SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS
OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, 30

1. REQUISITION NO.	PAGE 1 OF
CIO-33-01-171-001 Dtd 3/30 REV 4/20/01	122

2. CONTRACT NO.	3. AWARD/EFFECTIVE DATE	4. ORDER NO.	MODIFICATION NO.	5. SOLICITATION NO.	6. SOLICITATION ISSUE DATE
GS00T98ALD0017	09-28-2001	DR-01-0290		RQ-CIO-01-0290	7/11/2001

7. FOR SOLICITATION INFORMATION CALL:	a. NAME	b. TELEPHONE NO. (No Collect Calls)	8. OFFER DUE DATE/LOCAL TIME
	Donald A. King	(301) 415-6731	07/16/2001 1:00pm EST

9. ISSUED BY — CODE

U.S. Nuclear Regulatory Commission
Division of Contracts and Property Mgt.
Attn: T-7-I-2
IT Acquisition Management Branch
Washington DC 20555-0001

10. THIS ACQUISITION IS
- [X] UNRESTRICTED
- [ ] SET ASIDE: 0 % FOR
  - [ ] SMALL BUSINESS
  - [ ] SMALL DISADV. BUSINESS
  - [ ] 8(A)

NAICS: 541512
SIZE STANDARD: $18 million

11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED
- [ ] SEE SCHEDULE

12. DISCOUNT TERMS
N/A

- [ ] 13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)

13b. RATING N/A

14. METHOD OF SOLICITATION
- [ ] RFQ [ ] IFB [ ] RFP

15. DELIVER TO — CODE

U.S. Nuclear Regulatory Commission
ATTN.: Gregory Kee
Mail Stop: T-4F-17

Washington DC 20555-0001

16. ADMINISTRERED BY — CODE

17a. CONTRACTOR/OFFEROR — CODE — FACILITY CODE

EER Systems, Inc.
3750 Centerview Drive
Chantilly, VA 20151

POC: Joanne B. Newman

TELEPHONE NO. (703) 708-1400

- [ ] 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER

18a. PAYMENT WILL BE MADE BY — CODE

U.S. Nuclear Regulatory Commission
Division of Contracts and Property Mgmt.
Attn: Mail Stop: T-7I2

Washington DC 20555-0001

18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED
- [ ] SEE ADDENDUM

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES (See CONTINUATION Page)	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	See the attached pages. This is a firm-fixed price, firm-fixed unit price (labor hour) and travel is reimbursable. Period of performance is 9/28/2001 - 9/27/2004. The U. S. Nuclear Regulatory Commission accepts L3/EER Systems, Inc's quote dated August 13, 2001, as amended on September 18, 2001, which is hereby incorporated into and made a part of this task order. TIN: 54-1349668, DUNS#:17-715-3319				

25. ACCOUNTING AND APPROPRIATION DATA See CONTINUATION Page

26. TOTAL AWARD AMOUNT (For Govt. Use Only) $25,529,277.00

- [ ] 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4. FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA [ ] ARE [ ] ARE NOT ATTACHED.
- [ ] 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED. ADDENDA [ ] ARE [ ] ARE NOT ATTACHED

28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN _____ COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN.

29. AWARD OF CONTRACT: REFERENCE _____ 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
Joanne B Newman

30b. NAME AND TITLE OF SIGNER (TYPE OR PRINT)
Joanne B. Newman, Director of Contracts

30c. DATE SIGNED 9/28/01

31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)
Donald A. King

31b. NAME OF CONTRACTING OFFICER (TYPE OR PRINT)
DONALD A. KING

31c. DATE SIGNED 9/28/01

32a. QUANTITY IN COLUMN 21 HAS BEEN
- [ ] RECEIVED [ ] INSPECTED [ ] ACCEPTED AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED

32b. SIGNATURE OF AUTHORIZED GOVT. REPRESENTATIVE

32c. DATE

33. SHIP NUMBER — [ ] PARTIAL [ ] FINAL

34. VOUCHER NUMBER

35. AMOUNT VERIFIED CORRECT FOR

36. PAYMENT
- [ ] COMPLETE [ ] PARTIAL [ ] FINAL

37. CHECK NUMBER

38. S/R ACCOUNT NUMBER

39. S/R VOUCHER NUMBER

40. PAID BY

41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT

41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER

41c. DATE

42a. RECIEVED BY (Print)

42b. RECEIVED AT (Location)

42c. DATE REC'D (YY/MM/DD)

42d. TOTAL CONTAINERS

CONTINUATION OF BLOCK 25: ACCOUNTING AND APPROPRIATION DATA

B&R	Job Code	Boc	APPN NO.	Obligate
11015522105	J1144	252A	31X0200.110	$200,000
11015521115	J1100	252A	31X0200.110	$ 32,000
11015522105	J1144	252A	31X0200.110	$395,000
			TOTAL	$627,000

SECTION B - SUPPLIES OR SERVICES AND PRICES/COSTS

B.1 Project Title

The title of this project is as follows: INFRASTRUCTURE SERVICES AND SUPPORT CONTRACT (ISSC).

B.2 Brief Description of Work

a) Brief description of work:

The U.S. Nuclear Regulatory Commission requires a single Seat Management Contractor to provide the planning, staffing, supervision, management, and IT hardware and software resources necessary to ensure that effective and efficient support, administration and control of required work is accomplished with minimal direct NRC involvement. The Seat Management Contractor shall operate, maintain, and upgrade the NRC Distributed Computing Environment (DCE), and shall establish formal relationships with other NRC service providers to provide these services.

(b) Only Contracting Officers of the NRC or other individuals specifically authorized under this task order may authorize the initiation of work under this task order. The provisions of this task order shall govern all required work hereunder.

B.3 Schedule

The Contractor shall perform CLIN 0001, Project Initiation (Mandatory), CLIN 0002, Seat Management Transition on a Firm Fixed Price (FFP) Basis. The Contractor shall perform CLIN 0003, Task 3: Years 1-3, on a Firm Fixed Unit Price Basis.

The Contractor shall perform CLINs 0004 through 0009 and 0011 through 0012 on a firm fixed price unit basis (Optional) at prices at or below those stated in Section B of the Contract, and in accordance with FAR 16.500 and other sections of the Contract and this Task Order.

Long distance travel (other than local) CLIN 0010, Travel (Optional) is anticipated during the performance of this Task Order. Since these costs cannot be accurately forecasted at this time, travel will be conducted on a cost reimbursable, non-fee-bearing basis. The Contractor shall be reimbursed on the basis of actual costs incurred up to the maximum per diem rates defined in the Government Travel Regulation (see Section H9 of master contract). While the estimated amount represent the Government's best estimate, the amount obligated; may be increased unilaterally by the Government if such action is deemed advantageous.

The Contractor shall provide technical and production support services to NRC in accordance with the "DESCRIPTION/SPECIFICATIONS/WORK STATEMENT" for the task order period of performance at the rates as set forth below. The successful performance of this effort , in support of the NRC Infrastructure Services and Support Task Order, is contingent upon a GSA Contractor Solution under GSA's Seat Management Support Contract.

4.2 Schedule B

Schedule B shall contains unit prices for a quantity of one. Schedule B lists the components that comprise CLINs 0003 through 0012.

The Contractor shall perform all similar services at prices at or below those stated in Section B of the Contract and as modified by any applicable multipliers as established in the special pricing provisions; and in accordance with FAR 16.500 and other sections of the Contract; this Task Order; and any other Task Orders or Task Order modifications issued to support additional components of the Enterprise as defined in this Task Order.

B4.3 Schedule C

Schedule C contains Services and Prices/Costs associated with acquiring contractor-owned and provided assets and other costs upon termination of the TO or at the end of the TO. These costs are for each year of the Task Order.

The Contractor shall perform the task on a Firm Fixed Unit Price Basis at prices at or below those stated in this Task Order, and in accordance with FAR 16.500 and other sections of the Contract.

٦.5 COTS Catalog Services

Non-standard services are for services outside of the pre-defined services (Seat Management or Level of Effort) in the master contract and may be required to support the requirements. The non-standard services are to be proposed on a firm fixed unit price basis. Non-standard services include support of technology that is outside the parameters of the standard services defined in the master contract. Non-standard services are to be clearly identified with the associated unit price, quantity, and extended cost. Brief and succinct justification for such non-standard service is to be provided as footnotes or endnotes in the price proposal. The NRC reserves the right to acquire these non-standard services subject to the FAR competitive process.

B.6 Availability of Funds for Next Fiscal Year

The estimated period of performance for this Task Order is thirty-six (36) months with six (6) twelve (12) month option periods, for a total of one hundred and eight (108) months (9 years) . The Task Order will be modified to add funds on a fiscal year basis in accordance with FAR Clause 52.232-19, Availability of Funds for the Next Fiscal Year.

B.7 Service Fee

Contractors should include a one percent (1%) Service fee in the prices submitted with this Task Order. The fee will be included in the Task Order award price(s) and reflected in the total amount charged to Client.

8 CONSIDERATION AND OBLIGATION

(a) The total estimated amount of this task order (ceiling) for the products/services ordered, delivered, and accepted under this task order is $25,529,277. The Contracting Officer may unilaterally increase this amount as necessary for orders to be placed with the contractor during the task order period provided such orders are within any maximum ordering limitation prescribed under this task order.

(b) The amount presently obligated with respect to this task order is $627,000. The Contracting Officer may issue orders for work up to the amount presently obligated. This obligated amount may be unilaterally increased from time to time by the Contracting Officer by written modification to this task order. The obligated amount shall, at no time, exceed the task order ceiling as specified in paragraph (a) above. When and if the amount(s) paid and payable to the Contractor hereunder shall equal the obligated amount, the Contractor shall not be obligated to continue performance of the work unless and until the Contracting Officer shall increase the amount obligated with respect to this task order. Any work undertaken by the Contractor in excess of the obligated amount specified above is done so at the Contractor's sole risk.

(END-OF-CLAUSE

Schedule A -1 YEAR 1(BASE)

PERIOD OF PERFORMANCE: 09/28/2001 TO 09/27/2001

CLIN	DESCRIPTION	QTY.	UNIT	Unit PRICE	TOTAL PRICE
	FIRM FIXED PRICE (CLIN O0O1 through 0002)				
0001	**Task 1: Project Initiation (Mandatory)**				
0001A	Sub task 1-1 PIP	[redacted]			$ 279,892
0001B	Sub task 1-2 Discovery	[redacted]			$ 425,318
0001C	Sub task 1-3 Maintain Current Operations Baseline-3.5 months X $484,000 per month. Max 6 months	[redacted]			$1,454,400 $ 242,400
0002	**Task 2: Seat Management Transition**	[redacted]			$ 897,664
0002A	Catalog				NSP
	DESCRIPTION	EST. QTY.	UNIT	UNIT PRICE	EST. TOTAL PRICE
	FIRM FIXED UNIT PRICE (CLIN 0003 through 0009)				
0003	**Task 3: Year 1-3** - Operations				
0003A	Task 3: Year 1 Operations Total				
0003AA	Insurance Coverage (H.2.4)	[redacted]			$1,000
0003AB	IT Infrastructure Operations	[redacted]			$3,322,685
0003AC	IT Development/Integration (FirmFixed Unit Price - Labor Hour)				
	Sr. Systems Architect (Function: Systems Architecture and Engineering) - One	[redacted]			$176,808
	Sr. Systems Engineer (Function: Infrastructure Development) One	[redacted]			$168,480
	LAN Systems Analyst (NT) (Function: Infrastructure) -One	[redacted]			$120,648
	LAN Systems Analyst (Novell) (Function: Infrastructure) -One	[redacted]			$95,688
	Network Analyst (Function: Infrastructure) - One	[redacted]			$128,964
	UNIX System Analyst (Function: Infrastructure) - One	[redacted]			$139,368
	LAN Systems Analyst (NT/Novell) (Function: Server) - One	[redacted]			$128,964

CLIN	DESCRIPTION	QTY.	UNIT	Unit PRICE	TOTAL PRICE
	LAN Systems Analyst (NT/Novell) (Function: Server) - One	[redacted]			$128,964
	UNIX Systems Analyst (Function: Server) - One	[redacted]			$139,368
	LAN Systems Analyst (NT) (Function: Workstation) - One	[redacted]			$124,800
	LAN Systems Analyst (NT) (Function: Workstation) - One	[redacted]			$124,800
	LAN Systems Analyst (NT) (Function: Workstation) - One	[redacted]			$124,800
	Security Analyst (Function: Security) - One	[redacted]			$153,924
	Sr. Systems Engineer (Function: Application Integration) - One	[redacted]			$153,924
	Sr. Systems Engineer (Function: Consolidated Test Facility) -One	[redacted]			$120,648
	LAN Administrator (Function: Consolidated Test Facility) -One	[redacted]			$64,488
0003AD *	**Firm Fixed Unit Price-Labor Hour** LAN Administrator (Function: Regional - (5)				
	LAN Administrator (Function: Regional -- One	[redacted]			$74,880
	LAN Administrator (Function: Regional -- One	[redacted]			$74,880
	LAN Administrator (Function: Regional --One	[redacted]			$74,880
	LAN Administrator (Function: Regional - - One	[redacted]			$74,880
	LAN Administrator (Function: Regional -- One	[redacted]			$74,880
003AE *	**Firm Fixed Unit Price-Labor Hour** LAN Administrator (Function: High Perf. Comp. Env.)(4) -				
	LAN Administrator (Function: High Perf. Comp. Env. -One	[redacted]			$74,880
	LAN Administrator (Function: High Perf. Comp. Env. - One	[redacted]			$74,880
	LAN Administrator (Function: High Perf. Comp. Env. - One	[redacted]			$74,880
	LAN Administrator (Function: High Perf. Comp. Env. -One	[redacted]			$74,880
0003AF *	**Firm Fixed Unit Price-Labor Hour** ADAMS LAN Administrator (Function:ADAMS (6) -**Optional)**				
	ADAMS LAN Administrator (Function:ADAMS - One at NRC Headquarters	[redacted]			$74,880

CLIN	DESCRIPTION	QTY.	UNIT	Unit PRICE	TOTAL PRICE
	ADAMS LAN Administrator (Function:ADAMS -One-at Region 2	[redacted]			$74,880
	ADAMS LAN Administrator (Function:ADAMS - **Optional)** -One				$74,880
	ADAMS LAN Administrator (Function:ADAMS - **Optional)** -One				$74,880
	ADAMS LAN Administrator (Function:ADAMS - **Optional)** -One				$74,880
	ADAMS LAN Administrator (Function:ADAMS - **Optional)** -One				$74,880
0003AG	COTS Catalogue Services				NSP
	CLIN 0003A TOTAL				$9,712,231

*Upon task order award, the NRC is activating: all of CLIN 0003AD; all of CLIN0003AE; and under CLIN 0003AF two ADAMS LAN Administrators (Function:ADAMS - One at NRC Headquarters and Region Two.

CLIN	DESCRIPTION	EST. QTY.	UNIT	Unit PRICE	EST. TOTAL PRICE
	COST-REIMBURSEMENT (CLIN O010 - NOT TO EXCEED)				
0010	Travel				
A	Four (4) -Five (5) day trips to Region 1 -King of Prussia, PA TOTAL 20 DAYS	[redacted]			$6,168.50
B	Four (4) -Five (5) day trips to Region 2 -Atlanta, GA TOTAL 20 DAYS	[redacted]			$6,168.50
C	Four (4) -Five (5) day trips to Region 3 -Lisle, IL TOTAL 20 DAYS	[redacted]			$6,168.50
D	Four (4) -Five (5) day trips to Region 4 -Arlington, TX TOTAL 20 DAYS	[redacted]			$6,168.50
	CLIN 0010 TOTAL				$24,674

OPTIONAL SERVICES
(C. 3.3.7, L.5.6.3.1, & L.5.6.3.4)

CLIN	DESCRIPTION	QTY.	UNIT	Unit PRICE	TOTAL PRICE
	FIRM FIXED UNIT PRICE (CLIN O0O11A through 0012B)				
0011	**Task 10: Regional Offices Pilot*** Seat Management Services is Provided as Described in Section C (C.3.3.7.2)(L.5.6.3.1)**				
0011A	Sub task 1-Region One Pilot Seat Management-to occur 18 months after contract award	[redacted]			$99,672
0011B	Sub task 2-Region Two Pilot Seat Management -to occur 24 months after contract award	[redacted]			$88,500
0011C	Sub task 3-Region Three Pilot Seat Management -to occur 30 months after contract award	[redacted]			$111,450
0011D	Sub task 4-Region Four Pilot Seat Management -to occur 30 months after contract award	[redacted]			$103,800
0011E	Sub task 5-Technical Training Center in	[redacted]			$23,890

CLIN	DESCRIPTION	QTY.	UNIT	Unit PRICE	TOTAL PRICE
	Seat -to occur 24 months after contract award Management				
0012	Task 11 Help Desk Tracking System (L.5.6.3.4)				
0012A	Sub task 1-Replacement System to include use by other NRC areas				
0012B	Sub task 2-Replacement System that will interface with the current NRC system to include use by other areas.				
	Total Optional Services				$427,312

TOTAL YEAR ONE (ALL PRICES, TRAVEL, AND OPTIONAL SERVICES **$10,164,217**

Schedule A -1 YEAR 2 (BASE)

PERIOD OF PERFORMANCE: 09/28/2002 TO 09/27/2003

CLIN	DESCRIPTION	QTY.	UNIT	Unit PRICE	TOTAL PRICE
	FIRM FIXED PRICE (CLIN O0O1 through 0002)				
	DESCRIPTION	EST. QTY.	UNIT	UNIT PRICE	EST. TOTAL PRICE
	FIRM FIXED UNIT PRICE (CLIN 0003 through 0009)				
0003B	Task 3: Year 2 Operations Total				
0003BA	Insurance Coverage (H.2.4)	[redacted]			$1,025
0003BB	IT Infrastructure Operations				$5,921,712
0003BC	IT Development/Integration (FirmFixed Unit Price - Labor Hour)				
	Sr. Systems Architect (Function: Systems Architecture and Engineering) - One				$180,960
	Sr. Systems Engineer (Function: Infrastructure Development) One				$172,644
	LAN Systems Analyst (NT) (Function: Infrastructure) -One				$124,800
	LAN Systems Analyst (Novell) (Function: Infrastructure) -One				$99,840
	Network Analyst (Function: Infrastructure) - One				$133,128
	UNIX System Analyst (Function: Infrastructure) - One				$143,520
	LAN Systems Analyst (NT/Novell) (Function: Server) - One				$133,28
	UNIX Systems Analyst (Function: Server) - One				$143,520
	LAN Systems Analyst (NT) (Function: Workstation) - One				$128,964
	LAN Systems Analyst (NT) (Function: Workstation) - One				$128,964
	LAN Systems Analyst (NT) (Function: Workstation) - One				$128,964
	Security Analyst (Function: Security) - One				$158,088
	Sr. Systems Engineer (Function: Application Integration) - One				$158,088
	Sr. Systems Engineer (Function: Consolidated Test Facility) -One				$124,800
	LAN Administrator (Function: Consolidated Test Facility) -One				$66,564
0003BD	**Firm Fixed Unit Price-Labor Hour** LAN Administrator (Function: Regional **-Optional)** (5)				
	LAN Administrator (Function: Regional				$76,968

CLIN	DESCRIPTION	QTY.	UNIT	Unit PRICE	TOTAL PRICE
	-Optional) - One				
	LAN Administrator (Function: Regional **-Optional)**- One				$76,968
	LAN Administrator (Function: Regional **-Optional)** -One				$76,968
	LAN Administrator (Function: Regional **-Optional)** - One				$76,968
	LAN Administrator (Function: Regional **-Optional)** - One				$76,968
003BE	**Firm Fixed Unit Price-Labor Hour** LAN Administrator (Function: High Perf. Comp. Env.)(4) **-Optional**				
	LAN Administrator (Function: High Perf. Comp. Env. **-Optional)** -One				$76,968
	LAN Administrator (Function: High Perf. Comp. Env. **-Optional)**- One				$76,968
	LAN Administrator (Function: High Perf. Comp. Env. **-Optional)**- One				$76,968
	LAN Administrator (Function: High Perf. Comp. Env. **-Optional)** -One				$76,968
0003BF	**Firm Fixed Unit Price-Labor Hour** ADAMS LAN Administrator (Function:ADAMS (6) **-Optional)**				
	ADAMS LAN Administrator (Function:ADAMS - **Optional)** -One				$76,968
	ADAMS LAN Administrator (Function:ADAMS - **Optional)** -One				$76,968
	ADAMS LAN Administrator (Function:ADAMS - **Optional)** -One				$76,968
	ADAMS LAN Administrator (Function:ADAMS - **Optional)** -One				$76,968
	ADAMS LAN Administrator (Function:ADAMS - **Optional)** -One				$76,968
	ADAMS LAN Administrator (Function:ADAMS - **Optional)** -One				$76,968
0003BG	COTS Catalogue Services				NSP
	Total CLIN 0003B				$9,103,229

Schedule A -1 YEAR 3 (BASE)

PERIOD OF PERFORMANCE: 09/28/2003 TO 09/27/2004

CLIN	DESCRIPTION	QTY.	UNIT	Unit PRICE	TOTAL PRICE
	FIRM FIXED UNIT PRICE				
0003C	Task 3: Year 3 Operations Total				
0003CA	Insurance Coverage (H.2.4)				$1,051
0003CB	IT Infrastructure Operations				$6,053,760
0003CC	IT Development/Integration (Firm Fixed Unit Price-Labor Hour)				
	Sr. Systems Architect (Function: Systems Architecture and Engineering) - One				187,200$
	Sr. Systems Engineer (Function: Infrastructure Development) One				$176,808
	LAN Systems Analyst (NT) (Function: Infrastructure) -One				$128,964
	LAN Systems Analyst (Novell) (Function: Infrastructure) -One				$104,004
	Network Analyst (Function: Infrastructure) - One				$137,280
	UNIX System Analyst (Function: Infrastructure) - One				$147,684
	LAN Systems Analyst (NT/Novell) (Function: Server) - One				$137,280
	UNIX Systems Analyst (Function: Server) - One				$147,684
	LAN Systems Analyst (NT) (Function: Workstation) - One				$133,128
	LAN Systems Analyst (NT) (Function: Workstation) - One				$133,128
	LAN Systems Analyst (NT) (Function: Workstation) - One				$133,128
	Security Analyst (Function: Security) - One				$162,240
	Sr. Systems Engineer (Function: Application Integration) - One				$162,240
	Sr. Systems Engineer (Function: Consolidated Test Facility) -One				$128,964
	LAN Administrator (Function: Consolidated Test Facility) -One				$68,640
0003CD	**Firm Fixed Unit Price-Labor Hour** LAN Administrator (Function: Regional **-Optional)** (5)				
	LAN Administrator (Function: Regional **-Optional)** - One				$79,044
	LAN Administrator (Function: Regional **-Optional)**- One				$79,044

CLIN	DESCRIPTION	QTY.	UNIT	Unit PRICE	TOTAL PRICE
	LAN Administrator (Function: Regional **-Optional)** -One				$79,044
	LAN Administrator (Function: Regional **-Optional)** - One				$79,044
	LAN Administrator (Function: Regional **-Optional)** - One				$79,044
003CE	**Firm Fixed Unit Price-Labor Hour** LAN Administrator (Function: High Perf. Comp. Env.)(4) **-Optional**				
	LAN Administrator (Function: High Perf. Comp. Env. **-Optional)** -One				$79,044
	LAN Administrator (Function: High Perf. Comp. Env. **-Optional)**- One				$79,044
	LAN Administrator (Function: High Perf. Comp. Env. **-Optional)**- One				$79,044
	LAN Administrator (Function: High Perf. Comp. Env. **-Optional)** -One				$79,044
0003CF	**Firm Fixed Unit Price-Labor Hour** ADAMS LAN Administrator (Function:ADAMS (6) **-Optional)**				
	ADAMS LAN Administrator (Function:ADAMS - **Optional)** -One				$79,044
	ADAMS LAN Administrator (Function:ADAMS - **Optional)** -One				$79,044
	ADAMS LAN Administrator (Function:ADAMS - **Optional)** -One				$79,044
	ADAMS LAN Administrator (Function:ADAMS - **Optional)** -One				$79,044
	ADAMS LAN Administrator (Function:ADAMS - **Optional)** -One				$79,044
	ADAMS LAN Administrator (Function:ADAMS - **Optional)** -One				$79,044
0003CG	COTS Catalogue Services				NSP
	Total CLIN 0003C				$9,328,843

Schedule A -1 YEAR 4 (OPTION)

