/space, or unescorted access to protected and vital areas of nuclear power plants receive approval of SB/DFS prior to access in accordance with Management Directive and Handbook 12.3.

- g. For contracts for the design, development, maintenance or operation of Privacy Act Systems of Records, obtain from the contractor as part of closeout procedures, written certification that the contractor has returned to NRC, transferred to the successor contractor, or destroyed at the end of the contract in accordance with instructions provided by the NRC Systems Manager for Privacy Act Systems of Records, all records (electronic or paper) which were created, compiled, obtained or maintained under the contract.

SECTION H - SPECIAL CONTRACT REQUIREMENTS

H.1 2052.215-70 KEY PERSONNEL (JAN 1993)

- (a) The following labor category is considered to be essential to the successful performance of the work hereunder:

- 1) Project Manager

The contractor agrees that personnel may not be removed from the contract work 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 contract 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 Task Order 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 contract 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 contract or the service order, the contract 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.

PART II**SECTION I CONTRACT CLAUSES**

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

SECTION J TASK ORDER ATTACHMENTS

- 1) Cost/Price Schedule
- 2) Performance Standards and Metrics

Contract No. NRC-HQ-12-C-33-0060, Task Order NRC-HQ-12-T-33-0011

Cost/Price Schedule

Labor Category	Base Period (CLIN 0001) Fixed Rate	Option Period 1 (CLIN 1001) Fixed Rate	Option Period 2 (CLIN 2001) Fixed Rate
Application SW Dev Anlst Sr			
Application SW Dev Anlst Stf			
Application SW Dev Anlst Sr Stf			
Comp Systems Architect Stf			
Comp Systems Architect Prin			
Database Engineer Sr			
Database Engineer Sr Stf - On-site			
Software Tech Writer			
Information Sys Anlst Sr			
Information Sys Anlst Stf			
Information Sys Anlst Sr Stf			
Information Sys Anlst Asc - On-site			
Software Engineering Mgr			
Programmer Analyst Stf			
Ceiling Price	\$966,003.45	\$1,465,732.71	\$1,494,104.13

Option Period 3 (CLIN 3001) Fixed Rate	Option Period 4 (CLIN 4001) Fixed Rate	Option Period 5 (CLIN 5001) Fixed Rate	Option Period 46(CLIN 6001) Fixed Rate	Option Period 7 (CLIN 7001) Fixed Rate	Option Period 8 (CLIN 8001) Fixed Rate
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
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[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
\$1,481,801.43	\$1,491,171.19	\$1,522,597.54	\$1,548,490.47	\$1,588,794.28	\$1,629,059.82

Performance Standards and Metrics

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

Table Column Definitions

- **Required Services:** the type of support service being rendered under the scope of the task order.
- **Performance Standard:** the performance level required to meet the contract requirements. The benchmark for satisfactory performance.
- **Acceptable Quality Level:** establishes the maximum allowable variation (or error rate) from the standard.
- **QASP Monitoring Method:** method used for monitoring performance against standards.

Required Services	Performance Standard	Acceptable Quality Level (AQL)	QASP Monitoring Method
Release Schedule	Release should be deployed into production by due date	No more than 1 business day deviation	Task Order COR will run Rational Release reports
Release Acceptance	Releases should not have been rejected because of defective code or artifacts found in User Acceptance Testing or Production	No deviation	Task Order COR will run Rational Release reports
ChangeRequests (CRs) tracked and updated within the designated CM tools	CRs are tracked and implemented within the designated CM tools	No deviation	Task Order COR will run Rational Release reports
Release Cost Estimating	Estimated Cost of each release should be equal or less than the Actual Cost of the release	No more than 5% over cost	Task Order COR will run Rational Release reports
Production System Availability during business hours	Production system must be availability during business hours excluding Federal Holidays and Scheduled system outages	No deviation	Task Order COR will review performance
Response Time	Coverage provided from 07:00 to 18:00 Eastern Standard Time, Monday through Friday, excluding holidays	<u>Priority 1:</u> Shall not exceed a two hour response time for service calls: Two hour response time for service calls: Shall not exceed a two hour response	Task Order COR will analyze call log and tracking reports

Required Services	Performance Standard	Acceptable Quality Level (AQL)	QASP Monitoring Method
		time for service calls <u>Priority 2</u> : Shall not exceed a one business day response time for service calls	
Deliverables	Delivered within the agreed upon timeframes, addresses the agreed upon scope and complies with acceptable and professional formatting and/or required templates	Delivered by COB of designated deadline Defects within documents are at a non-material level	Task Order COR will review deliverables