PERIOD OF PERFORMANCE: 09/28/2004 TO 09/27/2005

CLIN	DESCRIPTION	QTY.	UNIT	Unit PRICE	TOTAL PRICE
	FIRM FIXED UNIT PRICE				
0004	Task 4: Year 4 Operations Total				
0004A	Insurance Coverage (H.2.4)	[redacted]			$1,078
0004B	IT Infrastructure Operations	[redacted]			$5,523,216
0004C	IT Development/Integration (FirmFixed Unit Price - Labor Hour)				
	Sr. Systems Architect (Function: Systems Architecture and Engineering) - One	[redacted]			$193,440
	Sr. Systems Engineer (Function: Infrastructure Development) One	[redacted]			$180,960
	LAN Systems Analyst (NT) (Function: Infrastructure) -One	[redacted]			$133,128
	LAN Systems Analyst (Novell) (Function: Infrastructure) -One	[redacted]			$108,168
	Network Analyst (Function: Infrastructure) - One	[redacted]			$141,444
	UNIX System Analyst (Function: Infrastructure) - One	[redacted]			$151,848
	LAN Systems Analyst (NT/Novell) (Function: Server) - One	[redacted]			$141,444
	UNIX Systems Analyst (Function: Server) - One	[redacted]			$151,848
	LAN Systems Analyst (NT) (Function: Workstation) - One	[redacted]			$137,280
	LAN Systems Analyst (NT) (Function: Workstation) - One	[redacted]			$137,280
	LAN Systems Analyst (NT) (Function: Workstation) - One	[redacted]			$137,280
	Security Analyst (Function: Security) - One	[redacted]			$166,404
	Sr. Systems Engineer (Function: Application Integration) - One	[redacted]			$166,404
	Sr. Systems Engineer (Function: Consolidated Test Facility) -One	[redacted]			$133,128
	LAN Administrator (Function: Consolidated Test Facility) -One	[redacted]			$70,728
0004D	**Firm Fixed Unit Price-Labor Hour** LAN Administrator (Function: Regional - **Optional)** (5)				
	LAN Administrator (Function: Regional - **Optional)** - One	[redacted]			$81,120
	LAN Administrator (Function: Regional -	[redacted]			$81,120

CLIN	DESCRIPTION	QTY.	UNIT	Unit PRICE	TOTAL PRICE
	Optional)- One				
	LAN Administrator (Function: Regional - **Optional)** -One	[redacted]			$81,120
	LAN Administrator (Function: Regional - **Optional)** - One	[redacted]			$81,120
	LAN Administrator (Function: Regional - **Optional)** - One	[redacted]			$81,120
0004E	**Firm Fixed Unit Price-Labor Hour** LAN Administrator (Function: High Perf. Comp. Env.)(4) -**Optional**				
	LAN Administrator (Function: High Perf. Comp. Env. -**Optional)** -One	[redacted]			$81,120
	LAN Administrator (Function: High Perf. Comp. Env. -**Optional)**- One	[redacted]			$81,120
	LAN Administrator (Function: High Perf. Comp. Env. -**Optional)**- One	[redacted]			$81,120
	LAN Administrator (Function: High Perf. Comp. Env. -**Optional)** -One	[redacted]			$81,120
0004F	**Firm Fixed Unit Price-Labor Hour** ADAMS LAN Administrator (Function:ADAMS (6) -**Optional)**				
	ADAMS LAN Administrator (Function:ADAMS - **Optional)** -One	[redacted]			$81,120
	ADAMS LAN Administrator (Function:ADAMS - **Optional)** -One	[redacted]			$81,120
	ADAMS LAN Administrator (Function:ADAMS - **Optional)** -One	[redacted]			$81,120
	ADAMS LAN Administrator (Function:ADAMS - **Optional)** -One	[redacted]			$81,120
	ADAMS LAN Administrator (Function:ADAMS - **Optional)** -One	[redacted]			$81,120
	ADAMS LAN Administrator (Function:ADAMS - **Optional)** -One	[redacted]			$81,120
0004G	COTS Catalogue Services				NSP
	Total CLIN 0004				$8,891,878

Schedule A -1 YEAR 5 (OPTION)

PERIOD OF PERFORMANCE: 09/28/2005 TO 09/27/2006

CLIN	DESCRIPTION	QTY.	UNIT	Unit PRICE	TOTAL PRICE
	FIRM FIXED UNIT PRICE				
0005	Task 5: Year 5 Operations Total				
0005A	Insurance Coverage (H.2.4)				$1,105
0005B	IT Infrastructure Operations				$5,246,244
0005C	IT Development/Integration (FirmFixed Unit Price - Labor Hour)				
	Sr. Systems Architect (Function: Systems Architecture and Engineering) - One				$199,680
	Sr. Systems Engineer (Function: Infrastructure Development) One				$187,200
	LAN Systems Analyst (NT) (Function: Infrastructure) -One				$137,280
	LAN Systems Analyst (Novell) (Function: Infrastructure) -One				$112,320
	Network Analyst (Function: Infrastructure) - One				$145,608
	UNIX System Analyst (Function: Infrastructure) - One				$156,000
	LAN Systems Analyst (NT/Novell) (Function: Server) - One				$145,608
	UNIX Systems Analyst (Function: Server) - One				$156,000
	LAN Systems Analyst (NT) (Function: Workstation) - One				$141,444
	LAN Systems Analyst (NT) (Function: Workstation) - One				$141,444
	LAN Systems Analyst (NT) (Function: Workstation) - One				$141,444
	Security Analyst (Function: Security) - One				$170,568
	Sr. Systems Engineer (Function: Application Integration) - One				$170,568
	Sr. Systems Engineer (Function: Consolidated Test Facility) -One				$137,280
	LAN Administrator (Function: Consolidated Test Facility) -One				$72,804
0005D	Firm Fixed Unit Price-Labor Hour LAN Administrator (Function: Regional -Optional) (5)				
	LAN Administrator (Function: Regional -Optional) - One				$83,208

CLIN	DESCRIPTION	QTY.	UNIT	Unit PRICE	TOTAL PRICE
	LAN Administrator (Function: Regional -Optional)- One	[redacted]			$83,208
	LAN Administrator (Function: Regional -Optional) -One	[redacted]			$83,208
	LAN Administrator (Function: Regional -Optional) - One	[redacted]			$83,208
	LAN Administrator (Function: Regional -Optional) - One	[redacted]			$83,208
0005E	Firm Fixed Unit Price-Labor Hour LAN Administrator (Function: High Perf. Comp. Env.)(4) -Optional				
	LAN Administrator (Function: High Perf. Comp. Env. -Optional) -One	[redacted]			$83,208
	LAN Administrator (Function: High Perf. Comp. Env. -Optional)- One	[redacted]			$83,208
	LAN Administrator (Function: High Perf. Comp. Env. -Optional)- One	[redacted]			$83,208
	LAN Administrator (Function: High Perf. Comp. Env. -Optional) -One	[redacted]			$83,208
0005F	Firm Fixed Unit Price-Labor Hour ADAMS LAN Administrator (Function:ADAMS (6) -Optional)				
	ADAMS LAN Administrator (Function:ADAMS - Optional) -One	[redacted]			$83,208
	ADAMS LAN Administrator (Function:ADAMS - Optional) -One	[redacted]			$83,208
	ADAMS LAN Administrator (Function:ADAMS - Optional) -One	[redacted]			$83,208
	ADAMS LAN Administrator (Function:ADAMS - Optional) -One	[redacted]			$83,208
	ADAMS LAN Administrator (Function:ADAMS - Optional) -One	[redacted]			$83,208
	ADAMS LAN Administrator (Function:ADAMS - Optional) -One	[redacted]			$83,208
0005G	COTS Catalogue Services				NSP
	Total CLIN 0005				$8,710,717

Schedule A -1 YEAR 6 (OPTION)

PERIOD OF PERFORMANCE: 09/28/2006 TO 09/27/2007

CLIN	DESCRIPTION	QTY.	UNIT	Unit PRICE	TOTAL PRICE
	FIRM FIXED UNIT PRICE				
0006	Task 6: Year 6 Operations Total				
0006A	Insurance Coverage (H.2.4)	[redacted]			$1,133
0006B	IT Infrastructure Operations	[redacted]			$5,302,380
0006C	IT Development/Integration (FirmFixed Unit Price - Labor Hour)				
	Sr. Systems Architect (Function: Systems Architecture and Engineering) - One	[redacted]			$205,920
	Sr. Systems Engineer (Function: Infrastructure Development) One	[redacted]			$193,440
	LAN Systems Analyst (NT) (Function: Infrastructure) -One	[redacted]			$141,444
	LAN Systems Analyst (Novell) (Function: Infrastructure) -One	[redacted]			$116,484
	Network Analyst (Function: Infrastructure) - One	[redacted]			$149,760
	UNIX System Analyst (Function: Infrastructure) - One	[redacted]			$160,164
	LAN Systems Analyst (NT/Novell) (Function: Server) - One	[redacted]			$149,760
	UNIX Systems Analyst (Function: Server) - One	[redacted]			$160,164
	LAN Systems Analyst (NT) (Function: Workstation) - One	[redacted]			$145,608
	LAN Systems Analyst (NT) (Function: Workstation) - One	[redacted]			$145,608
	LAN Systems Analyst (NT) (Function: Workstation) - One	[redacted]			$145,608
	Security Analyst (Function: Security) - One	[redacted]			$174,720
	Sr. Systems Engineer (Function: Application Integration) - One	[redacted]			$174,720
	Sr. Systems Engineer (Function: Consolidated Test Facility) -One	[redacted]			$141,444
	LAN Administrator (Function: Consolidated Test Facility) -One	[redacted]			$74,880
0006D	Firm Fixed Unit Price-Labor Hour LAN Administrator (Function: Regional -Optional) (5)				
	LAN Administrator (Function:	[redacted]			$85,284

CLIN	DESCRIPTION	QTY.	UNIT	Unit PRICE	TOTAL PRICE
	Regional -Optional) - One				
	LAN Administrator (Function: Regional -Optional)- One				$85,284
	LAN Administrator (Function: Regional -Optional) -One				$85,284
	LAN Administrator (Function: Regional -Optional) - One				$85,284
	LAN Administrator (Function: Regional -Optional) - One				$85,284
0006E	Firm Fixed Unit Price-Labor Hour LAN Administrator (Function: High Perf. Comp. Env.)(4) -Optional				
	LAN Administrator (Function: High Perf. Comp. Env. -Optional) -One				$85,284
	LAN Administrator (Function: High Perf. Comp. Env. -Optional)- One				$85,284
	LAN Administrator (Function: High Perf. Comp. Env. -Optional)- One				$85,284
	LAN Administrator (Function: High Perf. Comp. Env. -Optional) -One				$85,284
0006F	Firm Fixed Unit Price-Labor Hour ADAMS LAN Administrator (Function:ADAMS (6) -Optional)				
	ADAMS LAN Administrator (Function:ADAMS - Optional) -One				$85,284
	ADAMS LAN Administrator (Function:ADAMS - Optional) -One				$85,284
	ADAMS LAN Administrator (Function:ADAMS - Optional) -One				$85,284
	ADAMS LAN Administrator (Function:ADAMS - Optional) -One				$85,284
	ADAMS LAN Administrator (Function:ADAMS - Optional) -One				$85,284
	ADAMS LAN Administrator (Function:ADAMS - Optional) -One				$85,284
0006G	COTS Catalogue Services				NSP
	Total CLIN 0006				$8,862,497

Schedule A -1 YEAR 7 (OPTION)

PERIOD OF PERFORMANCE: 09/28/2007 TO 09/27/2008

CLIN	DESCRIPTION	QTY.	UNIT	Unit PRICE	TOTAL PRICE
	FIRM FIXED UNIT PRICE				
0007	Task 7: Year 7 Operations Total				
0007A	Insurance Coverage (H.2.4)				$1,162
0007B	IT Infrastructure Operations				$4,729,944
0007C	IT Development/Integration (FirmFixed Unit Price - Labor Hour)				
	Sr. Systems Architect (Function: Systems Architecture and Engineering) - One				$212,160
	Sr. Systems Engineer (Function: Infrastructure Development) One				$199,680
	LAN Systems Analyst (NT) (Function: Infrastructure) -One				$145,608
	LAN Systems Analyst (Novell) (Function: Infrastructure) -One				$120,648
	Network Analyst (Function: Infrastructure) - One				$153,924
	UNIX System Analyst (Function: Infrastructure) - One				$164,328
	LAN Systems Analyst (NT/Novell) (Function: Server) - One				$153,924
	UNIX Systems Analyst (Function: Server) - One				$164,328
	LAN Systems Analyst (NT) (Function: Workstation) - One				$149,760
	LAN Systems Analyst (NT) (Function: Workstation) - One				$149,760
	LAN Systems Analyst (NT) (Function: Workstation) - One				$149,760
	Security Analyst (Function: Security) - One				$178,884
	Sr. Systems Engineer (Function: Application Integration) - One				$178,884
	Sr. Systems Engineer (Function: Consolidated Test Facility) -One				$145,608
	LAN Administrator (Function: Consolidated Test Facility) -One				$76,968
0007D	Firm Fixed Unit Price-Labor Hour LAN Administrator (Function: Regional -Optional) (5)				
	LAN Administrator (Function:				$87,360

CLIN	DESCRIPTION	QTY.	UNIT	Unit PRICE	TOTAL PRICE
	Regional -Optional) - One				
	LAN Administrator (Function: Regional -Optional)- One				$87,360
	LAN Administrator (Function: Regional -Optional) -One				$87,360
	LAN Administrator (Function: Regional -Optional) - One				$87,360
	LAN Administrator (Function: Regional -Optional) - One				$87,360
0007E	Firm Fixed Unit Price-Labor Hour LAN Administrator (Function: High Perf. Comp. Env.)(4) -Optional				
	LAN Administrator (Function: High Perf. Comp. Env. -Optional) -One				$87,360
	LAN Administrator (Function: High Perf. Comp. Env. -Optional)- One				$87,360
	LAN Administrator (Function: High Perf. Comp. Env. -Optional)- One				$87,360
	LAN Administrator (Function: High Perf. Comp. Env. -Optional) -One				$87,360
0007F	Firm Fixed Unit Price-Labor Hour ADAMS LAN Administrator (Function:ADAMS (6) -Optional)				
	ADAMS LAN Administrator (Function:ADAMS - Optional) -One				$87,360
	ADAMS LAN Administrator (Function:ADAMS - Optional) -One				$87,360
	ADAMS LAN Administrator (Function:ADAMS - Optional) -One				$87,360
	ADAMS LAN Administrator (Function:ADAMS - Optional) -One				$87,360
	ADAMS LAN Administrator (Function:ADAMS - Optional) -One				$87,360
	ADAMS LAN Administrator (Function:ADAMS - Optional) -One				$87,360
0007G	COTS Catalogue Services				NSP
	Total CLIN 0007				$8,385,730

Schedule A -1 YEAR 8 (OPTION)

PERIOD OF PERFORMANCE: 09/28/2008 TO 09/27/2009

CLIN	DESCRIPTION	QTY.	UNIT	Unit PRICE	TOTAL PRICE
	FIRM FIXED UNIT PRICE				
0008	Task 8: Year 8 Operations Total				
0008A	Insurance Coverage (H.2.4)	[redacted]			$1,192
0008B	IT Infrastructure Operations	[redacted]			$4,594,248
0008C	IT Development/Integration (FirmFixed Unit Price - Labor Hour)				
	Sr. Systems Architect (Function: Systems Architecture and Engineering) - One	[redacted]			$218,400
	Sr. Systems Engineer (Function: Infrastructure Development) One	[redacted]			$205,920
	LAN Systems Analyst (NT) (Function: Infrastructure) -One	[redacted]			$149,760
	LAN Systems Analyst (Novell) (Function: Infrastructure) -One	[redacted]			$124,800
	Network Analyst (Function: Infrastructure) - One	[redacted]			$158,088
	UNIX System Analyst (Function: Infrastructure) - One	[redacted]			$168,480
	LAN Systems Analyst (NT/Novell) (Function: Server) - One	[redacted]			$158,088
	UNIX Systems Analyst (Function: Server) - One	[redacted]			$168,480
	LAN Systems Analyst (NT) (Function: Workstation) - One	[redacted]			$153,924
	LAN Systems Analyst (NT) (Function: Workstation) - One	[redacted]			$153,924
	LAN Systems Analyst (NT) (Function: Workstation) - One	[redacted]			$153,924
	Security Analyst (Function: Security) - One	[redacted]			$185,124
	Sr. Systems Engineer (Function: Application Integration) - One	[redacted]			$185,124
	Sr. Systems Engineer (Function: Consolidated Test Facility) -One	[redacted]			$149,760
	LAN Administrator (Function: Consolidated Test Facility) -One	[redacted]			$79,044
0008D	Firm Fixed Unit Price-Labor Hour LAN Administrator (Function: Regional -Optional) (5)				
	LAN Administrator (Function:	[redacted]			$89,448

CLIN	DESCRIPTION	QTY.	UNIT	Unit PRICE	TOTAL PRICE
	Regional -Optional) - One				
	LAN Administrator (Function: Regional -Optional)- One	[redacted]			$89,448
	LAN Administrator (Function: Regional -Optional) -One	[redacted]			$89,448
	LAN Administrator (Function: Regional -Optional) - One	[redacted]			$89,448
	LAN Administrator (Function: Regional -Optional) - One	[redacted]			$89,448
0008E	Firm Fixed Unit Price-Labor Hour LAN Administrator (Function: High Perf. Comp. Env.)(4) -Optional				
	LAN Administrator (Function: High Perf. Comp. Env. -Optional) -One	[redacted]			$89,448
	LAN Administrator (Function: High Perf. Comp. Env. -Optional)- One	[redacted]			$89,448
	LAN Administrator (Function: High Perf. Comp. Env. -Optional)- One	[redacted]			$89,448
	LAN Administrator (Function: High Perf. Comp. Env. -Optional) -One	[redacted]			$89,448
0008F	Firm Fixed Unit Price-Labor Hour ADAMS LAN Administrator (Function:ADAMS (6) -Optional)				
	ADAMS LAN Administrator (Function:ADAMS - Optional) -One	[redacted]			$89,448
	ADAMS LAN Administrator (Function:ADAMS - Optional) -One	[redacted]			$89,448
	ADAMS LAN Administrator (Function:ADAMS - Optional) -One	[redacted]			$89,448
	ADAMS LAN Administrator (Function:ADAMS - Optional) -One	[redacted]			$89,448
	ADAMS LAN Administrator (Function:ADAMS - Optional) -One	[redacted]			$89,448
	ADAMS LAN Administrator (Function:ADAMS - Optional) -One	[redacted]			$89,448
0008G	COTS Catalogue Services				NSP
	Total CLIN 0008				$8,350,000

Schedule A -1 YEAR 9 (OPTION)

PERIOD OF PERFORMANCE: 09/28/2009 TO 09/27/2010

CLIN	DESCRIPTION	QTY.	UNIT	Unit PRICE	TOTAL PRICE
	FIRM FIXED UNIT PRICE				
0009	Task 9: Year 9 Operations Total				
0009A	Insurance Coverage (H.2.4)	1	Lot	$1,222	$1,222
0009B	IT Infrastructure Operations				$4,604,268
0009C	IT Development/Integration (FirmFixed Unit Price - Labor Hour)				
	Sr. Systems Architect (Function: Systems Architecture and Engineering) - One				$224,640
	Sr. Systems Engineer (Function: Infrastructure Development) One				$212,160
	LAN Systems Analyst (NT) (Function: Infrastructure) -One				$153,924
	LAN Systems Analyst (Novell) (Function: Infrastructure) -One				$128,964
	Network Analyst (Function: Infrastructure) - One				$162,240
	UNIX System Analyst (Function: Infrastructure) - One				$172,644
	LAN Systems Analyst (NT/Novell) (Function: Server) - One				$162,240
	UNIX Systems Analyst (Function: Server) - One				$172,644
	LAN Systems Analyst (NT) (Function: Workstation) - One				$158,088
	LAN Systems Analyst (NT) (Function: Workstation) - One				$158,088
	LAN Systems Analyst (NT) (Function: Workstation) - One				$158,088
	Security Analyst (Function: Security) - One				$191,364
	Sr. Systems Engineer (Function: Application Integration) - One				$191,364
	Sr. Systems Engineer (Function: Consolidated Test Facility) -One				$153,924
	LAN Administrator (Function: Consolidated Test Facility) -One				$81,120
0009D	Firm Fixed Unit Price-Labor Hour LAN Administrator (Function: Regional -Optional) (5)				
	LAN Administrator (Function: Regional -Optional) - One				$93,600
	LAN Administrator (Function:				$93,600

CLIN	DESCRIPTION	QTY.	UNIT	Unit PRICE	TOTAL PRICE
	Regional -Optional)- One				
	LAN Administrator (Function: Regional -Optional) -One				$93,600
	LAN Administrator (Function: Regional -Optional) - One				$93,600
	LAN Administrator (Function: Regional -Optional) - One				$93,600
0009E	Firm Fixed Unit Price-Labor Hour LAN Administrator (Function: High Perf. Comp. Env.)(4) -Optional				
	LAN Administrator (Function: High Perf. Comp. Env. -Optional) -One				$93,600
	LAN Administrator (Function: High Perf. Comp. Env. -Optional)- One				$93,600
	LAN Administrator (Function: High Perf. Comp. Env. -Optional)- One				$93,600
	LAN Administrator (Function: High Perf. Comp. Env. -Optional) -One				$93,600
0009F	Firm Fixed Unit Price-Labor Hour ADAMS LAN Administrator (Function:ADAMS (6) -Optional)				
	ADAMS LAN Administrator (Function:ADAMS - Optional) -One				$93,600
	ADAMS LAN Administrator (Function:ADAMS - Optional) -One				$93,600
	ADAMS LAN Administrator (Function:ADAMS - Optional) -One				$93,600
	ADAMS LAN Administrator (Function:ADAMS - Optional) -One				$93,600
	ADAMS LAN Administrator (Function:ADAMS - Optional) -One				$93,600
	ADAMS LAN Administrator (Function:ADAMS - Optional) -One				$93,600
0009G	COTS Catalogue Services				NSP
	Total CLIN 0009				$8,490,982

TOTAL BASE PERIODS AND ALL OPTION PERIODS AND SERVICES $80,288,093

B.4 Schedules

The schedules identified below are located in the Contractor's proposal and are hereby incorporated and made a part of this Task Order.

B4.1 Schedule A

Schedule A contains the overall life cycle total cost of the Task Order.

SECTION C - DESCRIPTION/ SPECIFICATIONS/ STATEMENT OF WORK

SECTION C - STATEMENT OF WORK
DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

C.1 Introduction

The NRC is an independent operational agency of the Federal Government, created by the *Energy Reorganization Act of 1974*. This act, along with the *Atomic Energy Act of 1954*, as amended, provides the foundation for regulation of the nation's commercial power industry. The mission of the NRC is to ensure adequate protection of the public health and safety, the common defense and security, and the environment in the use of nuclear materials in the United States. The NRC's scope of responsibility includes regulation of commercial nuclear power reactors; non-power research, test, and training reactors; fuel cycle facilities; medical, academic, and industrial uses of nuclear materials; and the transport, storage, and disposal of nuclear materials and waste.

Additional information about the NRC is available on the World Wide Web:
NRC Mission: http://www.nrc.gov/OP/org_charts/HTML/orgcomm.htm.
NRC Organization Charts: http://www.nrc.gov/OP/org_charts/HTML/nrcorg.htm.
A list of all NRC office abbreviations can be found in Section J Attachment : *01 NRC Office Abbreviations.*

The U.S. Nuclear Regulatory Commission (NRC) intends to use a task order under the Seat Management Services (SMS) contract to transition business essential core Information Technology (IT) services at the Headquarters (HQ), Regional Offices and Resident Inspector Sites (RISE) to an SMS environment. The SMS Task Order (TO) is also referred to as the Infrastructure Services and Support Contract (ISSC). When fully implemented, it will provide the NRC Distributed Computing Environment (DCE) a single focal point for support and a single operating environment, which will enable NRC staff to focus on mission critical activities.

C.1.1 Scope

The scope of this TO is to provide full infrastructure management, asset management, help desk, maintenance, development/integration, catalog, contingency operations, and any additional requirements identified in this TO, to operate, maintain, augment, expand, and enhance the existing NRC IT Infrastructure. The scope of this effort does not include Telecommunications Services or operation of the NRC Data Center.

Under this TO, the NRC seeks a single Seat Management Contractor to provide the planning, staffing, supervision, management, and IT hardware and software resources necessary to ensure that effective and efficient support, administration and control of required work is accomplished with minimal direct NRC involvement. The Seat Management Contractor shall operate, maintain, and upgrade the NRC DCE, and shall establish formal relationships with other NRC service providers to provide these services.

C.1.2 Objective

The NRC's objective for this task order is to:

a. Continue to provide business essential core, premium, and all other required IT infrastructure services;

b. Minimize user disruptions and maintain a high level of user support and satisfaction;

c. Provide a single point of contact and managed life cycle IT DCE; and

d. Maximize Agency small business participation.

C.1.3 Definitions

The following definitions are provided to clarify terminology used throughout this TO. However, this does not replace the expanded requirements associated with these terms in the GSA SMS Contract that authorizes the issuance of this TO.

a. **IT (Information Technology)**. Equipment, or interconnected system or subsystem of equipment, that is used in the automatic acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information by the agency. IT includes computers, ancillary equipment, software, firmware, and similar procedures, services, (including support services), and related resources.

b. **DCE**. All NRC IT Infrastructure components supported including, hardware, servers, software, desktops, printers, and the network infrastructure to the point at which the enterprise connects to the Internet.

c. **Infrastructure Management**. Management, services, equipment, tools, and reporting of all DCE related to network and systems management including configuration, security, performance, accounting, and fault management functions. It encompasses current and future shared communication devices, hubs, switches, routers, servers, printers, CD-ROM towers, and modem pools attached to the network.

d. **Agency wide Infrastructure**. Agency wide infrastructure is defined as the "network backbone". It includes those components necessary to provide key services Agency wide. They include telecommunications equipment (i.e., routers, switches, hubs), network servers (file, mail and print), Internet access, mail services, desktop/network refresh/maintenance, application servers, desktop image, network printers, domain services, and COOP.

e. **Local Infrastructure.** Local infrastructure are those areas unique to the specific environment. Examples include: Help desk, desktop support and software installation, local application servers, and unique requirements/additions to the agency desktop image.

f. **Office purchased Infrastructure.** This includes servers and office specific which support a specific office mission. This may include servers, printers, plotters, desktops, laptops, etc.

g. **Seat Management Services**. The acquisition of all DCE, Help Desk, Infrastructure Management, Asset Management, and associated IT Infrastructure support as a unified and fully integrated service.

h. **Core Services**. Fully integrated support services: infrastructure management, asset management, help desk, and maintenance.

i. **Asset Management**. Provision, accounting, management, disposition, and reporting of all DCE components.

j. **Development and Integration Services**. Systems/Architectural engineering, full lifecycle support of infrastructure development, integration of applications into the DCE, including operation and management of an on-site Consolidated IT Test Facility.

k. **Enterprise Tier (Tier 1) Equipment**: Vendors with the greatest economic scale and typically representing the lowest risk (generally irrespective of purchase size) from the standpoint of being able to weather industry turbulence or competitive pressures the longest. Most Enterprise-Tier vendors also generate a significant portion of total revenue and profits from other lines of business, have a strong reputation for quality, reliability (all perform extensive testing and quality assurance), service and support, and they lead the industry in terms of growth, market share gains and profitability in the PC business. Examples of ET vendors include, but are not limited to: - Compaq, Dell, HP, IBM, Cisco, Nortel, HP.

C.2 Current Environment

C.2.1 NRC Information Technology Organization

The Office of the Chief Information Officer (OCIO) plans, directs, and oversees the delivery of centralized IT infrastructure, applications, and information management (IM) services, and the development and implementation of IT and IM plans, architecture, and policies to support the mission, goals, and priorities of the agency. OCIO represents the NRC on the Federal CIO Council. OCIO advances the achievement of NRC's mission by assisting management in recognizing where IT can add value while transforming or supporting agency operations. OCIO provides principal advice and assistance to the Chairman, the Commissioners, and other agency executives to ensure that agency IT and IM resources are selected and managed in a manner that maximizes their value, manages risks, and is consistent with Federal laws and regulations.

OCIO's Information Technology Infrastructure Division (ITID) is responsible for centralized management of the NRC's computer, telecommunications, network, and information services resources, and is responsible for the ISSC program.

Further information on the functional description of ITID and the other OCIO Divisions are available on the web at http://www.nrc.gov/OP/org_charts/HTML/orgocio.htm.

C.2.1.1 Facilities

1. NRC Headquarters site locations:

   a. NRC Headquarters, One and Two White Flint North, 11555 and 11545 Rockville Pike, Rockville, MD 20852-2738. (≈2600 Seats)

   b. NRC Warehouse, 5000 Boiling Brook Parkway, Rockville, MD 20852 (≈5 Seats)

   c. Two IT development Contractor Development Locations in the Rockville Area to be determined. (≈95 Seats)

2. Regional Office locations:

NRC has four Regional Offices. Each Regional office is responsible for approximately 20 nuclear reactor sites within the Region. Each nuclear reactor site has one or more Resident Inspectors on site. A list of the nuclear reactor sites and on-site Resident Inspector Site Environment (RISE) is provided in Section J: Attachment *02 NRC Locations*.

a. Region I, 475 Allendale Road, King of Prussia, PA 19406-1415 (≈175 Seats)
20 Resident Inspector Sites (≈62 Seats)

b. Region II, Atlanta Federal Center, 23 T85, 61 Forsyth Street, Atlanta, GA 30303-3415 (≈142 Seats)
20 Resident Inspector Sites (≈70 Seats)

c. Region III, 801 Warrenville Road, Lisle, IL 60532-4351 (≈151Seats)
20 Resident Inspector Sites (≈59 Seats)

d. Region IV, 611 Ryan Plaza Drive, Suite 400, Arlington, TX 76011-8064 (≈130 Seats)
18 Resident Inspector Sites (≈46 Seats)

3. Additional related sites and facilities include:

a. Training Center location:

NRC Technical Training Center, 5746 Marlin Road, Site 200, Chattanooga, TN 37411-5677 (≈65 Seats)

b. High-Level Waste Management office location:

* A High-Level Waste Management Office in Las Vegas, Nevada (≈3 Seats)

c. Idaho National Engineering and Environmental Laboratory (INEEL)
P.O. Box 1625, Idaho Falls, ID 83415-3810

INEEL is a DOE multi-program engineering and environmental laboratory provides services to the NRC. It supports the NRC Office of Research by providing engineering code maintenance for ASP, gem, Saphire, and other codes. This is presently a DS1 connects INEEL physically to Lisle, IL with logical connectivity to the Headquarters. This will be replaced very soon with a Frame Relay connection. (0 Seats)

d. South West Research Institute (SWRI)
6220 Culebra Road, P.O. Drawer 28510, San Antonio, Texas 78228-0510

SWRI is an independent, nonprofit, applied engineering and physical sciences research and development organization that provides services to the NRC. The Center for Nuclear Waste Regulatory Analysis (CNWRA) division supports the NRC's office of Nuclear Materials Safety and Safeguards (NMSS) chiefly in the High Level Waste program area. This is presently a DS1 connects SWRI physically to Arlington, TX with logical connectivity to the Headquarters. This will be replaced very soon with a Frame Relay connection. (0 Seats)

e. Nuclear Material Safety and Safeguards (NMSS)/Tank Remediation System Office
Richmond, Washington

A Nuclear Material Safety and Safeguards (NMSS)/Tank Remediation System Office. (≈1 Dial-up Workstation)

f. Federal Computer Complex at the National Institute of Health (NIH)

g. Development Contractor Facility - CISSCO II - OAO Corporation, 30 Gude Drive, Suite 300, Rockville, MD (40 seats)

C.2.1.2 User Community Profile

1 Within the NRC, there are 5 types of users:

Type of User	# of Seats
a. Professional Users	3695 (Incl. Contractors)
b. VIP Users	204
c. High Performance Computing Environment Users	75
d. Resident Inspector Site Users	237
e. Remote Users	(Included in above numbers)
Total	4211

2. Professional Users: Most Headquarters and Regional office users can be identified as professional users. They are provided standard workstations, software and services.

3. VIP Users: These Headquarters and Regional office users are normally provided faster incident response time, resolution response time, or higher availability rates. The five NRC Commissioners receive almost immediate support and will also require service support at their residences. The address of each Commissioner will be provided separately. For a summary list of NRC VIP personnel see Section J: Attachment *03 VIP List.*

4. High Performance Computing Environment Users: These users represent the scientific staff of the NRC. They receive standard services but these services are performed in conjunction with high-end (UNIX) servers and desktops.

5. Resident Inspector Site Users: Resident inspectors are provided standard workstations, software and a Frame Relay connection to the Regional office. The Regional offices currently provide Help Desk, maintenance, and problem resolution services for these users.

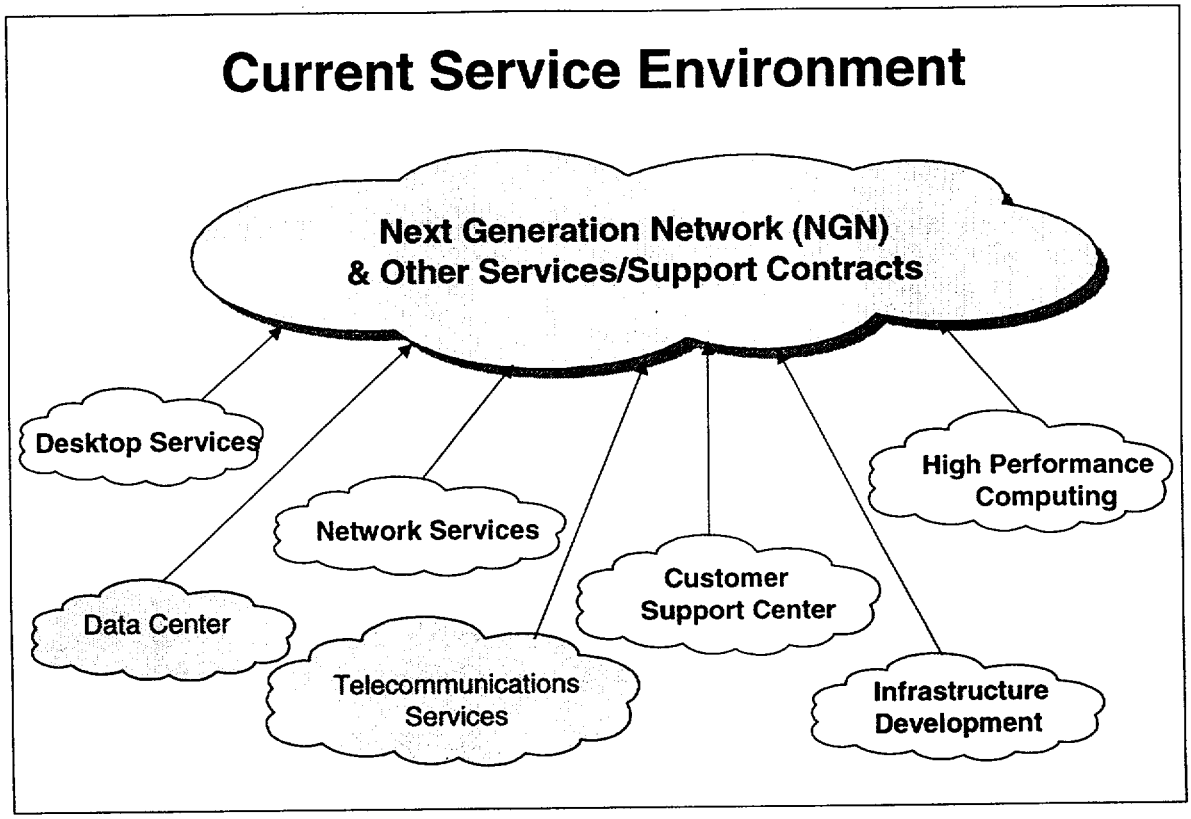
6. Remote Users: Remote users can be one of the other types of users (Professional, etc.), but they require remote access to the NRC network due to telecommuting, remote site visits, or other use of laptops or desktops that are remote from the NRC facility. The NRC will eventually have up to 20% (800) of its workforce as telecommuters. This will phase in over several years with 150 currently being supported.

C.2.2 Current NRC IT Infrastructure Environment

C.2.2.1 Contractor Support

NRC has outsourced the management and administration of its DCE under level of effort contracts. Currently, the NRC IT Infrastructure is not experiencing any significant operational problems. The two (2) primary contracts are the Next Generation Network (NGN) contract and a Desktop Support contract. The chart below depicts the current contractor support services provided. With the exception of the Data Center and Telecommunications Services, all current services will be provided under the ISSC contract. A list of current

ITID contracts is provided in Section J: Attachment *04 Third Party Support.*



With the exception of the Data Center and Telecommunications Services, all current services will be provided under this Task Order.

C.2.2.2 IT Infrastructure Services Summary

A full description of IT Infrastructure Services is provided in Section J: Attachment *05 ITID Infrastructure Services* .

C.2.2.2.1 Customer Support Center

The Customer Support Center (CSC) Help Desk provides a single point of contact for Headquarters user questions and service requests, coordinates support activities with other support components, and confirms customer satisfaction with service provided. The Regions currently provide Help Desk services, installation, warranty and out-of-warranty maintenance to their Regional offices and their Resident Inspector sites.

C.2.2.2.2 Desktop Support Services

Desktop Support Services is responsible for providing installation, and, warranty and out-of-warranty

maintenance to the HQ offices. Current NRC desktop and network services include providing a Pentium-class computer with NT workstation software, a SVGA color monitor, an office suite that includes a word-processing application, spreadsheet program, calendar and scheduling program, form processing application, presentation software, virus protection software, remote applications connectivity, shared storage, network printers, E-mail, and Internet browser services. The PC inventory has recently been refreshed for Y2K compliance, and customer satisfaction is good to very good.

C.2.2.2.3 Network Services

The NRC Network Operations Center (NOC) provides equipment, Local Area Network (LAN) and Wide Area Network (WAN) services Agency wide. The NOC monitors network operations, tracks network performance, and troubleshoots problems to identify, diagnose, and resolve problems with failing network components, degraded network hardware, and applications software elements. For a complete description of the NRC IT Architecture, see Section J: Attachment *06 IT Architecture*

C.2.2.2.4 Infrastructure Development

IT Infrastructure Development Services currently provides integration of agency business applications through: ongoing IT infrastructure technical services, strategy recommendations, management, and planning for upgrades and modifications to all areas of the IT Infrastructure through an assessment of evolving technology and related NRC requirements; evaluation, recommendation, design, development, testing, and documentation for all requests for new and upgraded Infrastructure capabilities and; ongoing development level technical support and services. The NRC has adopted the Integrated Development Process Model (IDPM) as its optimal method for adding new technology to the NRC DCE. The IDPM is included in Section J: Attachment *07 IDPM*.

C.2.2.2.5 High Performance Computing Environment

OCIO supports a number of high performance (UNIX) servers and workstations used by NRC staff for scientific high performance computing as well as the high performance (UNIX) servers that support its World Wide Web and client/server applications.

C.2.2.2.6 Production Testing - Consolidated Test Facility

The NRC Consolidated Test Facility (CTF) supports research, development, integration, production, application load testing, and performance testing. The facility also supports impact analysis, network modeling and simulation, demonstrations, product briefings, evaluation, and orientation/training for all services and applications. For a detailed description of the design and Concept of Operations for the Consolidated Test Facility see Section J: Attachment *08 Consolidated Test Facility*.

C.2.2.2.7 Telecommunications Services

NRC Telecommunications systems and services include long distance and data transmission (through FTS2001/MCI), NRC message center, PBX, telephone and video conferencing, voice mail, local and long

distance telephone service, calling cards, pagers, facsimile machines, modems, cellular telephones, wire services, secure communications, telex messages, and Emergency Operations Center communications.

The scope of this effort does not include Telecommunications Services.

C.2.2.2.8 Data Center

The NRC Data Center provides system administration services and processing, operation and maintenance of NRC-owned and timeshared hardware, software, operating systems, utilities, and applications for NRC automated business applications. The data center is also responsible for the operation of production business applications.

The scope of this effort does not include Data Center Services.

C.2.2.3 IT Service Levels

The current NRC Infrastructure environment provides two levels of service: 'Baseline' and 'Premium'. Upgraded hardware, peripherals, and additional software can be purchased directly by operational units and is supported by the Help Desk and Desktop Services. The list of NRC service levels is provided in Section J: *9 Service Levels.*

C.2.2.4 Inventory

A listing of current DCE equipment is provided in Section J: Attachment *10 Unix Environment,* Attachment *11 Desktops,* Attachment *12 Servers,* Attachment *13 Network Printers.*

The NRC plans to retain ownership of all existing Desktops and all core infrastructure DCE as Government furnished property (GFP) (routers, switches, hubs, etc) until the current equipment is refreshed. The NRC plans to utilize existing processes to redistribute or dispose of the Desktops at the first refresh. For individual IT components that are turned over to the Contractor, NRC anticipates a reduced Seat price (or credit) until the current equipment is refreshed.

C.2.2.5 Future IT Initiatives

OCIO maintains a list and time line of current and future initiatives developed in conjunction with its service providers. This list provides all interested parties with an expectation for the implementation of approved NRC IT initiatives. The current list is provided in Section J: Attachment *14 NRC IT Initiatives.*

C.3 Seat Management Service Requirements

The Contractor shall provide infrastructure management, asset management, help desk, maintenance, development/integration, catalog, contingency operations, and any other additional requirements, as identified, to operate, maintain, augment, expand, and enhance the existing NRC's DCE.

The following areas are of an over-arching concern to the NRC. The Contractor shall take these topics into

consideration while developing the service solution.

Partnership

The NRC and Seat Management Contractor will maintain a partnership in terms of technology and service required to support the NRC mission and IT Infrastructure into the foreseeable future. The Contractor shall highlight any major business drivers, risks, or current problems that will affect the proposed solution, management approach, or on-going relationship with NRC. The Contractor shall identify and explain in the proposal and Concept of Operations (CONOPS) the techniques and tools it will employ to ensure success of the initiative and continued customer satisfaction. Throughout the execution of this Task Order, the contractor shall make recommendations to improve service, reporting, implement best practices and any provide any other recommendations to improve value to the NRC.

The Contractor's methodology shall ensure effective working relationships with other NRC Contractors , NRC Administrative Offices, and other NRC staff (Contractor teammates), and shall ensure that the current high NRC customer satisfaction level is maintained or exceeded. This methodology should include how business application integration into the NRC DCE will be accomplished, as well as other development initiatives.

Customer Satisfaction

The Contractor's solution shall provide a methodology for managing customer satisfaction, measuring customer satisfaction, and adjusting service levels to achieve customer satisfaction goals. The Contractor shall provide feedback and recommendation reports designed to improve service and customer satisfaction and measure overall satisfaction.

Service Levels

The Contractor is responsible for the management and operations of the NRC DCE and ensuring that the DCE and all of its components are meeting the established Service Level Requirements (SLRs). See Attachment *9 Service Levels* for a listing of the SLRs. This may involve areas outside of the Contractors control. The Contractor shall establish operating agreements with the other service providers for those instances outside of the Contractors direct control.

The Contractor shall implement a four step process for phasing in service levels: (**See Attachment *9 Service Levels* for a listing of the current SLRs**)

1) Baseline performance against the SLR in Section J, Attachment 9;

2) Propose/review new/existing SLRs;

3) Measure performance and report;

4) In coordination with the NRC PO, review and revise SLRs semi-annually, at a minimum, for correctness, completeness, effectiveness, and applicability or as requested by the NRC PO. If a change to the SLRs is necessary, a contract modification will be completed in coordination with the Contracting Officer.

Systems monitoring and management shall be provided from an end-user/application management perspective, systems component management perspective, and enterprise systems management perspective. The Contractor shall focus on the following characteristics:

End-User/Application Management: Active and passive monitoring of the end-user experience; End-to-end response time to users; Events correlated to User impacts; Root cause analysis/problem source.

Systems Components Management: Network state/outages; Database status and warnings; Server availability/downtime; Alarms, in-depth diagnosis.

Enterprise Systems Management: Central management console; Software updates configuration; Security management; Consolidated monitoring and alarms.

C.3.1 Infrastructure Management

The Contractor shall provide management, operation, administration, maintenance, and support of the services, systems, and components that comprise the agency network infrastructure to ensure that all of its components and sub-components are meeting the established SLRs. Infrastructure services that shall be provided include but are not limited to:

a. Infrastructure Operations
b. LAN/WAN Services
c. Internet Services
d. Address/Domain Management
e. Application and E-mail Services
f. Remote Access Services
g. File and Print Services, and
h. Security Management.

The Contractor shall provide staff to support Administrator services to Headquarters, the Regional Offices, and the Technical Training Center.

The Contractor shall establish the appropriate operating agreements to coordinate and communicate with the appropriate support groups and technical staff to ensure effective and efficient operation of the network infrastructure for those instances outside of the Contractors direct control.

C.3.1.1 Infrastructure Operations

The Contractor shall provide infrastructure operational support. This support shall include, but not be limited to, network management, network operations, backup and recovery, software maintenance and new technology transition and implementation.

C.3.1.1.1 Network Management

The Contractor shall provide Network Management services at a level of availability, stability, and reliability required by the SLRs. The Contractor shall perform proactive fault management, performance management, growth management and configuration management for all network components, systems, and services. The Contractor shall:

a. Identify, and recommend measures to optimize network performance, and provide network expansion,

reconfiguration or redesign based on historical network trends and future business requirements.

b. Establish and maintain performance baselines for applications and services, end-user and network response times, and other areas of the infrastructure as requested by designated NRC staff.

c. Review network infrastructure configurations and perform routine configuration audits on a continual basis to ensure consistency and standards of the NRC DCE are maintained.

d. Provide network management reports as requested by the NRC Project Officer, such as Network Performance and Availability reports, System Utilization reports, application response and utilization, and Network Growth reports. See Section J: Attachment *15 Reports* for examples of these reports.

C.3.1.1.2 Network Operations

The Contractor shall provide Network Operations Services to include but not be limited to:

a. Network monitoring, troubleshooting, problem tracking, and resolution for all network components, devices, services and systems.

b. Response to network component, devices, services and system degradation and failures, and interface with the appropriate NRC or Contractor support staff, including but not limited to the Data Center and Telecommunications Support staff, to resolve network problems.

c. Web accessible network health and performance information to designated NRC staff desktops on a real time basis for all network infrastructure components, services and systems.

d. Implementation of network changes and enhancements, in accordance with the Configuration Management Processes.

e. Response to designated NRC staff requests for status information regarding network operations, problems, issues, failures, outages and utilization.

f. Immediate notification to designated NRC staff regarding network operational problems, issues, failures, and outages.

g. Conduct daily operational status meetings with designated NRC staff which shall summarize current network health and performance, current open problems with expected time to resolve.

h. On-call support services for extenuating events outside of the normal operational periods as required to maintain functionality of network systems. On-call support should be available on a 7 x 24 basis.

i. Coordinate and communicate with the NRC or Contractor support staff, including but not limited to the Data Center and Telecommunications Support staff to ensure effective and efficient operation of the network infrastructure.

j. Update and maintain operational system documentation and standard operating procedures and provide to NRC as requested.

k. Prepare and distribute bulletins, newsletters and other written documentation to inform the user community of network maintenance schedules, outages, issues, problems, etc.

C.3.1.1.3 Backup/Recovery Services

The Contractor shall provide backup and recovery services for all network components and systems.

The Contractor shall:

a. Operate and maintain the backup system and perform system backups with no impact to the NRC DCE or end-user performance as based on NRC requirements for each network infrastructure component and system.

b. Provide restoration services with no impact to the NRC DCE or end-user performance from backup copies.

c. Provide retention of backup media and off-site storage at a remote location other then NRC headquarters. Refer to Section J: Attachment *16 Media Retention* for NRC backup media retention requirements.

d. Support special requirements to provide immediate system, or file restoration as requested by designated NRC staff.

e. Provide uninterruptible power supplies on agency-wide infrastructure components to ensure there is no disruption to network availability for the end user during an electrical power surge or outage.

C.3.1.1.4 Software/Firmware Services

The Contractor shall provide software/firmware services including maintenance, deployment, and upgrades for all network infrastructure components and systems (operating systems, network operating systems, network infrastructure component software, etc.).

The Contractor shall:

a. Perform licensed software/firmware maintenance upgrades and apply patches to to resolve problems and to keep all network and desktop components and systems at vendor supported maintenance levels.

b. Perform network infrastructure software/firmware maintenance upgrades during "off-hours" to ensure there is no impact to NRC DCE or to the end-user.

c. In accordance with the Release Management Process, perform software deployment and distribution for all infrastructure components and desktop computers for agency wide software releases. Further details of the NRC Release Management Process can be found in Section J: Attachment *25 Release Management.*

a. Maintain and provide access to vendor technical support for designated NRC PO for all network components and systems.

b. Provide software/firmware maintenance reports such as Deployment Status Reports.

C.3.1.1.5 File and Print Services

The Contractor shall manage, operate, administer, maintain, and support the agency's file and print services. The Contractor shall provide:

a. File sharing

b. Print queue management

c. Disk space allocation and management, and

d. Management and maintenance of user access controls for data files, directories and volume access.

The NRC currently uses Novell NetWare to provide file and print services. The Contractor shall routinely perform a security/configuration review and provide recommendations to the NRC to enhance the current file and print environment and upon approval implement those enhancements or as directed by the NRC PO.

C.3.1.1.6 LAN/MAN/WAN Services

The Contractor shall provide the NRC's LAN/MAN/WAN environment for headquarters, the Regional Offices, the Technical Training Center, Resident Inspector Sites and designated remote locations to support connectivity and communication to internal and external network resources.

The Contractor shall manage, operate, administer, maintain, and support the agency's LAN/MAN/WAN environment in compliance with the SLRs. The current agency LAN/MAN/WAN environment includes the routers, hubs, switches, network connectivity to the desktop workstation and backbone connectivity of all LAN/MAN/WAN devices. The Contractor shall ensure minimum connectivity and bandwidth requirements are being met and based on best practices, ensure sufficient bandwidth capacity is provided to meet current and future requirements of the NRC DCE including but not limited to support for voice, video and data traffic.

The Contractor shall provide recommendations to enhance and optimize the existing LAN/MAN/WAN infrastructure, and upon NRC Project Officer approval implement the enhancements.

C.3.1.1.7 Address/Domain Management

The Contractor shall manage, maintain, administer and support the NRC's Address and Domain Services to provide Interface Protocol (IP) Address management and domain services including but not limited to, Novell Directory Services (NDS), the Windows NT Domain, and Domain Name Services. (nrc.gov and usnrc.gov)

The Contractor shall:

a. Manage and track IP addresses

b. Provide reports to identify network devices and their IP addresses

c. Identify new network devices as they are connected to the network

d. Continue to maintain the uniqueness of the NRC's Class B network (148.184.xx).

The Contractor shall manage, maintain, administer and support the Novell Directory Services (NDS) and the Windows NT Domain to:

a. Centrally administer, structure, and control, user accounts

b. Access and resources in the Novell file and print environment and Windows NT Domain respectively.

The Contractor shall operate and manage the NRC Domain Name Services (DNS) environment for translating

,ommon host names into IP addresses for network routing purposes. The DNS consists of internal and external DNS platforms as primary servers and their appropriate backup or secondary units. The Contractor shall update the internal DNS to enable internal routing, and the fail-over process to backup units when changes occur. The Contractor shall ensure the external DNS advertises only appropriate NRC IP addresses

.

C.3.1.1.8 Internet Services

The NRC maintains a connection to the Internet for the purpose of communicating with the licensees, National Labs and other Contractors, and making Agency information available to the public.

The Contractor shall operate, manage, maintain, administer, and support the agency's Internet Services and special multi-media access capabilities. This includes, but is not limited to, list servers, web servers, news servers, DNS (Domain Name Service) servers and FTP (file transfer protocol) servers. The Contractor shall maintain the capability for NRC staff to access internal and external multi-media resources and provide and maintain external access to NRC resources and information for the public and other interested parties while maintaining the security of the network infrastructure. The Contractor shall operate, maintain, and manage the network infrastructure components and systems as necessary to support these functions to include load balancing and implementation/management of caching devices or other solutions, as required. The Contractor shall operate the NRC Internet e-mail access gateway and the system which consists of Novell's GroupWise application and Simple Mail Transfer Protocol (SMTP) sendmail.

C.3.1.1.8.1 Web Services

The Contractor shall manage, maintain, administer and support the NRC's Web Services. The production Internal and External Web servers shall be available to all users based on the SLRs. The NRC's web services consist of but are not limited to, the components, operating system (OS), application software, search routine, WebTrend software, CGI scripts, compilers, programming languages, and accounts.

The Contractor shall:

a. Manage and support the capability for increased external access and usage requirements from the public or licensees in the event of an emergency or nuclear incident.
b. Manage the access rights, search engine, CGI scripts, hard drive capacity, backup, security, etc for the www server.
c. Ensure that NRC approved middleware and databases operate properly within the Web environment.
d. Manage and support a 3 tier web architecture and middleware components

C.3.1.1.9 Firewall/DMZ Management

The Contractor shall manage, maintain, administer and support the NRC Internet firewall as a system of hardware and software that provides protection by controlling access to NRC computer systems from the 'nternet. Its primary purpose is to eliminate unauthorized or malicious access to NRC systems from the ,nternet, while providing internal NRC users with as much access to Internet resources as possible. The

contractor shall facilitate access to web based and publically accessed applications. Refer to Section J: Attachment *17 DMZ* for a description of the current NRC firewall and DMZ.

The Contractor shall provide control of network security by operating and managing the NRC firewall including a set of router filters that provide the first line of defense from the Internet. The Contractor shall allow entry of certain services, such as *telnet, finger, rlogin,* or http, while blocking off Internet services that are not permitted.

The Contractor shall operate and manage the DMZ (demilitarized zone), an essential part of the NRC firewall design to provide the isolation of foreign networks that are interconnected with the NRC, from the internal NRC network. The firewall routers allow only required protocols to pass from the Internet to the components and systems in the DMZ.

The Contractor shall operate a dedicated and automated 7x24 hour monitoring and response mechanism to secure the NRC Agency network. The Contractor shall operate an Intrusion Detection System (IDS) which provides real-time intrusion detection, real-time alarms, real-time automated response, optional non-automated response, and large scale electronic perimeter control. The Contractor shall ensure the IDS works in the switched environment; provides real-time response and control; provides data analysis and report generation; and allows security posture assessment.

C.3.1.1.10 Application and E-mail Services

The Contractor shall manage, operate, maintain, administer and support the NRC's application and e-mail services. This shall include but are not be limited to Windows NT, Windows 2000, Novell and UNIX application server platforms that support infrastructure applications for agency wide use, web based applications, client/server applications, and office specific applications. Applications may use COTS, customized COTS, or may be NRC custom developed.

The Contractor shall manage, operate, maintain, administer and support the NRC's e-mail system including internal e-mail services as well as Internet e-mail capability. Capabilities of the e-mail system shall include but are not be limited to e-mail messaging, e-mail distribution lists and groups, personal calendaring, group scheduling, enhanced calendar formats and printing, imaging, automated workflow, task and document management, rules-based message management.

The Contractor shall,manage, operate, maintain, administer and support, the three tier Web Architecture environment at the NRC to support agency business web based applications. This includes, but is not limited to, a three tier architecture with ColdFusion as the middleware component, access to some internal databases by the public, Windows NT and UNIX computers as back-end servers, and desktop computers currently running Windows NT as the front-end. Also included are major software components such as Sybase, MS SQL, Oracle, Tuxedo, and Peoplesoft.

The Contractor shall,manage, operate, maintain, administer and support, web services to include but not limited to, maintaining and updating web content, maintaining structure, enhancing usability, ensuring availability in compliance with the appropriate SLRs.

The Contractor shall manage, operate, maintain, administer and support, the client/server platforms in the agency that support administrative and programmatic database applications. This shall include, but not be limited to, NT and Unix computers that support database client/server applications, (Sybase, Oracle, etc).

This is represented primarily by about 30 IBM RS/6000 servers. The Operating System software shall be maintained and managed, and a working relationship shall be maintained with the Database Administrators and production operations staff.

C.3.1.1.11 Remote Access Services

The Contractor shall provide, manage, operate, maintain, administer, and support the NRC Remote Access Services, in compliance with all applicable SLRs, that allows access to NRC applications and infrastructure resources for NRC staff on travel, work-at-home users, telecommuters, and backup access for the resident inspector sites. The Remote Access system should be accessible through dial-up modem, Internet service providers and dedicated access lines. For a more detailed description of the Remote Access functionality see Section J: Attachment *18 Remote Access.*

In addition, the Contractor shall:

a. Provide, manage, operate, maintain, administer, and support the capability to dial-out for end-user desktops via the network to support dial-up access to external locations

b. Support specialized remote access dial-in requirements for the high performance computing environment

c. Provide support for the connectivity to the Remote Access System located in the NRC Headquarters Incident Response Operations Center

d. Support remote users, moblile users, and a backup remote access system for VIPs

C.3.1.1.12 Security Management

In conjunction with the security requirements specified in C.3.1.1.9, the Contractor shall provide for the secure operation of the NRC DCE, including but not limited to Internet access through the Firewall, account management and administration, security audits, data security, virus protection, physical security, intrusion detection and prevention, security monitoring, and security policies and procedures.

In addition, the Contractor shall designate an Information Systems Security Officer (ISSO) to be responsible for the oversight and management of the security management function and the secure operation of the NRC DCE. The ISSO shall have a sound understanding of security practices and principles, network concepts including TCP/IP, and good hands-on experience with networking concepts, design, and implementation such that all security components are configured correctly and administered properly using sound network security principals and practices. The ISSO shall assign administrative security responsibilities as necessary and share relevant threats, vulnerabilities, or incidents immediately with designated NRC personnel.

The ISSO shall act as a central focal point for spotting trends, identifying problem areas and ensuring that policies and administrative actions are handled in a consistent manner. The ISSO shall maintain an advisory relationship with technical information systems groups and ensure security policies and procedures are stated and documented in a clear understandable, nontechnical language.

The Contractor shall:

a. Implement, maintain, and administer appropriate security measures for all data network infrastructure components, devices, systems and services.

b. Maintain systems that automatically examine network access logs for signs of unauthorized access,

intrusion or suspicious activities.

c. Take the necessary actions to prevent and stop unauthorized access and/or suspicious activity.

d. Gather and analyse statistical security information and provide recommendations to improve and enhance network security.

e. Perform account management functions for all infrastructure systems that require user accounts, including but not limited to:

   1. Create, delete, move, maintain user accounts;
   2. Control access to administrator or privileged accounts rights and passwords;
   3. Provide password administration for standard user accounts,
   4. Provide shared file access management and administration;
   5. Administer access control lists;
   6. Set up and maintain system access rights for users, groups, profiles, directories, folders, shares, etc;
   7. Maintain account management processes and procedures and provide to NRC as requested.

f. Continuously perform security monitoring of the network infrastructure to identify, detect, analyse, and address security-related vulnerabilities, threats, and risks and prevent unauthorized access and intrusion.

g. Take necessary action to prevent or stop intrusion.

h. Provide recommendations and maintain adequate physical security measures for network infrastructure components, devices, systems and services.

i. Perform periodic security audits to ensure compliance with security procedures and processes.

j. Provide anti-virus software on agency desktop computers and network infrastructure devices, servers, and systems to prevent data file damage and corruption. Maintain currency of virus definitions. Provide automated distribution of updated virus definitions to agency desktop computers and infrastructure devices.

k. Provide reports such as system audit logs, password control lists, user access logs and reports, reports on periodic security audits, and reports on unauthorized access attempts.

l. Manage, operate, maintain, administer, and support the NRC's DMZ (including the Firewall), and the IDS (Intrusion Detection System).

m. Track all Internet penetration attempts, analyze the threat, and prepare reports such as a monthly Security Summary Report.

n. Provide on a routine basis and as directed by designated NRC staff an assessment of the state of the NRC's internal computer security, using as a minimum, computer security tools such as Crack, Probe-TCP–Ports, and war-dialer.

o. Maintain a tiered account access model. (See Attachment 32)

C.3.1.1.13 New Technology Transition and Implementation

In accordance with the IDPM, the Contractor shall participate with the development staff and other system stakeholders in each phase of the life cycle to:

a. Review and approve new technology recommendations and requirements analysis documents; design documents, functional specifications documents, integration plans, test plans, training plans, operational support plans, transition plans, and implementation plans.

b. Identify, develop, validate operational support and maintenance requirements, monitoring and maintenance tools for the new technology, and system documentation.

c. Perform new technology testing and validate functionality in each life cycle phase such as integration, acceptance, end-user testing.

d. In accordance with the Release Management process and the Change Management process, implement and transition the new technology into the production network environment.

e. Implement new network management, network security and network operations capabilities as necessary to support the new technology in the production network environment.

f. Manage, operate, administer, maintain, and support the new technology through its operational life cycle.

g. Provide support to decommission and dispose of old technology.

h. Support the Consolidated Test Facility.

C.3.1.2 LAN Administration Services

The NRC currently provides personnel who serve as Regional LAN Administrators, ADAMS System Administrators, and High Performance Computing System Administrators at Headquarters and the Regions who work with Regional and HQ Program Office IT staff and end-users to ensure effective operation and use of the network environment. The Contractor shall optimize their solution and propose providing these functions as services or these services may be provided as a labor category. Detail Job Functions, responsibilities, and a cross reference to positions in Section H are provided in Section J: Attachment *05 ITID Infrastructure Services.*

C.3.1.2.1 Regional LAN Administrators

The Contractor shall provide one Regional LAN Administrators at the NRC Regional Offices and one at the Technical Training Center who shall work with Regional and HQ Program Office IT staff and end-users to ensure effective operation and use of the current and future NRC DCE and ensure that SLRs are met. There shall be a total of five Regional LAN Administrators.

Regional LAN Administrators shall work during the Local principal period of maintenance (PPM) and shall support all network-related hardware and software. Typically these responsibilities shall include, but are not be limited to: routers, hubs, switches and servers. In addition, the Regional LAN Administrators assist other local Contractors with network interface problems as directed by the local NRC management.

The Regional LAN Administrator shall work in close coordination and with the support of the Contractor staff at headquarters. The Contractor shall ensure that staff from the headquarters area is available to provide direct

.elephone support to these individuals at any time.

The Regional LAN Administrators perform, as a minimum, the following functions:

a. Maintain and support the Agency wide core and local infrastructure including hardware, and software application problems.

b. Troubleshoot and resolve problems from a total systems perspective including desktop, software and networking problems.

c. Install, configure; operate, monitor, and administer network components, associated peripheral equipment, and the overall network environment.

d. Perform daily backups of file servers and application servers and routinely maintain backup media in a designated remote location other then the Regional Office.

e. Restore deleted or corrupted files from the backup tapes as needed.

f. Support end-users at the Regional offices and RISE sites by responding directly to end-users requests for help and responding to calls from designated Regional IT staff, and Headquarters IT staff.

g. Provide operational support for desktops and infrastructure network components such as rebooting the server and restoring files, etc.

h. Provide installation, integration, operation, security, and indoctrination support for the back-up systems according to procedures identified by NRC.

i. Maintain print queues and solve other problems relative to keeping printers and plotters in working condition.

j. Coordinate and communicate with designated Regional IT Staff, Headquarters staff, and other LAN/MAN/WAN technical and management staff.

k. Work closely with and provide backup to the Regional ADAMS System Administrator.

C.3.1.2.2 ADAMS System Administrators

The Contractor shall provide ADAMS System Administrators in the Headquarters and in the Regional Offices, as requested by the Regional Offices. The ADAMS System Administrators shall work with Regional and HQ Program Office IT staff and end-users to ensure effective operation and use of the current and future NRC DCE and ensure that SLRs are met. Two ADAMS Administrators in Headquarters and one ADAMS Administrator for each Region for a total of six ADAMS System Administrators is required (one of which is optional).

Regional ADAMS System Administrators shall work on-site during the Local PPM and shall be responsible for supporting all network-related hardware and software. Typically these responsibilities shall include, but not be limited to: routers, hubs, switches and servers. In addition, the Regional ADAMS System Administrators shall assist other local Contractors with network interface problems as directed by the local NRC management.

The Regional ADAMS System Administrator shall work in close coordination and with the support of the Contractor staff at headquarters. The Contractor shall ensure that staff from the headquarters area is ıvailable to provide telephone support to these individuals at any time.

The Headquarters ADAMS System Administrator (ASA) shall provide:

a. First-level support for document entry, retrieval, printing, distribution, archiving, management, scanning (including Watermark scanning station administration), and reporting.

b. Define and maintain user, group, and system profiles; monitor system logs; and develop and maintain work flow definitions in a FileNet and Novell GroupWise environment, as well as perform other duties.

c. Participate in the creation and maintenance of local operating and quality assurance procedures, and develop recommendations for revising business processes where possible.

d. Provide client support services and procedural assistance to users and assist in the development of training materials.

e. Develop and maintain quality assurance procedures for library integrity, library consolidations, create new libraries, and establish and maintain naming conventions, as directed.

f. Process requests for scanning, security authorization forms, and other activities.

g. Participate in information gathering, technical problem studies and the evaluation of software and hardware as needed.

h. Participate in the installation, configuration, and administration of software at the desktops and scanning stations.

i. Coordinate work and participate in joint efforts with other ADAMS System Administrators (Contractor and NRC staff), LAN Administrators, and with other support groups as appropriate including the Data Center and the Help Desk.

The Regional ADAMS System Administrator (RASA) shall perform all of the functions of the ASA and in addition, work closely with and provide backup to the Regional LAN Administrator. The RASA shall be responsible for performing LAN Administration functions as identified.

All work will be performed within the guidelines of established policies and procedures of both ADAMS and the NRC DCE.

C.3.1.2.3 High Performance Computing LAN Administrators

The Contractor shall provide four High Performance Computing LAN Administrators at Headquarters who shall work with Program Office IT staff and end-users to maintain, operate and support the high performance computing environment.

The high performance computing environment provides high-performance engineering applications and UNIX-based client/server applications. The high-performance engineering servers are primarily SUN Microsystems with a few Silicon Graphics Incorporated (SGI), IBM RS/6000, HP and Compaq/DEC machines. The High Performance Computing LAN Administrators are primarily assigned to specific NRC offices (e.g., NRR, NMSS and Research) to provide system administration and system support services for the users of the High Performance Computing workstations and servers.

The High Performance Computing LAN Administrators provide for a range of services related to the administration and support of high-performance engineering and administrative client-server UNIX systems throughout the NRC. On-site system administrators shall be responsible for the operation and support of the

high-performance UNIX servers and workstations. Included in this work is routine system installation, hardware and software support, problem tracking and reporting, hardware and software inventory, and the tracking of software licenses and support agreements for high performance computing software.

Specifically, the High Performance Computing LAN Administrators perform, as a minimum, the following functions:

a. Operate, monitor, and administer high performance workstations, servers and associated peripheral equipment, and network environment;

b. Provide daily support to high performance computer users by answering questions and analyzing individual user problems;

c. Support end-users at the NRC headquarters by responding directly to end-users requests for help and responding to calls from designated NRC staff and technical support staff;

d. Provide operational support for high performance workstations and servers such as rebooting the server and restoring files, etc.;

e. Provide troubleshooting and problem resolution for high performance computing software and hardware problems;

f. Install network interface cards, hard drives, and other routine installations;

g. Provide installation, integration, operation, security, and indoctrination support for the high performance computing back-up systems according to procedures identified by NRC;

h. Perform daily backups of high performance server information and maintain backup tapes in a designated tape safe;

i. Restore deleted or corrupted files from the backup tapes as needed;

j. Perform daily virus scans on high performance computing servers;

k. Maintain print queues and solve other problems relative to keeping printers and plotters in working condition;

l. Perform installation, maintenance and troubleshooting of all protocols in use by the NRC within the high performance computing environment;

m. Provide support to Internet related software such as Netscape, and other Internet search, browse and retrieval tools; and

n. Coordinate and communicate with designated NRC staff, and other LAN/MAN/WAN technical and management staff.

C.3.2 Asset Management

The Contractor shall provide hardware/software, refresh, accountability, and disposition for the NRC's DCE to include the Consolidated Test Facility. In addition, the Contractor shall perform baseline management of the NRC's DCE, inventory management, change control, and release management to effectively manage and control changes to the NRC's DCE. Assets to be managed include Contractor, government, and personal equipment and software.

C.3.2.1 Hardware/Software Refresh

The Contractor shall provide Enterprise Tier (Tier 1) hardware only. The Contractor shall provide standard and premium levels of equipment. Current hardware configurations are contained in Section J: *Attachment 10 Unix Environment; Attachment 11 Desktops, Attachment 12 Servers, Attachment 13 Network Printers.* Hardware provided in the initial and subsequent deployments shall meet or exceed current industry standard hardware in use at the time.

The Contractor shall establish, implement, and execute a standard refresh schedule, as appropriate for the type of equipment, for the NRC DCE covered under seat management services. The initial list of covered equipment is contained in Section J: *Attachment 10 Unix Environment Attachment 11 Desktops, Attachment 12 Servers, Attachment 13 Network Printers.* The Contractor may also propose alternative refresh solutions as long as customer satisfaction, network availability, NRC business needs and the NRC Mission are not compromised. The execution of refresh plans must minimize the disruptions of NRC work. Personal printers (directly connected to desktop CPUs) shall not normally be refreshed. The Consolidated Test Facility shall be refreshed to maintain a representative environment of the NRC DCE.

When refreshing hardware, the Contractor shall ensure that the customer does not experience any discernable changes in desktop features, and the new desktop shall provide functionality greater than or equal to that of the replaced desktop.

The Contractor shall employ the necessary automated tools to distribute software to servers and desktops electronically and provide remote diagnostics and management of the NRC DCE.

The Contractor shall coordinate the deployment of COTS software upgrades/patches as soon as they are commercially available. Prior to deployment, the NRC Systems Engineer/Architect shall coordinate the introduction of these upgrades/patches to ensure that there is no adverse effect on the NRC DCE and applications. The Contractor shall deploy new software versions of standard COTS software no earlier than six months after the new version is made commercially available. Deployments prior to six months shall require NRC approval through testing in the NRC Consolidated Test Facility. The Contractor shall not deploy new software that is recognized as being problematic until recognized third party industry leaders in general recognize that the software has stabilized. The newly deployed software must provide functionality and capabilities greater than or equal to that of the replaced software.

The Contractor shall undertake accountability for GFE it incorporates into its solution on a Seat basis. Plans and schedules for all software and hardware deployments shall be approved by the NRC PO.

C.3.2.2 Future IT Initiatives

In addition to hardware/software provided under seat management services, the Contractor shall acquire and provide IT hardware/software for the NRC as directed by the NRC PO. The Contractor shall procure services, support, hardware and software for NRC DCE as well as prototype systems to support the design, development, integration, and implementation of NRC applications or equipment.

The Contractor shall assume maintenance responsibility for hardware and software procured through the Contractor or as otherwise directed by the NRC PO.

C.3.2.3 Accountability

The Contractor shall employ automated tools to track the installation, location, related license, warranty, maintenance and service records for all hardware and software provided under this Task Order and hardware connected to it, including NRC-owned and personally-owned hardware and software. Periodic reports of hardware and software, by location, office/organization, floor, etc., identifying tag number, as well as the generation of various reports, maps and diagrams depicting the NRC infrastructure shall be provided.

The Contractor shall provide property management of DCE assets that remain NRC-owned. The Contractor's asset management processes and software shall be used to account for NRC-owned equipment. The Contractor shall follow Government and NRC property management regulations reporting requirements. The Contractor shall support the bi-annual inventory of NRC owned IT equipment. The Contractor shall tag all hardware provided under this Task Order with a distinguishing tag, Contractor, government or otherwise.

C.3.2.4 Disposition

The Contractor shall fully prepare machines for disposal, including collecting, data wiping, and itemizing Contractor provided and NRC owned IT hardware and software that has been removed, due to obsolescence, refreshment, or replacement, in preparation for disposal or reissue. All data wiping shall be done on NRC premises. The Contractor shall prepare necessary NRC paperwork for disposition of hardware/software, as directed by the NRC PO. Government-owned hardware/software shall be disposed of only by government employees.

C.3.2.5 Configuration Management (CM)

The Contractor shall develop, implement and maintain a process to manage the configuration of all components within the NRC DCE. The process development should adhere to industry standard Configuration Management policies (ISO 10007) and shall include at a minimum a set of procedures to effectively manage changes, control inventory, and maintain hardware and software baselines.

The process shall integrate existing NRC configuration management systems data for historical reporting purposes. The process development must abide by and incorporate any Development Process Model requirements and life cycle management methodology utilized at the NRC that impact configuration information. The Contractor shall also provide guidance to other NRC offices (i.e.: ADD) that will integrate with the Configuration Management process.

The Contractor shall control all changes and additions to the operational DCE through a disciplined CM process. The Contractor shall ensure that all changes to the operational DCE have been properly coordinated, documented, and tested through the Consolidated Test Facility. The Contractor shall participate in the Operations Configuration Control Board which is the final approval point for deployment of all changes to the NRC's DCE.

C.3.2.5.1 Baseline Management

The Contractor shall establish and document a baseline configuration for all components of the NRC DCE and develop methods to identify and verify the desired configuration for optimal performance. Configuration

aseline information shall be maintained in a database that provides various query functions and reports that are accessible to the client as needed.

Baseline management must include providing specific baseline information for research and development efforts, as well as assisting other NRC departments impacted by changes to the baseline through testing and analysis in the Consolidated Test Facility. Once the baseline is established, the Contractor shall enforce policies to maintain the hardware and software baseline.

C.3.2.5.2 Operations Configuration Control Board (Ops CCB)

The Contractor shall submit all proposed requests for DCE enhancements or modifications to the Ops CCB for approval prior to implementation. The Ops CCB meets weekly to discuss and approve/disapprove change requests that are submitted in the form of Technical Change Request (TCR) forms. The Ops CCB complements the Systems Development and Life Cycle Management Methodology (SDLCM) and Infrastructure Development Process Model (IDPM) by providing the final review of a project via technical change requests and ensuring all elements have been coordinated, tested, and prepared prior to deployment/implementation. Further details can be found in Section J: Attachment *19 Ops CCB.*

C.3.2.5.3 Environmental Configuration Control Board (ECCB)

The Contractor shall develop and provide support documentation to the NRC for new and enhanced DCE features, including both IT infrastructure and applications. The NRC will use this to submit requests through ıe Environment Change Control Board (ECCB) which has overall responsibility for evaluating and approving (or rejecting) change requests. The ECCB includes two supporting groups (Change Review Committee/CRC and Change Implementation Committee/CIC); the CRC reviews the request for potential effect on the current NRC environment, and the CIC develops a plan, including a schedule, for implementing an approved environment change request. Further information Section J: Attachment *20 ECCB.*

C.3.2.5.4 Release Management

The actual deployment of all changes shall be done through a planned, coordinated process. The Contractor shall develop and implement a release management process consisting of standard release dates so all changes occur at a set predetermined time. All infrastructure and application changes must be implemented through this type of process. Any Development Process Model requirements and life cycle management methodology utilized at the NRC must be incorporated in the approach. The goals are to limit the number of changes to the infrastructure, confirm all changes are tested and verified before deployment, confirm the support to implement and maintain the change is adequate, and communication and notification of all involved has been initiated. The process shall also include a documented scheduled of all changes, depicting proposed releases for a 12 month cycle, published and updated on a monthly cycle, or as directed by the NRC Project Officer. Emergency releases or application updates may be required on an infrequent basis and will be directed by the NRC PO.

C.3.3 Help Desk

ın compliance with the service level requirements in this contract, the Contractor shall provide a single, ıtegrated help desk for all NRC DCE Information Technology service requests. The Contractor is expected to

handle all calls placed to the integrated help desk and refer service requests to the appropriate provider. These shall include but not be limited to: telecommunications, applications support, and all NRC DCE IT service requests. The goal of this Help Desk is to provide a support solution that provides the highest quality customer service at the best value to the government. The help desk shall be the central management point for all service requests for the DCE IT environment. As the central management point, the help desk shall accept all trouble calls, but will relay non-Seat Management DCE service requests to the appropriate service provider. The Help desk shall receive calls, and resolve requests from NRC staff, NRC Contractor end-users in the Headquarters' Offices, Regions, RISE sites, remote users, and telecommuters. The Contractor shall utilize industry best practices, and corporate knowledge to satisfy and meet the NRC Service Level Requirements, (SLRs).

The Contractor shall:

a. Delineate and manage the customer needs and expectations
b. Identify key drivers of satisfaction and take proactive steps to assure quality support
c. Benchmark performance in comparison with industry help desk standards, to assure compliance with the highest standards, in order to sustain a high degree of customer satisfaction
d. Provide a systematic approach for management oversight and a reporting process to keep NRC management informed of current, and future help desk activities. The report format should underscore problem analysis, and provide insightful trending to NRC management,
e. Set and maintain targets for constant quality improvement. (See Attachment 09 Service Levels).
f. Requests for reported problems should be prioritized by the Help Desk Staff according to severity.
g. Close Service Requests only upon Help Desk Staff confirmation that the problem has been resolved to the satisfaction of the customer.

The Contractor shall make available several options for the Customer to submit requests to the Help Desk, such as E-mail, web request, voice mail, and a toll-free telephone number for all telephone service requests.

The Contractor shall provide help desk support for a broad range of services. Some examples of the types of support requests the help desk will receive are:

a. Provide answers to questions on how to perform a function or feature using an application, how to use network features, or how to execute basic desktop applications
b. Provide direction and resolution to problems on the acquisition, scheduling, additions, changes and upgrades to DCE hardware or software, and accessing outdated equipment
c. Service for troubleshooting problems associated with hardware/software failures, disk drive space issues, drive mappings, remote access failures, telecommunication requests or problems, virus detection and removal on the desktop, operating system or application error messages, printing failures, user passwords and log-in failures.
d. Service requests for moving DCE hardware or software, or telephone move requests
e. Status requests for ongoing support requests, and to accept and resolve special service requests such as VIP support requests
e. Desk side support

C.3.3.1 Customer Satisfaction Surveys

The Contractor shall conduct Customer Surveys designed to provide realistic, accurate, and responsive information concerning the end-users perceived satisfaction with equipment, support, and service being provided. The surveys should be user friendly and provide for customer comments (optional comment box).

The Contractor shall also conduct an individual Customer Survey immediately following the completion of a VIP service request and weekly following the completion of regular service requests. The purpose of these surveys is to provide immediate information that can be used to implement remedial action as required. The results of the individual Customer Surveys shall be reported in weekly management reports and shall be included in the calculations for overall Customer Satisfaction SLRs.

Survey results shall be compiled in a report to produce an accurate and clear picture of the overall customer satisfaction.

C.3.3.2 Office-Specific Support (and non-Seat support equipment)

Contractor shall provide office-specific support requests at the direction of the NRC POC. These requests may include services for hardware and software that are not included in the standard infrastructure environment. Some examples of the non-standard software and software are: support for PDAs, personally-owned mobile devices, non-standard communication software such as AOL Instant Messenger, video streaming software, unique, specialized printing software, personal computers, web downloads, office-specific high-performance workstation support, and support for all IT equipment provided to NRC's disabled staff. Requests received by the Help Desk for service not covered as a part of the Seat Management Contract shall be relayed, and coordinated with the appropriate service provider. The Contractor is responsible for follow up and completion of these requests with service providers, in those instances when completion of the service may result in the Seat Contractor's failure to meet the SLRs.

C.3.3.3 VIP Support

In addition to the standard support, the Contractor shall provide premium, highly specialized support for the high-visibility, VIP staff as identified by name and office location in a listing provided by NRC.

VIP Support includes specialized, responsive support for all VIP requests, and innovative techniques for resolutions. VIP support requests may include special assistance in printing, requests to prepare laptop computers for foreign travel, one-on-one instructions on the use of hardware/software and network features, and emergency, last minute, support requests. In some instances, support for VIP staff may involve travel to sites other than the NRC Headquarter's offices on a case-by-case basis. The VIP staff shall have access to a unique telephone number in order to obtain immediate response.

The Contractor shall take measures to be pro-active in identifying special support services for the VIP staff, and assure that service is of the highest calabur, and quality.

C.3.3.4 Service Request Tracking System

The Contractor shall utilize an automated Service Request Tracking System. The Contractor shall ensure that all records applicable to NRC are accessible to the NRC staff. Contractors or staff designated by NRC, for use at all times for the purpose of reviewing, tracking, updating, and reporting all service requests under this TO. The tracking system information shall be accurately entered to reflect the activities and details of the service provided, should be clear, and provide a true reflection of the service provided, and the current status at all times until the service request is closed. Contractor shall provide custom reports when requested by the NRC PO using information from the Tracking System.

Documentation for maintenance services shall be accurately entered to reflect the activities, and details of the service provided, and shall have current status

The Contractor shall be responsible for maintaining, backing-up, monitoring, and providing reports on all NRC data from the current and prior tracking system(s). Upon completion of this Task Order, the Contractor shall provide NRC all relevant help desk data. Activities associated with this tracking system, and the plan for transition after Task Order completion shall be part of the proposed Concept of Operations.

The Contractor, the NRC PO as well as the NRC end-users shall have web access to the status of service requests available at all times. Help Desk tickets should be available in a read-only mode for all NRC employees and all NRC Contractors through standard web servers. Update, forwarding, editing and closing capabilities should be available as outlined in C.3.3.6.4.1 for use by the ADAMS, STARFIRE, the regions and the NRC Telecommunications Support Group. The ticket shall contain at a minimum: Name and LAN ID of caller, name of affected user, Office designation, location, (by building and workstation), phone number, bar code, (if applicable), make/model of equipment, date and time of request, type of service requested, date/time of response, date/time of resolution, description of problem, and resolution, parts replaced, serial number of part replaced, ID of Technical support who provided services. If the problem/service is not resolved, Contractor shall document what steps will be taken to resolve the problem or close the request. Service requests should be closed only upon customer confirmation that the problems has been resolved to their satisfaction.

The Contractor shall recommend, and provide reports based on industry best practices in Help Desk management. Some examples of Help Desk oversight reports are listed below.

Statistical Performance Metrics: Reports shall be compiled using industry standard benchmarks. These reports shall show in numerical and graphical format whether or not the SLRs are being met, including number of calls closed on initial contact, average speed of answer, the abandon rate, the number of events reopened, and the number of calls handed off to a second tier.

NRC Specific: In order to provide insight into possible failures or successes in communication, infrastructure stability, training or marketing, the Contractor shall provide detailed "customer" reports by office, location, end user, or as requested by NRC Project Officer. These reports shall be based on data compiled from the Service Request Tracking System.

Management Status Reports: The Contractor shall develop and present to NRC management, technical and managerial oversight status reports. These reports shall be reviewed by the Contractor and the NRC Project Officer at operational meetings. At a minimum these will include the daily, weekly, monthly, and quarterly operational meetings. The purpose of the review is to determine whether SLRs and quality customer care goals are being accomplished. The Contractor shall take corrective measures if appropriate.

C.3.3.5 Training

In order to maintain and increase a high customer satisfaction level, the Contractor may find it necessary to provide information to assist the NRC Professional Development Center (PDC) in the planning of training material. As a part of the input to the training content, the Contractor shall monitor ticket activity and analyze trouble tickets that indicate a potential need for training in a particular area. The Contractor shall compile trending reports based on the data from the ticket tracking system, and recommend targeted problem areas for training emphasis. The information from the trending shall be provided to NRC PO for evaluation, and follow up.

C.3.3.6 Agency wide Infrastructure/HQ Support

For agencywide infrastructure and HQ local support, the contractor shall provide the following services:

C.3.3.6.1 Hardware/Software

The Help Desk shall respond to, and manage to resolution, service requests and questions for all DCE IT hardware and software. The Help Desk staff will be required to generate tickets, provide service and resolve (or hand-off as appropriate), all requests for DCE software/hardware, move/add/change services, as well as configuration conflicts or trouble tickets reported for hardware/software failures. The Contractor should provide guidance on how to procure HW/SW, and to answer queries on the status of all catalog service request. For a listing of hardware and software to be supported see Section J: *Attachment 10 Unix Environment; Attachment 11 Desktops, Attachment 12 Servers, Attachment 13 Network Printers.*

C.3.3.6.2 Agency-wide Applications

The Help Desk shall respond to service requests, and questions from novice and power users, and provides guidance and instruction during phone requests to the end user in the use and functionality of all DCE software and hardware. The Contractor staff shall have a high level of competency to respond to questions, regardless of complexity, on how to use a function or feature on the standard desktop applications. The Contractor shall isolate and resolve problems using industry best practices and manufacturer recommended methodology, to insure that solutions are stable and lasting. Prior to upgrades to the DCE, the Contractor shall ensure that the help desk staff has a familiarity and the enhanced skills to understand and resolve complex and/or complicated application features on the initial call. For a listing of Agency wide Applications to be supported see Section J: Attachment *21 Agency wide Applications.*

The Contractor shall make the Customer's desktop settings, data integrity, and the requirement for quality customer care a top priority. The customer should not experience discernable changes in the desktop features following the correction of failures. The Contractor shall make every effort to minimize the impact to users during the installation or de-installation of software and maintain desktop settings and customization as much as possible. No additional problems should result after completion of application support services.

The Contractor shall provide technical support for all Agency-wide upgrades to the desktop to ensure that the upgrade does not cause disruption to the customer's ability to use the computer.

The Contractor shall resolve the problem on the first call where possible, or dispatch staff to the DCE to correct the problem as necessary.

C.3.3.6.3 Application Conflicts

Recurring, persistent, wide-spread application problems shall be brought to the attention of NRC PO in a clear, detailed, and graphical report in each instance they occur. This report shall be compiled, and trended in order to identify any relevant technical failures, conflicts, or difficulties, and to recommend solutions to any problems identified. This report shall be compiled based on an in-depth analysis of the severity of the problem, and the impact to the NRC end-users. The report shall be provided at the instant the problem is known, and the solution must be immediate and cause no further disruption to the agency-wide desktop configurations.

C.3.3.6.4 Program Office Custom Applications

The Contractor Help Desk staff shall provide basic, first level response, ticket tracking, troubleshooting, and resolution for service requests for NRC Program Office unique applications, including ADAMS and STARFIRE. NRC will provide the Contractor with a listing of all program office specific applications, and the supporting documentation. The Contractor shall for example, have the capability to resolve problems using the application on the initial call such as printing from within the application. Some issues in using the application or entering unique data or using the functions of the application may be in some instances handed off to the program office points of contact, where appropriate. The Contractor is expected to work closely with the NRC POC to develop call scripts for initial problem evaluation, and to facilitate the hand off of problems. Contractor shall notify NRC/OCIO staff with recommendations for permanent resolutions to Program Office applications causing documented, repeatable anomalies. This notification should occur at each instance when the degradations adversely impact the DCE, and potentially impact the Contractor's ability to meet the SLRs. For a listing of NRC custom applications, see Section J: Attachment *22 NRC Custom Applications.*

The Contractor shall provide support for all Agency-wide scheduled upgrades to the DCE to ensure that the upgrade does not impair the functionality of the Program Office applications.

C.3.3.6.4.1 Interface with Existing NRC Help Desks

In those instances where the application support resides with a separate NRC Help Desk, such as ADAMS and STARFIRE, the Contractor is responsible for Tier I problem analysis, isolating the problem, and providing a solution. The Contractor will provide initial problem analysis, and resolution, for all agency-wide applications pertaining to printing, scanning, LAN failure, or other reported problems under the control of this contract. When appropriate the Contractor will forward application problems to the designated help desk, based on guidelines provided by the NRC. The Contractor shall work closely with the NRC and Contractor staff where appropriate to develop call scripts for initial problem evaluation, and to facilitate the hand off of problems. The separate NRC help desks, such as ADAMS, STARFIRE, the regions, and the Telecommunications Support Group uses the NAI Support Magic System. The contractor shall provide a help desk solution to other NRC help desk staff OR support, interface with, and manage the existing help desk system (NAI Support Magic).

C.3.3.6.5 Public WEB Support

The Contractor shall respond to all requests for service pertaining to accessing the NRC Public Web site. Requests for these services will be submitted to the Contractor by the NRC Public Document Room, (PDR), staff, on behalf of the general public. Communication, and the resolution to the problem may involve direct

ontact between the Contractor and the general public. Due to the complexity of the problems associated with Public Web support, and the inability to visit the public LAN environment, the resolution time may be extended at the discretion of the NRC Project Officer for the Help Desk portion of this contract. Problems associated with the public access to the NRC Web site may involve connectivity failures that are specific to each unique public web site. These problems may require a combination of advanced technical network engineering solutions, and interpersonal customer relationship skills in order to manage the public's expectations.

C.3.3.7 Regional/Local Infrastructure Support

Regional office and local infrastructure support will be provided in a phased approach. These phases are described below:

C.3.3.7.1 Phase I: Maintain Current Regional Services

Initially, Help Desk support will only be provided primarily for Headquarters' personnel, and Regional IT Support Staff. Regional offices will continue to provide Help Desk, desktop support, software installation, and local application servers services to their Regional Office users and Resident Inspectors.

During this phase, the Contractor may receive support requests from the Regional Help Desks or Regional IT staff to provide warranty, remedial, and preventative maintenance for Regional IT infrastructure as well as NRC's Agency wide IT Infrastructure (including refreshed equipment under this contract). Processing of these support requests from the Regions shall meet all Service Level Requirements.

The Help Desk shall log, respond, diagnose and resolve requests for DCE IT hardware/software equipment in the Region, and RISE sites, and HW/SW added to the DCE over the life of this contract.

The Contractor shall provide responsive, timely support to the remote RISE sites and make repairs as required in the Service Level Requirements.

Software service requests may include, (but not be limited to) questions on how to perform a function or feature, application failure, configuration issues, MACs for software, availability of the software, how to procure software, and the status of all software requests. All software support shall be completed and provided in accordance with the Services Levels defined in this TO.

The Contractor Help Desk staff shall have an advanced technical understanding of the unique RISE site desktop, connectivity and LAN configurations.

C.3.3.7.2 Phase II - Full Seat Service Pilot (optional)

The Contractor shall work closely with Regional support staff, as requested, to establish a pilot test in each Region for the support services under the Seat contract to be integrated with the support services now provided by the Regional support staff. The Pilot will be evaluated on customer satisfaction, overall effectiveness, and whether Seat is in the best interest of the Region. Each Regional IT staff will make an assessment on the continued viability of the Contractor's support for future initiatives, and ultimately full DCE Seat support.

C.3.3.7.3 Phase III - Full Seat Support (optional)

Based on the outcome of the pilots, the Regional and RISE site DCE may be added to Seats being supported under this TO with SLRs as proposed for the Regions.

C.3.4 Maintenance

In compliance with the service level requirements, (SLRs), under this TO, the Contractor shall provide the technical skills, oversight, and tools necessary to support the NRC DCE, maintenance support services. The Contractor shall identify, isolate, track, report, and resolve hardware and software problems. In addition, the Contractor shall also provide services for all moves, adds and changes to the DCE.

Maintenance Services include:

a. Timely, diagnostic analysis and problem resolution for all (DCE) maintenance requests that occur as a result of hardware/software conflicts and/or failures,

b. Workstation virus removal, connectivity issues, and other types of failures that result in the inability of one or more end users to utilize the computer to perform job functions.

c. Highly specialized, instantaneous, solutions to the unique service requests from VIPs.

d. Schedule and provide routine preventive maintenance to assure the highest quality output, and to prolong the useful life of the equipment as required by the manufacturer.

C.3.4.1 Maintenance Support

The Contractor shall provide maintenance for all DCE equipment over the life of this TO. The Contractor shall be responsible for supplying replacement parts, and scheduling routine preventive maintenance, as required by the manufacturer, in order to ensure the full life expectancy of the equipment over the life of this TO. The Contractor shall provide the inventory of temporary replacement or loaner IT equipment to be used for all DCE maintenance repairs. The loaner equipment shall be equal in quality to the original equipment it replaces. The contractor shall provide initial diagnosis, troubleshooting, and minor repairs for all NRC equipment/software.

C.3.4.2 Principal Period of Maintenance (PPM)

The principal period of maintenance is the same as the principal support hours defined in Section J, Attachment 9. Notification to the Contractor of equipment failure may be made at any time during the Principal Period of Maintenance. Maintenance repair time shall begin from the time of the first notification to the Contractor by the NRC that remedial maintenance is required and shall extend until the time that repairs are completed to the end-users and/or the NRC PO's satisfaction. The repair time does not include time during which the Contractor is denied access to the equipment through no fault of the Contractor.

C.3.4.3 Maintenance Customers

Services shall be provided to staff at NRC Headquarters, Regional offices, Resident Inspector Sites, remote access users, mobile/telecommuting users. The Contractor shall be responsible for the coordination and/or

hand-off of services to the appropriate service provider in order to complete the request.

The Contractor shall provide maintenance services for all remote users. The remote users include the Resident Inspectors, remote access users, mobile users, and telecommuting users. However, for personally-owned mobile devices, the installation and deinstallation of software services shall be provided only as approved by the NRC PO. Maintenance of the specific personally-owned devices is the responsibility of the user. When providing maintenance services for these devices, the Contractor shall abide by the accountability requirements as cited in this Task Order under the Asset Management section C.3.2.

C.3.4.3.1 Office Specific Requirements

The Contractor shall provide services for office specific support requests at the direction of the NRC PO. These requests may include hardware and software that are not included in the standard DCE. At the request of the NRC PO, the Contractor shall provide service for PDAs, nonstandard communication software such as AOL Instant Messenger, video streaming software, special printing software, personal computers, web downloads, office-specific high-performance workstations, and support for all IT equipment provided to support the American with Disabilities Act and Section 508.

C.3.4.3.2 VIP/Unique Support Services

VIP Support includes specialized, responsive support for all VIP request, and innovative techniques for resolutions. VIP support requests may include special assistance in printing, requests to prepare laptop computers for foreign travel, and emergency, last minute support request. In some instances, support for VIP staff may involve travel to sites other than the NRC Headquarter's offices on a case-by-case basis. The Contractor shall be requested to provide one-on-one instructions on the use of hardware/software and network features. The Contractor shall take measures to be pro-active in identifying special support services for the VIP staff, and assure that service is of the highest caliber, and quality.

C.3.4.4 Agency wide Infrastructure/HQ local

The Contractor shall provide maintenance services for the agency wide infrastructure and local HQ support for the DCE. All maintenance services shall have a ticket created to track and manage the service to resolution. The Contractor shall make every effort to minimize the impact to the end-users both during and after the time maintenance services are provided. The Contractor shall schedule an appointment with the end-user prior to providing services or schedule agency wide infrastructure maintenance services to impact as few users as possible. Agency wide infrastructure services shall be scheduled and approved by the Operations CCB. The Contractor shall notify the appropriate NRC contacts when providing maintenance or move services for High-performance workstations and associated peripherals.

C.3.4.4.1 Mobile/Telecommuting

The Contractor shall provide a complete solution for handling service requests for staff using mobile devices or telecommuting. These requests may involve software/hardware installations or failures, problems specifically associated with the RAS software failures, configurations from the unit to the desktop, or resolving connectivity problems. The Contractor shall resolve all mobile/telecommuting maintenance requests providing

immediate, effective solutions using software/hardware diagnostics, remote tools, and other solutions provided by the Contractor. The Contractor shall develop processes and procedures to provide support solutions at all levels of connectivity, and complexity.

The Contractor shall provide a plan for maintenance support for portable computing software and hardware. Maintenance support shall mean break/fix repair for problems with portable/mobile units such as notebook computers or hand-held devices. The Contractor will diagnose and resolve connectivity problems such as loose connections, battery failure, surge requirements, the configuration of software, and all other internal component failures of the equipment.

C.3.4.4.2 Remote Access (RAS)

The Contractor shall provide maintenance services for all remote access users. Remote access users may experience a number of problems when using remote access which includes problems with the computer, phone lines, access to the server, password assignments, lockups, and basic instructions for making connections. The Contractor shall provide maintenance support to isolate and correct the software or connectivity problems the end-user may experience when using remote access.

VIP support for RAS failures shall receive top priority, regardless of the cause.

C.3.4.4.3 Agency wide Infrastructure

Maintenance for this equipment shall receive the highest priority, in order to meet or exceed requirements set forth in the Service Level Agreements for this TO. The Contractor shall take steps to ensure that no network downtime results from maintenance on the servers/routers/hubs.

C.3.4.4.4 Printers

All LAN printers in the NRC DCE shall be maintained in good working order at all times in accordance with the SLRs defined in this TO. Reported LAN printer outages affecting multiple users must receive the highest priority.

Printer maintenance is not limited to replacement of hardware components during failures, and includes replacement of NRC purchased consumables such as ink, toner replacement, or correcting paper jams and other adjustments in order to restore printer functionality. The Contractor shall identify and provide an initial 90 day supply of consumables for new equipment introduced into the NRC DCE. Subsequent consumables will be provided by NRC unless otherwise directed by the NRC PO.

C.3.4.4.5 Workstation

The workstation must be maintained in good working order to meet the SLRs defined in this TO. The workstation desktop software, hardware, and all connected peripherals, internal and external components must be maintained in good working order at all times. Support for the NRC's high-performance workstations must be provided by staff with the necessary certification for the equipment.

Hands-on Hardware Instruction - Unique hardware replacements installed as a result of maintenance failure, or necessary upgrades, may require that the Contractor provide basic instruction in the usage and features of hardware at the time of installation. The hands-on instruction should confirm with the customer that the hardware functions as it should. As a supplement to this hands-on training, the Contractor may choose to provide a quick guide or other solutions as decided by the Contractor.

C.3.4.4.6 Hard Disk Drives (HDD)

The Contractor shall be aware of the sensitive nature of NRC data, and shall take appropriate measures when replacing HDD for workstations or laptop computers. When providing maintenance services on HDDs, the Contractor shall take appropriate steps to protect the data from exposure. NRC computers/servers containing NRC data shall not leave the NRC premises. The Contractor shall follow the requirements for the disposition of HDDs provided in Section C.3.2.4.

C.3.4.4.7 Peripherals

Peripheral failures reported must be fixed within the SLRs in this TO. Peripherals shall be installed, serviced, configured, repaired, connected, and tested in accordance with manufacturer/vendor guidelines.

C.3.4.4.8 Software Technical Support

Maintenance services shall be provided for all supported IT software and applications purchased over the life of this TO from the software catalog. The Contractor shall resolve problems reported for the DCE software applications in a timely, efficient method that does not create additional problems as a result of the solution. Service requests for software failures may involve application failure or application error messages, configuration issues, installations, deinstallations, patches, drive mappings, access rights, as well as other break/fix services. All software maintenance, or MACs' services shall be completed and provided in accordance with the Services Levels defined in this TO.

When replacement software is installed due to maintenance failure, or necessary upgrades, the Contractor shall provide basic hands-on training in the usage and features of software at the time of installation. The goal is not to provide in-depth training on the features of the application, but to confirm with the end user that the software functions as it should, and to enhance productivity skills. One example is the identification of the location of the icon on the desktop, or other source of the startup for the application software. In addition to the hands-on training, supplemental instructions can be provided in the form of a quick guide or other approaches as determined by the Contractor.

C.3.4.4.9 Regional/Local DCE

The contractor shall provide regional/local support in a shared approach.

C.3.4.4.9.1 Phase I - Maintain Current Regional Services

In Phase I, Regional offices will continue to provide maintenance services for their Regional Office and RISE site Local IT Infrastructure. This may include initial MACs to the desktop environment.

The Contractor may receive support requests from the Regional Help Desk or Regional IT staff to provide warranty, remedial, or preventative maintenance for the Regional staff. Completion of these maintenance requests must comply with the requirements as defined in the Service Level Requirements for Headquarters. The Contractor shall maintain and support any equipment provided under this contract.

Resident Inspector Site Environment (RISE) maintenance must be coordinated with the Regional staff, and RISE site staff. Local repair and troubleshooting support and correction for outages is the responsibility of the Regional IT Staff.

C.3.4.4.9.2 Phase II - Full Seat Service Pilot (Optional)

The Contractor shall work closely with Regional support staff, as requested, to establish a pilot in each Region for the support services under the Seat Task Order to be integrated with the support services now provided by the Regional support staff. The Pilot will be evaluated on customer satisfaction, overall effectiveness, and whether Seat is in the best interest of the Region. Each Region will make an assessment on the continued viability of the Contractor's support for future initiatives, and ultimately full DCE Seat support.

C.3.4.4.9.3 Phase III - Full Seat Support (Optional)

Based on the outcome of the pilots, the Regions may elect to migrate to a full SMS solution under this TO with SLRs as proposed for the Regions.

C.3.4.5 Reporting

HW/SW Failure Statistics: The Contractor shall provide reporting that shows all desktop, peripheral, and or DCE components, failures during a specific time period. Report fields shall show the ticket number, customer name, NRC Office, date the ticket was opened/closed, duration of failure, and type of failure. Final entry shall show totals for all fields where appropriate.

Customer Downtime Data: The Contractor shall provide reporting that shows the duration of the downtime, the names, and the offices of the affected end users. The Contractor shall also include a summary to the report explaining the reason for the down times, and any impediments that may have impacted faster resolution times.

Best Practices Industry Standard Maintenance Reports: The Contractor shall provide reporting showing information based on best practices and corporate knowledge. These reports shall provide in-depth statistical information, and identify trends affecting service. Where applicable, the Contractor shall make suggestions, and proposals to improve the quality of maintenance based on information in these reports.

Status Report - The Contractor shall develop and present to NRC management oversight status reports. These reports shall be reviewed by the Contractor and the NRC PO at operational meetings. At a minimum these meetings will include the daily, weekly, monthly, and quarterly operational meetings. The purpose of the review is to determine whether SLRs and quality customer care goals are being accomplished. The

Contractor will take corrective measures if appropriate.

See Section J: Attachment *15 Reports* for examples of these reports.
See Section J: Attachment *23 Help Desk Stats* for examples of current Help Desk Weekly Statistical Reports

C.3.5 Development and Integration

The Contractor shall provide IT infrastructure development and integration services for the NRC DCE as it evolves over the period of the contract. The Contractor may provide these services using a combination of seat management, level of effort services, or alternate solution. However, the Contractor shall provide a minimum of 15 dedicated, full-time staff as outlined in Section 3.5.7, Recommended Staffing Model, to provide services that are supplemental to those services provided under basic Seat Management to focus on NRC priorities. Work to be performed shall include, but shall not be limited to, the services listed below.

The Contractor shall:

a. Perform as the IT systems architect/engineer for the NRC DCE, providing strategic recommendations, planning, coordination, design, and engineering for the IT Infrastructure required for current and future NRC programs, systems, and services;

b. Implement and coordinate the use of an NRC-approved system life cycle management methodology for all IT infrastructure programs and efforts;

c. Develop and integrate the IT Infrastructure (network infrastructure, server, workstation, and security) required for current and future NRC projects, systems, and services;

d. Plan and engineer the integration of applications into the IT infrastructure;

e. Operate and manage an on-site Consolidated IT Test Facility to support testing, network performance impact analysis, network modeling and simulation, load testing, application testing, integration, demonstration, product briefings, evaluation, and orientation/training for all COTS or custom services and applications to be integrated into the infrastructure; and

f. Provide ongoing development level technical support.

The Contractor shall be responsible for providing assessments of the IT infrastructure and making recommendations for new and enhanced systems, providing short and long range infrastructure strategies, the development, selection, integration, and implementation of infrastructure hardware and software systems, and providing network modeling capabilities to assess the impact of new requirements on network performance. Additionally, the contractor shall provide technical support for major moves, adds and changes of NRC IT infrastructure and coordination and technical guidance to the NRC's Professional Development Center (PDC) in their preparation of courses related to new and enhanced IT technology as well as other engineering and development requirements as needed.

The Contractor shall also develop new hardware and software capabilities based upon NRC priorities by integrating and customizing standard off-the-shelf products. Specific activities shall include using the Consolidated Test Facility to test and evaluate alternative new capabilities such as IT infrastructure components and office automation applications. The testing performed shall ensure that the new capabilities will not adversely impact network integrity and assess what additional load on the network would likely result from the implementation of the new capabilities.

The Contractor shall provide a project management and status tracking system that will provide the NRC Project Officer with the current staffing, status, priority and subsequent scheduled milestones for all development activities.

Once the NRC has agreed to implement a new capability, the Contractor shall utilize the NRC's Infrastructure Development Process Model (IDPM) or follow a proven and documented standard systems life-cycle development methodology, approved by the NRC for all changes to be made to the NRC DCE. The NRC will review and approve the plan and oversee accomplishment of the implementation effort by informal weekly meetings and monthly status reports.

The Development and Integration activities have been grouped into the following five categories: Systems Architecture and Engineering, Systems Life-Cycle Management, Infrastructure Development / Integration, Application Integration, and Consolidated Test Facility. As the NRC DCE evolves, new groupings of technical service activities may be required.

C.3.5.1 Systems Architecture and Engineering

The Systems Architecture and Engineering activities shall include, but are not be limited to: systems architecture, engineering and integration, short and long term planning, research, design, development, performance/capacity planning and modeling/simulation for the period of the contract. This effort shall provide for the expansion of the IT infrastructure, the development of infrastructure changes required to support applications, and the development and integration of network infrastructure technologies. It shall include the coordination of all development and integration efforts to resolve issues, ensure consistency of design and provide efficent operations and support across the IT infrastructure.

Work to be performed shall include, but shall not be limited to, the services listed below. The Contractor shall:

a. Plan, design, engineer and integrate the NRC DCE;
b. Design IT infrastructure systems using a NRC approved systems life-cycle methodology;
c. Analyze, design, and provide recommendations, written reports and white papers on "state of the art" IT technologies applicable to the NRC IT environment as technologies evolve or as requested by NRC;
d. Provide recommendations, written reports and white papers on a ad-hoc basis for NRC management review;
e. Design and development of enterprise security services;
f. Provide design and development of "high-level" project/architecture plans;
g. Design various server/desktop system platforms;
h. Perform analyses of commercial off the shelf (COTS) software packages and customized applications;
i. Perform statistical analyses;
j. Assist NRC managers and staff, and other Contractors as requested, who are engaged in the planning, organizing, controlling, scheduling, and executing of IT related activities;
k. Attend regular NRC meetings to review project schedules, status and resource allocations;
l. Provide administrative and technical consultation on a wide variety of management concerns such as: office and automation studies, system and processing problem areas, areas for potential improvement,

and methods and procedures to promote the efficiency and effectiveness of the IT environment.

m. Provide recommendations to the NRC for testing/integrating new technologies and updates to existing and new systems.

n. Provide guidance and management analysis capabilities to resolve processing and office system operation problems. The areas of expertise will include, but are not limited to: network, server, workstation, portable/mobile, RAS and security;

o. Develop and maintain a infrastructure forecast, which documents the planned changes to the NRC Infrastructure (desktop/server/network) for the next 36 months;

p. Provide technical support to the NRC long range plans for IT updates and enhancements;

q. Develop new services and capabilities;

r. Perform research and development, product testing, and evaluations;

s. Coordinate closely with the other teams (NRC, vendors, Contractors, etc.) on near-term projects to ensure smooth transitions.

t. Conduct performance capacity testing using industry-standard automated tools. Activities shall include, but not be limited to, performing impact assessments on all new technologies introduced in the NRC IT infrastructure. Contractor shall also serve as technical experts in the area of measurement and analysis of LAN, MAN, WAN, and Office Automation systems, hardware and software;

u. Perform modeling and simulation using industry-standard automated tools and perform impact assessments on all new technologies introduced in the NRC IT infrastructure;

v. Be aware of and incorporate recommendations for supporting Federal Government IT regulations (Section 508 of the Rehabilitation Act, Paperwork Reduction Act of 1995, etc.) and related requirements;

w. Provide IT infrastructure growth and capacity planning recommendations; and

x. Incorporate engineering and planning techniques to deliver systems that are reliable, flexible, supportable, and expandable.

C.3.5.2 System Life-Cycle Management

The Infrastructure Development and Integration activity shall include, but not be limited to: following a NRC approved Systems Life-Cycle Management (SLCM) process in support of the NRC's development, integration, and DCE. The NRC currently utilizes the following SLCM components to ensure an approved, consistent, coordinated, and supportable development life cycle. The SDLCM process shall be followed, where possible, for all development, integration, and seat management efforts to resolve issues and ensure a consistency of design across the NRC IT infrastructure.

All development activities shall utilize the following (or NRC approved) SLCM processes and shall be approved by the configuration control boards listed below prior to being implemented:

a. Infrastructure Development Process Model (IDPM)

b. Systems Development Life-Cycle Management (SDLCM)

c. Release Management

d. Environmental Configuration Control Board

e. Operations Configuration Control Board

C.3.5.2.1 Infrastructure Development Process Model (IDPM)

The Contractor shall utilize the NRC's Infrastructure Development Process Model (IDPM) or follow a proven and documented standard systems life-cycle methodology, approved by the NRC, for all changes to be made to the NRC DCE. Following this process should result in:

a. an effective design, adequate and thorough testing, operational support documentation and the integration of software and hardware that pass production testing;

b. integration into production without adverse impact on the DCE; and

c. performance as designed. Refer to Section J: Attachment *07 IDPM*, for a detailed description of the NRC IDPM process.

C.3.5.2.2 Systems Development Life Cycle Management (SDLCM)

The Contractor shall be familiar with the NRC's SDLCM process and incorporate components where appropriate into the IDPM process. The SDLCM is the standard process used by the OCIO Applications Development Division (ADD). This group is responsible for major NRC application development and maintenance. Their efforts include a significant amount of in-house development and customization for office level and agency wide applications such as ADAMS and STARFIRE. Once ADD's development and testing are complete, the Contractor will provide the integration of the application into the DCE desktop and/or server environment. Further details of the SDLCM can be found in Section J: Attachment *24 SDLCM.*

C.3.5.2.3 Release Management

Release Management (RM) is a method to manage the implementation of new technology and changes into the NRC DCE. The Contractor shall utilize the NRC's RM process or follow a proven and documented methodology, approved by the NRC for all changes to be made to the NRC DCE.

The NRC's RM process contains the guidelines and procedures to manage all aspects of an implementation or "a release" by instituting regularly scheduled release dates, coordinating release deployments into groups or "release packages" and strategically scheduling deployments for minimal impact to the agency. Following this process should result in:

a. A limit to the number of changes made to the infrastructure

b. Confirmation that all changes are tested and verified before deployment

c. Ensure adequate support resources are available and communication and notification to all stakeholders has been initiated.

The process shall also include a documented schedule of all changes, depicting proposed releases for a 12 month cycle, published and updated on a cycle agreed to by the NRC. The RM process enhances the

effectiveness of the Infrastructure Development Process Model (IDPM) and the System Development and Life-Cycle Management (SDLCM) by providing a mechanism for new technologies and changes to be efficiently implemented in the production environment. Further details of the NRC RM Process can be found in Section J: Attachment *25 Release Management.* Emergency releases or application updates may be required on an infrequent basis and will be directed by the NRC PO.

C.3.5.2.4 Operations Configuration Control Board (Ops CCB)

The Contractor shall submit all proposed DCE enhancements or modifications to the Ops CCB for approval prior to implementation. (See Section 3.2, Asset Management, for additional information.)

C.3.5.2.5 Environmental Configuration Control Board (ECCB)

The Contractor shall develop and provide support documentation to the NRC for new and enhanced DCE features for submission to the ECCB, which has overall responsibility for evaluating and approving change requests. (See Section 3.2, Asset Management, for additional information.) The contractor shall also review, as necessary, ECCB submissions to assess impacts on the infrastructure.

C.3.5.3 Infrastructure Development/Integration

The Infrastructure Development/Integration activities shall include, but are not be limited to, all facets of designing, developing, and integrating the NRC's DCE requirements using the NRC SLCM.

C.3.5.3.1 Network Infrastructure

The Network Infrastructure Development/Integration activity shall include, but is not be limited to: the expansion of the NRC IT network infrastructure and the development and integration of new technologies. These activities shall be coordinated with all infrastructure development and operational support efforts to resolve issues and ensure a consistency of design across the network.

Work to be performed shall include, but shall not be limited to, the services listed below. The Contractor shall:

a. Develop new network technologies such as: wireless, optical, Gigabit Ethernet, etc.;
b. Work with telecommunication vendors/Contractors, as necessary, to provide new design, enhancements, and development level support for LAN, MAN, WAN, RAS, and Internet services;
c. Develop and upgrade infrastructure security policies (router passwords, filters, configurations, etc.) as necessary, in coordination with the operational support group;
d. Provide Tier 3 & 4 technical support to the operations support group, as necessary, to resolve difficult technical issues;
e. Develop new infrastructure management tools;
f. Develop Voice/Data/Video support and convergence, including media streaming;
g. Develop expert network performance monitoring and analysis; and

h. Provide Protocol Management (TCP/IP, IPX, BGP, OSPF, RIP-2, etc.) as well as the following services: Domain Name; Proxy; Electronic Information Exchange; Public Key Infrastructure; Web; Intrusion Detection Systems; and Directory Services.

C.3.5.3.2 Server

The Server Development and Integration activities shall include, but are not be limited to: the development and integration of new and enhanced server technologies such as Storage Area Networks, NetWare 5/6, Microsoft Windows 2000/XP, UNIX, and Redhat Linux. These activities shall be coordinated with all infrastructure development and seat management efforts to resolve issues and ensure a consistency of design across the network.

The Contractor's initial focus shall on be the Novell NetWare, Microsoft Windows NT, and UNIX network operating system software, Remote Access System (RAS) servers, the testing and integration of new applications running on the servers, the design and functional specification of improved servers needed to meet the NRC's increasing use of the network, the integration and testing of new software used for office automation, and related applications.

Work to be performed shall include, but shall not be limited to, the services listed below. The Contractor shall:

a. Develop standard File & Print Server configurations;
b. Develop server peripheral configurations (i.e. CD, DVD, Optical, printing devices etc.);
c. Develop standard Email & Application Server configurations;
d. Develop NOS, applications, and utilities as required;
e. Evaluate human factors and ergonomics for Agency wide upgrades to client application interfaces;
f. Develop new and Agency wide upgrades to back-end applications;
g. Develop server hardware standards;
h. Develop standards for supporting network printing and integrated copier services;
i. Develop server level and user access security policies;
j. Develop and evaluate new server management tools;
k. Provide development level operational support;
l. Provide support for Email and other integration/development projects; and
m. Provide support for new and ad-hoc NRC requirements.

C.3.5.3.3 Workstation

The Workstation Development/Integration activities shall include, but are not be limited to: the design and implementation of enhancements to the Agency workstation (desktop/portable/mobile) environment and the development of standard workstation operating system configurations which may include Windows NT/2000/XP, UNIX and future workstation operating systems. These activities shall be coordinated with all

infrastructure development and seat management efforts to resolve issues and ensure a consistency of design across the network.

The Contractor's initial focus shall be on the Windows NT, UNIX and portable (3Com Palm O/S) workstation operating system software, the testing and integration of new applications running on the workstations, the design and functional specification of improved workstations needed to meet the NRC's increasing requirements, and the integration and testing of new workstation software used for office automation and related applications.

Work to be performed shall include, but shall not be limited to, the services listed below. The Contractor shall:

a. Develop standard and high performance workstation (desktop/portable/mobile) configurations including hardware, OS, and applications;
b. Develop peripheral hardware standards;
c. Develop monthly desktop update packages (HQ/Region & RISE);
d. Develop quarterly consolidated desktop images (HQ/Region & RISE);
e. Develop standards for supporting printing services;
f. Evaluate human factors and ergonomics for agency wide upgrades to applications and services;
g. Provide development level operational support;
h. Support new and ad-hoc NRC requirements; and
i. Develop workstation security policies.

C.3.5.3.4 Security Development

The Contractor shall be responsible for the development and integration of IT infrastructure security including, but not limited to: Internet access through the Firewall, user IDs and passwords, data security, access rights, auditing, physical security, virus protection (including the Norton Anti-Virus software presently in use on the network and its updates), and security policies and procedures. The Contractor shall recommend and develop policies and procedures to maintain and operate the security systems in such a way as to prevent unauthorized access to NRC IT resources.

The Contractor shall ensure that all network components are compliant with NRC and National Institute of Standards and Technology (NIST) policies and procedures. Security Development management includes both physical and IT infrastructure security.

Work to be performed shall include, but shall not be limited to, the services listed below. The Contractor shall:

a. Become familiar with existing policies and respond to new NRC policies and procedures related to IT infrastructure security;
b. Maintain cognizance of in place security policies and those under development, and of procedures and standards promulgated by the NIST as well as in the commercial environment;
c. Recommend strategies for formulation, implementation and administration of network security to ensure that reasonable safeguards are in place for currently required and future DCE security;

d. Develop and maintain auditing systems that examine network access logs for signs of unauthorized access attempts or suspicious activities;

e. Provide support to the operations group as required to take necessary actions to stop unauthorized access and/or suspicious activity including recommending and installing enhanced or new security systems;

f. Develop procedures and programs for security certification of new LAN hardware and software for server, workstation, and network infrastructure environments;

g. Recommend, develop and update NRC data security, file conversion, and file and data backup policies;

h. Review all current and future NRC security policies and procedures, and based upon the Contractor's knowledge of current trends and practices, make recommendations to the NRC on new security policies and procedures; and

i. Perform security audits.

The Contractor shall ensure the security solution is sufficient to protect the NRC's computer systems and information from unauthorized use and tampering.

The Contractor shall develop and update within 180 days of Task Order award a Network Security Plan based on NRC's *Instructions for Preparing Security Plans for Local Area Networks* (which can be found in Section J: Attachment *26 LAN Security Plans*) and industry best practices. The plan shall specifically describe security requirements for each of the network elements and the proposed methodology to implement changes to current and future operations if needed. The plan shall identify any additional hardware or software that might be required to enhance network security. The plan shall be reviewed and updated annually by the Contractor and recommendations submitted to the NRC.

C.3.5.4 Application Engineering and Integration

The Contractor shall provide application engineering and integration technical services for current and future operational systems to support agency business requirements and provide the customer with an application system product that is engineered to satisfy the customer's requirements, within determined cost, schedule and quality guidelines.

The Contractor shall provide all technical services required to design, develop, implement and make new application capabilities operational. The Contractor shall also analyze new application infrastructure requirements and propose alternative solutions as necessary. The main focus will be the integration of COTS and NRC developed applications into the NRC IT infrastructure. The application system life-cycle of activities include, but are not limited to: development and/or refinement of functional requirements: analysis of alternative conceptual designs; test and evaluation of new application systems; demonstration of new capabilities to the NRC; integration of new capabilities with existing hardware and software products; development of various implementation plans including cost estimates, project plans, resources required, etc.; implementing new application capabilities; training of Contractor personnel; training of other Contractor and NRC staff (but not end users); training plans for NRC end users; and operational cut-over plans. The applications include COTS and custom developed applications.

The Contractor shall design/plan the integration of e-business, enterprise resource planning (ERP), custom

client/server and legacy applications into DCE. The Contractor shall:

a. Analyze proposed application infrastructure requirements and provide alternative integration recommendations, strategies, and solutions to ensure reliability and supportability
b. Test complex, integrated enterprise infrastructures
c. Identify standard systems calls and services
d. Identify and isolate system bottlenecks on various platforms
e. Identify any needed infrastructure changes
f. Test / Model system behavior
g. Optimize performance
h. Perform application modeling testing
i. Perform application performance and capacity testing and establish system baselines
j. Create various load / stress testing scenarios
k. Develop deployment strategies and alternatives
l. Develop support plans and documentation (including Standard Operating Procedures (SOP's)
m. Integrate with NRC IDPM and SDLCM systems life-cycle methodologies
m. Support automated application testing.

C.3.5.5 Consolidated Test Facility

The Contractor shall manage, staff, and operate an on-site NRC Consolidated IT Test Facility (CTF) to support research, development, integration, production, technology assessment, and performance testing to ensure the successful implementation of any change made to the environment before the change is integrated into the DCE. This facility will be used on a scheduled basis by NRC staff and other NRC contractors as well as by the Contractor. The facility must also support multiple simultaneous testing environments which emulate the NRC's IT infrastructure, impact analysis, network modeling and simulation, demonstrations, product briefings, evaluation, and orientation/training for all services and applications (including those provided by NRC).

Functions to be supported by the CTF shall include, but are not limited to:

a. Perform research testing such as feasibility prototype tests, product evaluation, and vendor tests;
b. Perform development testing such as performance, platform, black box, white box, and code and unit testing;
c. Perform integration testing such as compatibility, installation, baseline product performance, and configuration tests. Measure baseline product performance and evaluate product human factors and ergonomics;
d. Perform operational tests, troubleshooting, root cause analysis and the evaluation of alternative solutions;
e. Perform system/application performance and capacity and load testing;

f. Installation, reconfiguration, deinstallation of test environment (hardware, software peripherals, etc.);

g. Support user acceptance/functionality testing;

h. Perform production acceptance testing.

C.3.5.6 Special Projects

The Contractor shall participate in various special projects as assigned by the NRC. These projects generally require immediate attention and vary in scope and length for both resources and time.

C.3.5.7 Staffing Model and Position Descriptions

C.3.5.7.1 Staffing Model

A suggested staffing model is provided below. Each of the positions listed is described in more detail in Section J: Attachment *05 ITID Infrastructure Services*. The Contractor shall provide work space and administrative support for LOE staff at a Contractor-provided facility located within 5 miles of the NRC Headquarters.

Function	Current Staff	Minimum Staff (LOE)	Position
1. Systems Architecture and Engineering	1	1	1 Sr. Systems Architect/Engineer
2. Infrastructure Development / Integration	1	1	1 Sr. Systems Engineer
2A. Infrastructure	8	4	1 LAN Systems Analyst (NT) 1 LAN Systems Analyst (Novell) 1 Network Analyst 1 UNIX System Analyst
2B. Server	3	2	1 LAN Systems Analyst (NT/Novell) 1 UNIX System Analyst
2C. Workstation	5	3	3 LAN Systems Analyst (NT)
2D. Security	2	1	1 Security Analyst
3. Application Integration	2	1	1 Sr. Systems Engineer
4. Consolidated Test Facility	3	2	1 Sr. Systems Engineer 1 LAN Administrator
Total	**25**	**15**	

C.3.6 General Performance Requirements

In support of the NRC DCE and execution of this TO, the Seat Management Contractor shall comply with following requirements.

C.3.6.1 Performance Monitoring and Reporting

The Contractor shall propose a periodic schedule for the delivery of all reports required under this TO. The Contractor shall provide the necessary tools to monitor and manage all aspects of the NRC's DCE to include application performance. The Contractor shall provide a daily snapshot and a weekly systems resource utilization reports online that present all system resource utilization data for the preceding week and for the fiscal month and year to date, by user group and resource category. These tools shall also be made available to selected NRC staff. See Section J: Attachment 15 *Reports* for samples of current reports.

The Contractor shall also provide the following or as requested:

a. Data to meet NRC's information and analysis needs including, but not limited to: performance quality, service call volumes, adherence to Task Order requirements and standards, budget expenditures and

forecasting, and trend projections;

b. Data on each office/system/subsystem. Performance and accountability reporting shall be provided at the overall NRC (Level 1), Office and Regional (Level 2), and system and subsystem (Level 3);

c. Coordinate all report gathering activities and have the capability to generate routine or ad hoc reports online that aggregate data about activities;

d. Provide reports as indicated in the TOR and as requested by designated NRC staff;

e. Provide weekly, monthly, and quarterly reports based on industry best practices in support management;

f. Ensure reports not be limited to raw data, but should include a clear picture of the overall status & trends;

g. Maintain data in such a way to provide historical trending and query capability;

h. Ensure that all records applicable to NRC maintenance activities are accessible to the NRC and/or other Contractors designated by NRC for use at all times for the purpose of reviewing, tracking, updating, and reporting for all maintenance service requests under this contract;

i. The Contractor shall provide an NRC approved methodology to be used to develop and report Service Level Requirements. The Contractor shall provide all detail data, reports, and other information used to develop the Service Levels reported for each reporting period;

j. Ad hoc reports;

k. Provide recommendations on new reports and integrated reports.

C.3.6.2 On-Site Infrastructure Control Center

The Contractor shall provide an on-site Infrastructure Control Center with Contractor technical and management staff to respond to OCIO Project Management needs such as realtime network status and problem tracking, help desk urgent priority requests, customer complaints, and emergency conditions. Control Center management shall be empowered to direct, or re-direct Contractor staff to meet shifting priorities, changing Agency needs, and requests by NRC PO. The infrastructure Control Center shall be staffed during our principal support period as defined in Section J.

C.3.6.3 Integration Control

The Contractor shall follow a proven and documented standard life-cycle methodology for release management of hardware and software changes into the NRC DCE (similar to the current NRC IDPM model) that ensures the development and integration of changes to the hardware and software results in: 1) the effective design, testing, and integration of applications that pass production testing; 2) are integrated into production without adverse impact on the DCE; and 3) perform as designed. The Contractor shall utilize the NRC Consolidated Test Lab for testing all changes to the DCE. The Contractor shall proactively coordinate and communicate with other NRC Contractors, NRC offices staff (including ADD), and NRC IT staff, as necessary to ensure the effective integration of changes into the NRC DCE.

C.3.6.4 Quality Assurance/Control

The Contractor shall establish, document and manage quality assurance/control procedures to be used throughout the conduct of this TO to assure performance at or above the stated service levels. If the Contractor uses subcontractors for any service to be provided under this TO, the Contractor shall ensure subcontractor compliance with Contractor quality control procedures.

C.3.6.4.1 Quality Assurance

The NRC will perform those quality review procedures that may be necessary to ensure that Contractor performance is in accordance with the terms of this TO. The NRC may contract for Independent Verification and Validation (IV&V) services with an independent party (IV&V Contractor) to monitor this TO. The Contractor shall communicate openly and cooperate with the IV&V Contractor. The NRC may conduct formal quality audits, on either a scheduled or an unscheduled basis, to verify Contractor performance, as well as adherence to, and the continued viability of, the Contractor's quality control measures as referenced in the CONOPS. These audits will be performed by a team comprised of representatives of the using activity. Audits may consist of a total review of the Contractor's overall operation, or merely a review of one separate function or service delivered to an end-user.

C.3.6.5 Project Management

The Contractor's shall ensure the effective management of services provided to NRC throughout the performance period. The Contractor shall ensure the effective communication and execution of individual task requirements, resolve technical, service, and personnel issues between the Contractor's personnel and the NRC; and identify, execute, and report key milestones and events (both one-time and recurring) that extend beyond service level metrics. The Contractor shall have in place escalation procedures for problem resolution. The methodology shall include the processes, tools, and interactive processes to improve the NRC IT Infrastructure, and transmit invoices, reports, and other administrative documentation to NRC.

C.3.6.6 Commercial Best Practices

The Contractor's methodology shall ensure the use of commercial best practices for managing the NRC IT Infrastructure. The contractor shall make recommendations on additional best practices that should be adopted by the NRC.

The NRC may periodically conduct an independent benchmark evaluation of the Contractors service delivery to determine the commercial best practices in place and their effectiveness based on those used by industry. Contractor personnel shall communicate openly and cooperate to support this effort. The Contractor shall provide the NRC with all applicable performance and utilization data needed to perform the benchmark. The NRC may provide the benchmarking findings to the Contractor for review. The Contractor shall prepare a Letter of Findings within 30 days from receipt of the benchmarking findings. The Letter of Findings shall document the applicability of best practices in question to the services delivered to the NRC and/or identify the process and schedule for incorporating the best practice into the NRC 's service.

C.3.6.7 Training

The Contractor shall identify to NRC the need for training of NRC personnel on the products and services

being offered, coordinate training requirements with the NRC PO and Professional Development Center (PDC), and negotiate with the NRC PO the provisions for training and COTS software support that will ensure the integrity of Contractor provided services and customer satisfaction.

The Contractor shall coordinate with the NRC PO to ensure that effective training is provided to Seat users on the use and operation of software and hardware provided by the Contractor.

In order to maintain and increase a high customer satisfaction level and maintain quality control, the Contractor may find it necessary to assist or supplement the training provided by the NRC PDC with training on COTS hardware or software provided by the Contractor.

C.3.6.8 Key Personnel Assignments

Contractor shall designate the Project Manager, On-site Infrastructure Control Center Manager, Transition Manager, Service Delivery Manager, Information Systems Security Officer, Systems Engineer and Architect, as key personnel positions. In addition, as defined in the SMS Master Contract (H.17.1), Contractor staff shall be designated as Key Personnel for this Task Order when: (1) they have management responsibilities and interface directly with NRC managers, and/or (2) are proposed for any of the following labor categories:

a. Master Analyst;
b. Senior Analyst;
c. Master Engineer;
d. Senior Engineer;
e. Senior Subject Matter Expert; and
f. Emerging Technology Specialist.

Key personnel shall be proposed in the response to this Task Order Request.

Resumes shall be provided for any Key Personnel or their replacements. The Contractor must demonstrate that the qualifications of the prospective Key Personnel are adequate to meet the requirements of this Task Order. The Contractor must demonstrate that the qualifications of replacements personnel are equal to or better than the qualifications of the personnel being replaced.

NRC reserves the right to deny Key Personnel designation for any individual, for any reason, at any time, during the life of this Task Order.

Prior to any Key Personnel reassignment, removal, or resignation, the Contractor shall provide written notification (See Section H paragraph H.17.1) . No replacement of key personnel shall be made by the Contractor without the written consent of the CO.

C.3.6.9 Documentation

The Contractor shall identify a set of metrics documentation to track the status and progress of the DCE environment over the life cycle of the TO.

All operational documentation that is unique to NRC, describes NRC operations and/or procedures, assists in maintaining NRC service levels and/or customer satisfaction shall remain the property of NRC at Task Order closure.

The Contractor shall establish and maintain a virtual library for all documentation. The virtual library shall be available through the NRC Intranet.

The Contractor shall provide documentation that shall include and provide information/data related to:

a. Existing and new procedures, manuals, and related documentation concerning functions performed and services provided under this TO.

b. Current editions of all documentation pertaining to Commercial Off The Shelf (COTS) software applications and hardware in use within the NRC DCE.

c. Bulletins, newsletters, and other documentation to inform users about Help Desk operations and other related IT support functions, as required or directed by NRC designated POC,.

d. Operating logs that include, at a minimum, reports of staffing, software/hardware downtime, operational problems and other significant events that occur during operations. The Project Officer or designated NRC representative may request special reports, as needed.

e. Operation of the NRC IT environment including: general computer documentation, reference manual library; documentation control log; a history of new or modified software documentation; and posted changes to technical reference guides related to the hardware and software within the NRC IT environment.

f. Management reports, including progress/status reports.

g. Electronic database of all helpdesk, operations and technical support performed under this TO and provide for the collection and reporting of statistical information.

C.3.6.10 Security

C.3.6.10.1 Protection of Information

The Contractor shall prevent loss of information during all operations and maintenance activities by taking steps to protect and, at the NRC's direction, restore, as necessary, any information residing in the equipment being maintained.

At all times, including during repairs, the Contractor shall not remove any storage media (hard drives, etc.) from NRC premises without prior NRC approval.

Prior to removal of any storage device for repair or replacement, the Contractor shall ensure that all user data and software have been backed up and shall electronically erase, beyond restoration, all data residing on the device.

If the Contractor needs or chooses to return a piece of equipment to a depot or other Contractor site for repair, all data shall be removed from the piece of equipment, which may include removing the hard disk prior to removing the equipment from the site. The Contractor shall be responsible for notifying the Project Officer or designated NRC representative if a hard disk containing information has been inadvertently shipped to a

maintenance depot or Contractor.

C.3.6.10.2 Information Security

Presently, there is sensitive but unclassified (SBU) information being processed on the NRC IT environment systems. Sensitive but unclassified information shall be handled according to current, as well as future Agency and Government policy. (See Section H, paragraph H.23.)

C.3.6.10.3 System Access

All Contractor and sub-Contractor personnel requiring access to NRC automated information systems or data will be subject to NRC security requirements described in Section H paragraph H. 25 and Section J: Attachment *27 NRC Security Requirements* and will require NRC ADP Level I or ADP Level II approval before access is allowed.

The following are additional System Access security requirements:

a. The Contractors shall ensure that only authorized Contractor personnel have access to log-on identifiers, passwords, keys, card keys, and combinations.
b. The Contractor shall support administrative use of proprietary software to control access to various system resources, including review of security logs for indications of unauthorized or inappropriate use of the systems.
c. The NRC DCE shall provide for access history.
d. All audit trails shall be available to the NRC.
e. Administrators' access shall be logged.
f. The Contractor shall provide the capability for NRC to access archival data.

C.3.6.10.4 Physical Access Security

Contractor Personnel Security (See Section H paragraph H.24 and H.25)

The Contractor shall ensure all Contractor personnel are initially and periodically instructed on their security responsibilities identified for this contract. The Contractor shall also ensure each employee is initially and periodically instructed on the NRC requirements for Internet and e-mail use.

All Contractor personnel requiring access to NRC DCE shall attend a Contractor provided Systems Access Briefing prior to being granted access. Signed certificates certifying attendance will be maintained by the NRC Division of Security.

These initial and periodic briefings shall also include the individual and corporate responsibilities identified in FAR clause 52.204-2, Security Requirements; 52.223-6, Drug Free Workplace; 52.224-2, Privacy Act; and 52.239-1, Privacy or Security Safeguards.

It is not intended that these Task Order specific briefings be separate training programs but may be incorporated into other Contractor briefings, such as those required of National Industrial Security Program Operating Manual (NISPOM) Chapter 3.

C.3.6.11 Contingency Operations

Given the unique mission of the NRC in protecting public health and safety, the Contractor shall be prepared to provide support 24x7 in a surge environment. The Contractor shall support, prepare, and periodically test the continuity of operations mode, as well as, surge conditions.

The Contractor shall support ad-hoc operations for which the Contractor shall "ramp-up" quickly to support special operations and task forces that require immediate response, typically of a short-term to mid-term duration.

C.3.6.11.11 Surge Requirements

The NRC may have surge requirements which require temporary personnel increases for short duration time periods.

C.3.6.11.2 Continuity of Operations

Presidential Decision Directive (PDD) 67, "Enduring Constitutional Government and Continuity of Government Operations," directed all Executive Branch departments and agencies, including the NRC, to develop Continuity of Operations (COOP) plans. In order to provide information technology (IT) resources during an emergency, the COOP plan assumes that the NRC's IT resources would be limited to those located at its four regional sites and those used by resident inspectors. The IT critical resources that are required in a COOP scenario are WAN, Email, and Internet access.

The contractor shall manage, support, maintain and execute the NRC's Network COOP plans and COOP sites, to provide critical IT resources. In the event that a COOP event is declared or executed, the contractor shall be responsible for executing the NRC's Network COOP plan and operation of the network COOP sites. In addition, the contractor shall support periodic tests (no more than 2 per year) of the NRC COOP processes and procedures in coordination with Incident Response Operations. The tests may involve actual cutover and/or procedural reviews. Due to its sensitive nature, the Network COOP plan will be provided at a later date.

C.3.6.11.3 Emergency Conditions

The Contractor shall report all potential threats to the equipment, or software, or data, such as fire, water, smoke, etc., immediately to the Project Officer or designated representative and initiate emergency procedures.

The Contractor shall report, identify, and make recommendations to rectify or improve conditions from future occurrences. The Contractor shall submit these reports to the NRC PO at established, regular intervals.

C.3.6.12 Safety

The Contractor shall ensure that all safety rules, regulations, and procedures are followed by the Contractor staff. (See Section H, paragraph H.26)

C.3.6.13 Liability for Damage, Injury, and Loss

The Contractor shall be liable for damage and/or loss to NRC property arising from the use of equipment maintained by the Contractor when such damage is due to the fault or negligence of the Contractor. The Contractor shall be responsible for all damages, injuries, or losses that occur as a result of the Contractor's fault or negligence. The Contractor shall take proper safety and health precautions to protect the workers, the public, and the property of others. The Contractor shall also be responsible for all materials delivered and work performed under this TO.

C.3.6.14 Alterations to NRC Property

The Contractor shall not make or cause to be made alterations to NRC owned or controlled real property facilities, buildings, structures, components, systems, or utilities during the course of this TO, either temporarily or permanently, without the written approval of the Contracting Officer.

C.3.7 Catalog Services

The Contractor shall provide and keep current online COTS Software, COTS Peripheral/Hardware, Services Support, Maintenance, Moves, Adds, and Changes (MAC), and Training Catalogs. The Contractor shall be fully responsible for all product interoperability within the NRC DCE when provided through the Catalogs. The end user catalog components and core infrastructure catalogs shall be separate.

The Contractor may provide its master contract Catalog(s) or develop a Catalog(s) based on the master contract COTS Software Catalog and customized to general NRC DCE requirements.

NRC's use of the Catalogs is mandatory or as otherwise approved by the NRC PO for Agency-wide Infrastructure and Headquarters and Local Infrastructure. Regional/Local Infrastructure use of the Catalogs may be phased in at a later date. NRC may procure individual items from the COTS Software, COTS Peripheral/Hardware, Services Support, and Training Catalogs, if it represents the best value solution. Prices for the base equipment, installation, maintenance, support, disposal, and other supplemental costs required for full implementation shall be shown separately for billing purposes.

Catalogs shall be updated, as required, in accordance with documented service levels agreements to include new products the Contractor shall support. Any additions and/or deletions shall require the concurrence of the NRC Project Officer or designated representative.

COTS Software and COTS Hardware and peripherals may be procured outside the catalog. However, integration of these products into the DCE may require execution of a MAC.

The Catalogs shall be used to service this TO and other logical follow-on GSA SMS TORs issued in support of the NRC.

C.3.7.1 COTS Peripheral/Hardware Catalog

The Contractor shall provide a COTS Peripheral/Hardware Catalog for the NRC DCE. Items in the COTS Peripheral/Hardware Catalog may be used to upgrade the DCE hardware and may be ordered at any time, from the host hardware's installation to its removal.

The COTS Peripheral/Hardware Catalog shall consist of commercially available products that can be used to customize the Contractor's hardware configurations. The Contractor shall offer peripheral products that operate in accordance with manufacturer specifications when installed or attached to the host hardware/software. The peripheral products offered shall be operationally compatible with the Contractor's proposed OEM products for product class generic configurations. Peripherals shall be provided with appropriate warranty support. The peripheral products offered shall not adversely affect any service level requirements, customer satisfaction surveys, network availability.

Hardware may be subject to Contractor review to determine if it has the functionality and capacity to support the selected peripheral products from the COTS Peripheral/Hardware Catalog. The Contractor is entitled to provide recommendations for upgrading hardware features or replacing hardware with a new platform necessary to support the peripherals. Recommendations will be reviewed by an NRC designated representative. Once the Contractor and NRC have agreed to any hardware upgrades or replacements, the Contractor is fully responsible for the performance of the hardware with the new peripheral product(s) installed.

Internal peripherals ordered from the COTS Peripheral/Hardware Catalog shall take on the service characteristics of the service bands associated with the hardware for which the peripherals are provided. External peripherals ordered from the COTS Peripheral Catalog shall take on their own service characteristics. The Contractor shall offer peripherals both as part of the Seat Service (includes a monthly expense and full servcie) or as an direct purchase (one time charge, without service support).

At a minimum, products for the following categories are required:

Printers (laser/ink jet, color and black & white, including portables)
Monitors
Ergonomic Keyboards
Sound Kits
Tape Drives
CD and CD-R (Recordable) Devices
Removable Media
Hard Disk Drives (Removable HDD)
Redundant Arrays of Inexpensive Disks (RAID) Devices
Scanners, including portables
Plotters, all sizes
Drawing Pads
Video Conferencing Kits
Digital Video Cameras
Portable Projection System
Servers
Portable Devices (Laptops)
Desktop Computers
Docking Stations

Modems
PCMCIA Adapters
DVD
RAM
Palm Top Computers
American's with Disabilities Act Compliant Components

At a minimum, the Contractor shall offer multiple classes of product (e.g., 8 GB, 16 GB, and 32 GB Hard Drives) within each product group where commercially available.

C.3.7.2 COTS Software Catalog

The Contractor shall provide a COTS Software Catalog for the NRC DCE. The COTS Software Catalog shall consist of software that is in general use in NRC but not part of the NRC standard application package.

COTS Software Catalog products may be installed on hardware in addition to or in replacement of the NRC's standard COTS software. Hardware may be subject to Contractor review to determine if it has the functionality and capacity to support the selected software from the COTS Software Catalog. The Contractor is entitled to provide recommendations for upgrading hardware features or replacing hardware with a new platform necessary to support the software. Once the Contractor and Government have agreed to any hardware upgrades or replacements, the Contractor is fully responsible for the performance of the hardware with the new software installed.

Products included in the catalog will be identified to the version and release level with separate pricing for each product. The published catalog shall be updated on a semi-annual basis or at the request of the NRC PO or designated representative.

Software from the COTS Software Catalog shall be available for use by NRC for any of the Desktop software levels or Server software levels.

C.3.7.3 Services Support Catalog

The Contractor shall develop and keep current a Service Support Catalog for the NRC DCE. The services identified in the COTS Software Support Catalog are to be priced individually.

The Services Support Catalog shall consist of two types of technical support services necessary to support the NRC DCE.

C.3.7.3.1 Subject Matter Experts

The Services Support Catalog shall provide subject matter experts to guide the user through technical issues related to the use of software purchased from the COTS Software Catalog, within the full range of its intended functional capabilities. Examples of issues include; the debugging of software code generated using a database software package or the use of macros to develop a mailing list in a word processing software package. The Contractor shall identify and price in its proposed COTS Software Support Catalog, services that are based on the following information:

a. Normal Support: Support for frequently used COTS Software
b. Extended Support: Support for less frequently used COTS Software
c. Premium Support: Support that requires technical assistance external to the Contractor

The services shall be based on commercial offerings. In the event that commercial services are not available for a software product in the Contractors COTS Software Catalog, the Contractor must identify such in the Services Support Catalog.

For each service, the Contractor shall identify the measurements associated with the following minimum metrics:

Support Period (hours per day)
Que Priority
Scope
Resource Level (e.g., shared help desk, dedicated account representative)
Number of Incidents
Number of Open Incidents/Aging of Open Incidents
Time to Answer Call (Personal or Automated)
Time to Respond to Call
Time To Resolve Call
Keep Call Log for Trend Analysis
Product Coverage
Version Coverage
Version Support Change Notification

C.3.7.3.2 Technical Support

The Services Support Catalog shall provide technical support on an hourly basis for limited or extended periods of time for technical issues or activities related to the NRC DCE not otherwise covered under other sections of this TO. Examples of issues or activities include: analysis of system integration/design of database implementation and schema for NRC databases (i.e., ORACLE, FileNET, MS SQL, etc.), analysis and systems integration/implementation of hardware/software/operating system solutions (i.e., COMPAQ, Citrix, NT, Novell, Unix, Web, security, etc.), Independent consulting expertise, repairs of components of the DCE not covered under support (i.e., diagnosis of non-network printer problems, repair of non-network printers, repair of various laptop components, etc.), the debugging of software code generated using a database software package or the use of macros to develop a mailing list in a word processing software package.

The Services Support Catalog shall provide various categories of technical support that includes, but is not limited to:

a. LAN Administrator
b. LAN Systems Analyst
c. Network Analyst
d. Security Analyst

e. Senior Systems Architect
f. Senior Systems Consultant
g. Senior Systems Engineer
h. Systems Consultant
i. UNIX System Analyst

C.3.7.4 Maintenance Catalog

C.3.7.4.1 Hardware and Software

The Contractor will provide pricing for warranty support on NRC Hardware or Software that is in the Peripheral/Hardware or Software Catalogs but was purchased outside of the Seat Contract.

The Contractor will provide pricing for warranty support on NRC Hardware or Software that is NOT in the Peripheral/Hardware or Software Catalogs and was purchased outside of the Seat Contract.

C.3.7.4.2 Maintenance Support

The Contractor will provide pricing for a one time maintenance visit to support Hardware or Software that is not otherwise covered under the Seat Contract.

Requests for hardware maintenance shall include, but is not limited to:

a. Diagnosis of a Hardware problem
b. Make minor adjustments to hardware
c. Fix a simple printer problem
d. Change printer cartridge
e. Remove printer paper jam
f. Install a new desktop
g. Move a desktop and associated peripherals
h. Install a new peripheral device
i. Deinstall a desktop or peripheral
j. Dispose of a desktop or peripheral

Requests for software maintenance shall include, but is not limited to:

a. Diagnosis of a software problem
b. Install a new software package
c. Install an upgrade to a current software package

d. Deinstall a software package

e. Make minor modifications to software

C.3.7.4.3 Moves, Adds, and Changes Catalog

The Contractor shall provide a MAC Catalog for the NRC DCE. The Contractor shall coordinate with NRC entities, such as Facilities Management, Telecommunications, and other offices, as required, to ensure move and commitment dates are met.

The MAC Catalog shall include MAC services associated primarily with the desktop (including any connected peripherals) environments and servers. The MAC catalog shall encompass support services resources only and shall not include the hardware and software associated with the MAC. The Headquarters campus (One White Flint and Two White Flint) are defined as the same facility.

At a minimum, the Contractor shall identify and price in its MAC Catalog, services that are based on the following information:

C.3.7.4.3.1 Hardware Moves

- **Simple Move** - Uninstalling hardware from one work space/location and moving and installing it at another work space/location where the existing infrastructure supporting internal LAN communications is adequate and both work spaces/locations are within the same facility.

- **Intermediate Move** - Uninstalling hardware from one work space/location and moving and installing it at another work space/location where the existing infrastructure supporting internal LAN communications is marginally inadequate or requires a significant level of modification and both work spaces/locations are within the same facility.

- **Complex Move** - Uninstalling hardware from one work space/location and moving and installing it at another work space/location where existing infrastructure supporting internal LAN communications is inadequate at the new location, no significant wiring barriers are present, and both work spaces/locations are within the same facility.

C.3.7.4.3.21 Hardware Adds

- **Simple Add** - Installing hardware (with software loaded) already on-site to a "new" work space/location where the existing infrastructure supporting internal LAN communications is adequate.

- **Intermediate Add** - Installing hardware (with software loaded) already on-site to a "new" work space/location, where the existing infrastructure supporting internal LAN communications is marginally inadequate or requires a significant level of modification.

- **Complex Add** - Installing hardware (with software loaded) already on-site to a "new" work space/location where existing infrastructure supporting internal LAN communications is inadequate at

the new location, and both locations occurs within the same facility.

C.3.7.4.3.3 Hardware Changes

- **Simple** - Install new peripheral or upgrade existing peripheral to existing hardware that requires little or no software configuration and no internal chassis access.

- **Complex** - Install new peripheral or upgrade existing peripheral to existing hardware that requires software configuration or internal chassis access.

C.3.7.4.3.4 Software Adds

- **Simple Add** - Remote installation of a single software package or software upgrade.

- **Intermediate Add** - On-site installation of a single software package or software upgrade.

Complex Add - On-site installation of a multiple software packages on multiple desktops or multiple software upgrades on multiple desktops.

Any effort that involves wiring where significant barriers are present, such as asbestos and historical buildings, shall be addressed in individual Task Orders or Task Order modifications.

C.3.7.5 Training Catalog

The Contractor will identify to NRC the need for training of NRC personnel on the products and services being offered, coordinate training requirements with the NRC Professional Development Center (PDC), and negotiate with the PDC and NRC the provisions for training and COTS software support that will ensure the integrity of Contractor provided services and customer satisfaction. The majority of NRC training on the use of COTS software is conducted by the NRC Professional Development Center (PDC). It is anticipated that the Contractor's Training Catalog will be used to supplement and provide specific technical training required by ITID staff, and in some cases to supplement training on COTS software or hardware not provided by the PDC.

The Contractor shall provide Training Catalog for the NRC DCE. Products included in the catalog shall be identified to the version and release level for enterprise software. Pricing will be specific to location, with consideration for NRC participation. The services identified in the Training Catalog shall be individually priced.

The Training Catalog shall include training services offered for beginner, intermediate, and advanced user groups and include, when commercially available, both classroom and computer based training (CBT) methods, as well as any other commercially available formats.

The Contractor shall provide training through various delivery mechanisms. The vendor may accomplish training delivery through the most appropriate mechanism to include immediate remediation at the user's location or by telephone. The Contractor shall develop and provide training based on the needs and guidance of NRC personnel. The training environment shall be based on the number of individuals requiring training and the Contractor may consider classroom-oriented, or web-based methods, or the use of different multimedia. The training may be delivered on-site, at an off-site training facility, or at the Contractor's facility

using a one-on-one or group format depending upon the needs of the audience, (such as one-on-one for the NRC senior executives).

The Contractor shall coordinate with the NRC's PDC to ensure that effective training is provided to Seat users on the use and operation of software and hardware provided by the Contractor.

In order to maintain and increase a high customer satisfaction level and maintain quality control, the Contractor may find it necessary to assist or supplement the training provided by the NRC PDC with training on COTS hardware or software provided by the Contractor.

C.4 Tasks

C.4.1 Task 1: NRC Project Initiation

The Contractor shall provide Seat Management Services support to the NRC that encompasses the organizations and business processes described in this TOR.

C.4.1.1 Sub-task 1-1: Project Implementation Plan (PIP)

The Contractor shall develop a Project Implementation Plan (PIP) that identifies the operational relationship that will exist between the Contractor and the NRC.

The Contractor shall develop a PIP for Seat Management Services that includes the following parts:

a. Discovery methodology
b. Concept of Operations (CONOPS)
c. Design, including Network Architecture, LAN Certification, Desktop Certification, and wiring infrastructure
d. Deployment
e. Service Delivery
f. Catalogs
g. Transition

The PIP shall conform to the TO requirements and the Contractor's proposal.

C.4.1.1.1 Discovery Methodology

The Contractor shall describe the methodology to be used to accomplish the due diligence process, including a list of Government Furnished Information that will be required in addition to information contained in this Section C and Section J.

C.4.1.1.2 Concept of Operations (CONOPS)

The Contractor shall develop a CONOPS that identifies the operational and organizational relationship that shall exist between the Contractor and the NRC. The Contractor shall develop the CONOPS information to conform with TO requirements and the Contractor's proposal. The CONOPS shall document the management, technology, service, and operations models that regulate the Contractor's support of the NRC DCE.

The CONOPS shall identify and serve as the definitive source of operational roles and responsibilities for both the Contractor and the NRC. NRC managers should be able to use the CONOPS as a guide in interfacing with the Contractor and its operations. At a minimum, the CONOPS shall address the following areas:

The NRC Seat Management Approach

a. Partnering
b. Customer Satisfaction
c. Management
d. Risk Sharing
e. Service Level Agreements
f. Quality Assurance
g. Change Management
h. Commercial Best Practices
i. Program Management
j. Responsibilities Matrix
k. Small Business Mentoring Plan

Interim Service Solution Approach

a. Plan of Action and Milestones
b. Best Practices
c. Technology
d. Key Transition Staff

Service Transition Approach

a. Plan of Action and Milestones
b. Phase-In Implementation
c. Baseline Services
d. Performance Assurance

Delivery Approach

a. Best Practices
b. Technology

c. Key Delivery Staff
d. Baseline Services
e. Performance Assurance

The Contractor shall submit a draft of the initial CONOPS for NRC review as part of the PIP.

C.4.1.1.2.1 Design

The Contractor shall provide solutions and methodology for the design of the NRC DCE, Network Architecture, LAN configurations, Desktop configurations, wiring infrastructure, and Help Desk operations.

C.4.1.1.2.2 Deployment

The Contractor shall provide solutions and methodology for the deployment of the NRC DCE, including the, LAN, WAN, Desktops, maintenance, and Help Desk operations.

C.4.1.1.2.3 Service Delivery

The Contractor shall provide solutions and methodology for the delivery of service to the NRC DCE, including the, LAN, WAN, Desktops, and maintenance, and Help Desk operations.

C.4.1.1.2.4 Catalogs

The Contractor shall prepare and deliver drafts of the online COTS Software, COTS Peripheral/Hardware, Services Support, Moves, Adds, and Changes (MAC), and Training Catalog tailored to the NRC requirements.

C.4.1.1.2.5 Transition

The Contractor shall provide solutions and methodology for the transition of equipment and services to the NRC DCE, including the, LAN, WAN, Desktops, and maintenance, without interrupting the normal day-to-day workflow throughout NRC.

C.4.1.2 Sub-task 1-2: Discovery

The Contractor shall perform a Discovery analysis in two parts: "*Identification*" and "*Reconciliation*". During *identification*, the Contractor shall perform a Due Diligence analysis for providing the NRC with Seat Management services. The recommendations resulting from the Due Diligence analysis shall be in line with the overall solution proposed and should not constitute a radical change to the underlying solution.

During *reconciliation*, the Contractor shall reconcile the original analysis. The NRC may agree to accept the recommendations. However, if there are still discrepancies or the Due Diligence recommendations are radically different than that proposed in the Contractor's technical and price proposal, the NRC may elect not

to exercise further options. There will be a mutual understanding and agreement for any modifications prior to implementations of Tasks 2 and 3.

C.4.1.3 Sub-task 1-3: Maintain Current Operations

The Contractor shall provide support for continued operations (priced per month) of the current IT environment as described in Section J *ITID Current Services* during transition to full Seat Management Services.

C.4.2 Task 2: Transition to Seat Management

C.4.2.1 Sub-task 2-1: Transition

The Contractor shall begin transition to Seat Management Services in accordance with the PIP within 90 days of acceptance of the Contractor's proposed network solution.

The Contractor shall incorporate NRC comments into the final draft CONOPS. The Contractor shall submit the final draft CONOPS for NRC approval.

The Contractor shall update the CONOPS to reflect changes in management, technology, services and operations models that direct the Contractor's support of the NRC's DCE that are unique to specific organizations and/or facilities. The Contractor shall submit all CONOPS revisions to the NRC for review, comment and approval.

The Contractor shall comply with the accepted CONOPS and maintain the specified controls and procedures to accomplish contractual commitments.

C.4.2.2 Sub-task 2-2: Catalogs

The Contractor shall provide and keep current an online COTS Software, COTS Peripheral/Hardware, Services Support, Maintenance, Moves, Adds, and Changes (MAC), and Training Catalogs.

C.4.3 Task 3: Years 1 - 3: IT Infrastructure Operations

C.4.3.1 Sub-task 3-1: Seat Management Services

The Contractor shall provide Seat Management services to support the NRC DCE as identified in the CONOPS, and in accordance with the Scope of Section C and Section B, CLIN 0003, of the TOR.

C.4.3.2 Sub-task 3-2: IT Development/Integration

The Contractor shall provide a constant level of effort to perform the services identified under Infrastructure Development and Implementation Services

C.4.3.3 Sub-task 3-3: Support Services

The Contractor shall provide level of effort support as requested through the Support Services Catalog.

C.4.4 Task 4: Year 4: IT Infrastructure Operations (Optional)

C.4.4.1 Sub-task 4-1: Seat Management Services

The Contractor shall provide Seat Management services to support the NRC DCE as identified in the CONOPS, and in accordance with the Scope of Section C and Section B, CLIN 0003, of the TOR.

C.4.4.2 Sub-task 4-2: IT Development/Integration

The Contractor shall provide a constant level of effort to perform the services identified under Infrastructure Development and Implementation Services

C.4.4.3 Sub-task 4-3: Support Services

The Contractor shall provide level of effort support as requested through the Support Services Catalog.

C.4.5 Task 5: Year 5: IT Infrastructure Operations (Optional)

C.4.5.1 Sub-task 5-1: Seat Management Services

The Contractor shall provide Seat Management services to support the NRC DCE as identified in the CONOPS, and in accordance with the Scope of Section C and Section B, CLIN 0003, of the TOR.

C.4.5.2 Sub-task 5-2: IT Development/Integration

The Contractor shall provide a constant level of effort to perform the services identified under Infrastructure Development and Implementation Services

C.4.5.3 Sub-task 5-3: Support Services

The Contractor shall provide level of effort support as requested through the Support Services Catalog.

C.4.6 Task 6: Year 6: IT Infrastructure Operations (Optional)

C.4.6.1 Sub-task 6-1: Seat Management Services

The Contractor shall provide Seat Management services to support the NRC DCE as identified in the CONOPS, and in accordance with the Scope of Section C and Section B, CLIN 0003, of the TOR.

C.4.6.2 Sub-task 6-2: IT Development/Integration

The Contractor shall provide a constant level of effort to perform the services identified under Infrastructure Development and Implementation Services

C.4.6.3 Sub-task 6-3: Support Services

The Contractor shall provide level of effort support as requested through the Support Services Catalog.

C.4.7 Task 7: Year 7: IT Infrastructure Operations (Optional)

C.4.7.1 Sub-task 7-1: Seat Management Services

The Contractor shall provide Seat Management services to support the NRC DCE as identified in the CONOPS, and in accordance with the Scope of Section C and Section B, CLIN 0003, of the TOR.

C.4.7.2 Sub-task 7-2: IT Development/Integration

The Contractor shall provide a constant level of effort to perform the services identified under Infrastructure Development and Implementation Services

C.4.7.3 Sub-task 7-3: Support Services

The Contractor shall provide level of effort support as requested through the Support Services Catalog.

C.4.8 Task 8: Year 8: IT Infrastructure Operations (Optional)

C.4.8.1 Sub-task 8-1: Seat Management Services

The Contractor shall provide Seat Management services to support the NRC DCE as identified in the CONOPS, and in accordance with the Scope of Section C and Section B, CLIN 0003, of the TOR.

C.4.8.2 Sub-task 8-2: IT Development/Integration

The Contractor shall provide a constant level of effort to perform the services identified under Infrastructure Development and Implementation Services

C.4.8.3 Sub-task 8-3: Support Services

The Contractor shall provide level of effort support as requested through the Support Services Catalog.

C.4.9 Task 9: Year 9: IT Infrastructure Operations (Optional)

C.4.9.1 Sub-task 9-1: Seat Management Services

The Contractor shall provide Seat Management services to support the NRC DCE as identified in the CONOPS, and in accordance with the Scope of Section C and Section B, CLIN 0003, of the TOR.

C.4.9.2 Sub-task 9-2: IT Development/Integration

The Contractor shall provide a constant level of effort to perform the services identified under Infrastructure Development and Implementation Services

C.4.9.3 Sub-task 9-3: Support Services

The Contractor shall provide level of effort support as requested through the Support Services Catalog.

SECTION D
PACKAGING AND MARKING

Paragraph D1 through-D5 of Contract GS00T98ALD-0017 are applicable to this task order and are hereby incorporated by reference. Task Order specific information is indicated below.

D.2 Packaging

In addition to the requirements of the basic contract, the Contractor shall:

(1) coordinate with the NRC PO and NRC's Division of Facilities and Security the delivery and removal of equipment to and from the NRC premises;

(2) remove all trash (containers/boxes and residual packaging and packing material) from the NRC premises. The trash shall be transported to a certified waste disposal facility.

SECTION E
INSPECTION AND ACCEPTANCE

NOTE: Paragraphs E1 through E4 of Contract GS00T98ALD-0017 are applicable to this TO and are hereby incorporated by reference, with the following additional provision. Task Order specific information is indicated below.

E.3 Procedures for Inspection and Acceptance of Documentation Deliverables

The NRC will provide the Contractor with written acceptance, comments, and/or change requests, if any, within *ten (10) working days* from receipt by the NRC, of all required contract deliverables. Any notifications of rejection will be accompanied by specific reason(s) for rejection. If the rejected deliverable is a "draft," the resubmission will be a new "draft" and not a replacement for the next scheduled version of the deliverable.

Upon receipt of the NRC comments, the Contractor shall have *ten (10) working days* to rectify the situation and resubmit the contract deliverable(s) if it is not a "draft" deliverable. If it is a "draft" deliverable, the Contractor shall rectify the situation before the next scheduled submission of this deliverable(s).

The NRC will review and verify that the original problem(s) has (have) been resolved with the contract deliverable(s) as resubmitted. If this is a re-submission of a final deliverable, the NRC will provide the Contractor with written notice of acceptance/rejection or request for extension within *ten (10) working days* after receipt of each re-submitted final deliverable.

E.5 Inspection and Acceptance Locations
All deliverables will be inspected and accepted at:

Primary:

U. S. Nuclear Regulatory Commission
ATTN.: Project Officer: Gregory Kee
Two White Flint North
Mail Stop: T4F17
11545 Rockville Pike
Rockville, MD 20852-2738

U. S. Nuclear Regulatory Commission
ATTN.: Alternate Project Officer: James Shiel
Two White Flint North
Mail Stop: T6F33
11545 Rockville Pike
Rockville, MD 20852-2738

U. S. Nuclear Regulatory Commission
ATTN.: Alternate Project Officer: Don Larrick
Two White Flint North
Mail Stop: T6F33
11545 Rockville Pike
Rockville, MD 20852-2738

Alternate:

SECTION F
DELIVERIES OR PERFORMANCE

NOTE Paragraphs F1. through F5. of Contract GS00T98ALD-0017 are applicable to this TO and are hereby incorporated by reference. Task Order specific information is indicated below.

F.4 Delivery/Performance Location

All work shall be performed at the Contractor's proposed remote support facilities and NRC facilities defined in this TO.

F.5 Deliveries or Performance

All correspondence and reports related to the TO, inclusive of the deliverables, shall be delivered to the CO and PO at the following locations:

Nuclear Regulatory Commission
ATTN.: Contracting Officer: Donald King
NRC Task Order#: DR-01-0290
GSA Contract #: GS00T98ALD-0017
Two White Flint North
Mail Stop: T7 I 2
11545 Rockville Pike
Rockville, MD 20852-2738

Nuclear Regulatory Commission
ATTN: Project Officer: Gregory Kee
NRC Task Order#: DR-01-0290
GSA Contract #: GS00T98ALD-0017
Two White Flint North
Mail Stop: T4F17
11545 Rockville Pike
Rockville, MD 20852-2738

F.6 DURATION OF TASK ORDER PERIOD (MAR 1987) ALTERNATE 2 (MAR 1987)

This task order shall commence upon after award and will expire after thirty-six months. The term of this contract may be extended at the option of the Government for an additional six (6) twelve (12) month option periods.

The Period of Performance for Task DR-01-0290 is in accordance with the contractor proposal and the schedule.

Exercise of any options to continue performance under this TO will extend the period of performance through the specified delivery schedule for the exercised option. However, the total duration of this TO, including the exercise of any options, shall not exceed nine years.

F.7 Delivery Schedule and Milestone Dates

The delivery schedule and milestones dates are indicated in the following table.

Milestone	Responsibility	Planned Completion Date
Task Order Award (TOA)	NRC	09/28/2001
Project Start (PS)	NRC/Contractor	10/15/2001
Task 1: Project Implementation Plan (Mandatory)		
Subtask 1-1: PIP	Contractor	12/26/2001
NRC Review	NRC	Presentation + 15 WD
Final PIP	Contractor	Review + 10 Working Days
Subtask 1-2: Discovery	Contractor	11/27/2001
Subtask 1-3: Maintain Current Operations	Contractor	09/28/2001 through 01/28/2002
Task 2: Transition (Optional) Activities To Contractor Defined Milestones	Contractor	01/28/2002
Task 3: Contract Year 1-3 - Operations	Contractor	Contract Year 1-3
Sub-task 3-1: IT Infrastructure Operations		
Sub-task 3-2: IT Development/Integration		
Sub-task 3-3: COTS Catalogue Services		
Task 4: Contract Year 4 - Operations (Optional)	Contractor	Contract Year 4
Sub-task 4-1: IT Infrastructure Operations		
Sub-task 4-2: IT Development/Integration		
Sub-task 4-3: COTS Catalogue Services		
Task 5: Contract Year 5 - Operations (Optional)	Contractor	Contract Year 5
Sub-task 5-1: IT Infrastructure Operations		
Sub-task 5-2: IT Development/Integration		
Sub-task 5-3: COTS Catalogue Services		
Task 6: Contract Year 6 - Operations (Optional)	Contractor	Contract Year 6
Sub-task 6-1: IT Infrastructure Operations		
Sub-task 6-2: IT Development/Integration		
Sub-task 6-3: COTS Catalogue Services		
Task 7: Contract Year 7 - Operations (Optional)	Contractor	Contract Year 7
Sub-task 7-1: IT Infrastructure Operations		
Sub-task 7-2: IT Development/Integration		
Sub-task 7-3: COTS Catalogue Services		

Milestone	Responsibility	Planned Completion Date
Task 8: Contract Year 8- Operations (Optional)	Contractor	Contract Year 8
Sub-task 8-1: IT Infrastructure Operations		
Sub-task 8-2: IT Development/Integration		
Sub-task 8-3: COTS Catalogue Services		
Task 9: Contract Year 9 - Operations (Optional)	Contractor	Contract Year 9
Sub-task 9-1: IT Infrastructure Operations		
Sub-task 9-2: IT Development/Integration		
Sub-task 9-3: COTS Catalogue Services		
Task 10: Travel	Contractor	

NRC CONTRACT DATA REQUIREMENTS LIST (CDRL)

Title of Data Item	SOW Reference	CLIN
Monthly Status Report		

Frequency	Date of First Submission	Distribution
Monthly/Quarterly - Due within 10 business days after the last day of the preceding month Annual - Due within 10 business days after the last day of the preceding month		1 original 1 electronic media intranet

Remarks

Projects/Task Status

- Current status of all projects and development efforts in schedule format, showing target completion, tasks planned and completed with resource allotments
- Summarize the project history, actions and progress made since the last reporting period; identify any remaining issues or problems, recommendations for resolving the issues or problems, any action required by NRC's government or other on-site contractor staffs, and discussion regarding completing tasks remaining for the project within the scheduled time frame.
- Summary of tasks completed for the preceding month
- Task items planned for the next month
- Suggestions to improve infrastructure and support services

- Change Management - Summary of change requests for the preceding month. Number received, number completed, status on open items
- Refresh Summary Report - include totals by category, office/division and age of equipment, office/locations exempted from refresh process
- Workstation/Network Upgrades - Status of current upgrade, including content, script sequence, possible issues

- Consolidated Test Facility (CTF) - Summary of CTF activities for the preceding month, projects completed, on target, and behind schedule. Include scheduled activities for the next three months, available platforms, open dates

Service Level Status

- Service Levels met and exceeded.
- Service Levels that were not met and why.
  Group instances by location and category (e.g. HQ, Region 1, etc., and VIP and Other), and summarize actions taken or planned to prevent reoccurrences.
- Major problems/issues for the preceding month, excessive downtime should be addressed in detail
  1. Customer Downtime Data - Include duration, names/offices affected, details of the reason. Also include what will/is being done to avoid the problem, or solve the problem quicker in the event in reoccurs.
  2. Hardware/Software Failures - major components: routers, switches, hubs, servers
  3. Problems/issues regarding core applications - E-mail, Intranet/Public Web, ADAMS, Starfire, desktop image (global problems)
- Maintenance - For all components and applications - Number of incidents by component/application type, time to repair, and solution

Help Desk Customer Follow-up Surveys

- Summarize the results of the follow-up surveys of customers contacting the Help Desk for services. The type of information should include counts and average ratings for VIP and other customers.
- Summarize and report on the reasons for any negative responses received, and any measures planned for improving services.

Security

- New accounts added, deleted, moved accounts that have not been active in last 90 days, and accounts/users with access to administrative and supervisory privileges
- Security status for month (Intrusions/Attempted, events, etc.)

NRC Billing Summary

- All services, components and application.
- Provide monthly billing reports detailing and summarizing by product or service category, by location and office, all Catalog purchases, and provide a financial analysis including Catalog purchase forecasting, and trends

Title of Data Item		SOW Reference	CLIN
Ad Hoc/Other Reports			
Frequency	Date of First Submission	Distribution	
As Required		1 original 1 eletronic media, intranet	
Remarks When needed, NRC staff will consult with the Contractor's staff to discuss specifications and requirements, and plan for how best to provide these reports. Section J: 15 Report, provides examples of current Ad Hoc and Other standard reports being utilized by NRC staff.			

Title of Data Item		SOW Reference	CLIN
Trip Report			
Frequency	Date of First Submission	Distribution	
5 days after trip completion		1 original 1 eletronic media, intranet	
Remarks ♦ Purpose of visit ♦ Location ♦ Attendees ♦ Date and Time of visit ♦ Summary of visit ♦ Outstanding Issues			

Title of Data Item		SOW Reference	CLIN
Technology Management Report			
Frequency	Date of First Submission	Distribution	
Semi Annual		1 original 1 eletronic media, intranet	
Remarks Detail and summary of technology status and requirements, market tends, and recommended action			

SECTION G
CONTRACT ADMINISTRATION DATA

NOTE: Paragraphs G1. through G9. of Contract GS00T98ALD-0017 are applicable to this TO and are hereby incorporated by reference. Task Order specific information is indicated below.

G.6.1.1 Invoice Requirements

The Contractor shall submit an original and three copies of each invoice to the NRC offices designated in individual task orders to receive invoices (See Section J, Attachment No. 30).

G.9 Service Fee

For this Task Order, the Service Fee is one percent (1%) of total sales reported on the Contractor's Report of Sales.

G.12 COTS Catalog Services

Some services, equipment, software, and work within this Task Order, although known to be required in the future, cannot presently be defined in sufficient detail. The Contractor will provide services, equipment, and software through the purchase of specific items under Catalog Services. Additional work under the IT Development/Integration or Support Services CLINs may be acquired later, using a Technical Support Instruction Statement (TSIS).

COTS Catalog Services encompasses the acquisition of support from any Task Order Catalog as requirements are identified over the life of the Task Order. The services include those from the:

- COTS Peripheral/Hardware Catalog
- COTS Software Catalog
- COTS Services Support Catalog
- Maintenance Catalog
- Moves, Adds, and Changes Catalog
- Training Catalog

Services acquired from the above catalogs with the exception of the COTS Peripheral Catalog will be on a per item or group of items basis. The service in the COTS Peripheral Catalog is added to the Product Class. As long as this service and the product class onto which it is installed remains in effect, the monthly price for the peripheral hardware/software service is added to the monthly price of the product class. The monthly price to support the peripheral product is added to the monthly price of the core service band.

In order to improve and streamline the purchases process the NRC is very interested in the usage of the Government Credit Cards. Within the constraints of their individual office budgets and at predetermined credit limits NRC personnel shall be able to procure goods and services from catalog by using Government Credit Card.

G.13 Task Order Modifications For Catalog Services

If COTS Catalog Services were not anticipated in the initial Task Order and later become necessary, this Task Order may be modified to acquire services from Task Order Catalogs. Services required from Task

Order Catalogs will be incorporated into the Task Order through modifications. The modifications will include CSIS' as detailed above.

G.14 Services and Support Catalog

Some projected work within this Task Order, although known to be required in the future, cannot presently be defined in sufficient detail. Work under the Technical Support Services CLIN may be acquired later, using a Technical Support Instruction Statement (TSIS).

IT Development/Integration and Support Services encompasses the acquisition of technical support on a Fixed Burdened Hourly Rate basis as requirements are identified over the life of the Task Order.

The following describes the process for the administration of IT Development/Integration and Support Services through issuance of TSIS' under this contract and task order.

For additional resources required beyond the fixed level of effort defined, the Project Officer will initiate IT Development/Integration and Support Services by preparing a statement of requirements or objectives to be achieved under the Service. The requirements will be defined in a TSIS submitted to the Contracting Officer. The TSIS will contain a detailed description of the functional or other objectives to be achieved, a planned schedule for completion of work, period of performance, deliverables, and services to be provided under the TSIS. Deliverables under a TSIS will be inspected, reviewed, tested, and accepted as would any other deliverables under this Task Order.

The Contractor shall respond to a TSIS with technical and cost proposals. The technical proposal shall be a work plan that includes the Contractor's interpretation of the scope of work, technical approach, and proposed work schedule with specific tasks and actions to meet the requirements of the TSIS. The Contractor shall deliver four copies of the work plan and cost estimate to the Contracting Officer within ten (10) working days after receipt of the TSIS. The Contractor shall also identify all the responsibilities of the NRC that will affect the successful completion of the TSIS and any dependencies that may exist.

Based upon the Contractor's work plan and cost estimate, the Contractor and the NRC shall negotiate any changes in the scope of the work to be performed, the services required, the deliverables to be provided, the schedule, and the cost of any "Other Direct Costs" (ODCs) or materials required.

Within 5 working days following the conclusion of the final negotiations of the work plan and cost estimate, the Contractor shall submit a revised work plan that reflects the negotiated agreement. The final TSIS shall include the work schedule with specific tasks and action, and identify all deliverables and costs for completion of the TSIS. A TSIS will be fully executed and issued only by the Contracting Officer. The Contractor shall commence work on the TSIS in accordance with the effective start date indicated in the fully executed TSIS. Execution of individual TSIS' will be the only authorization for the contractor to perform under the applicable CLIN. In addition, the contractor can only bill up to the TSIS' value specified therein.

Following execution of the TSIS, clarifications may be issued in writing at any time by the Project Officer to amplify or provide additional guidance to the Contractor regarding the performance of the TSIS.

The Contractor shall notify the Contracting Officer immediately of any instructions or guidance the Contractor considers to be a change to the TSIS which will impact the cost, schedule, or deliverable content of the baseline work plan. In cases where the instructions or other events may dictate a change from the baseline, TSIS' may be formally amended to reflect modifications to tasking. The Contractor is responsible for revising the work plan to reflect TSIS changes within 5 working days following negotiations or issuance of a modification of the TSIS.

IT Development/Integration and Support Services defined in this Task Order are to be made available to all logical follow-on Task Orders that support the full enterprise of the client.

The issuance of a TSIS within the performance period of the task order does **not** constitute a change or modification to this Task Order or to the basic contract.

G.15 Task Order Modifications For Technical Support Services

If IT Development/Integration and Support Services are required beyond that anticipated in the initial Task Order and later become necessary, the Task Order may be modified to acquire services on a Fixed Burdened Hourly Rate basis. Services required will be incorporated into the Task Order through modifications. The modifications will include TSIS' as detailed above.

G.16 ELECTRONIC PAYMENT

The Debt Collection Improvement Act of 1996 requires that all payments except IRS tax refunds be made by Electronic Funds Transfer. It is the policy of the Nuclear Regulatory Commission to pay vendors by the Automated Clearing House (ACH) electronic funds transfer payment system. The electronic system is known as Vendor Express. Payment shall be made in accordance with FAR 52.232-33, entitled "Mandatory Information for Electronic Funds Transfer Payment".

To receive payment, the contractor shall complete the "Company Information" portion of the Standard Form 3881, entitled "ACH Vendor/Miscellaneous Payment Enrollment Form" found as an attachment to this document. The contractor shall take the form to the ACH Coordinator at the financial institution that maintains its company's bank account. The contractor shall discuss with the ACH Coordinator how the payment identification information (addendum record) will be passed to them once the payment is received by the financial institution. Further information concerning the addendum is provided inSection J Attachment No. 31. The ACN Coordinator should fill out the "Financial Institution Information" portion of the form and return it to the Office of the Controller at the following address: Nuclear Regulatory Commission, Division of Accounting and Finance, Financial Operations Section, Mail Stop T-9-H-4, Washington,
DC 20555, ATTN.: ACH/Vendor Express. It is the responsibility of the contractor to ensure that the financial institution returns the completed form to the above cited NRC address. If the contractor can provide the financial information, signature of the financial institutions ACH Coordinator is not required. The NRC is under no obligation to send reminders. Only after the Office of the Controller has processed the contractor's sign-up form will the contractor be eligible to receive payments.

Once electronic funds transfer is established for payments authorized by NRC, the contractor needs to submit an additional SF 3881 only to report changes to the information supplied.

Questions concerning ACH/Vendor Express should be directed to the Financial Operations staff at (301) 415-7520."

(END-OF-CLAUSE)

G.17 PROJECT OFFICER AUTHORITY

(a) The contracting officer's authorized representative hereinafter referred to as the project officer for this contract is:

Name: Gregory Kee

Address: Nuclear Regulatory Commission
NRC Task Order#: DR-01-0290
GSA Contract #: GS00T98ALD-17
Mail Stop: T4F17
Washington, D. C. 20555-0001

Telephone Number: (301) 415- 7200

(b) Performance of the work under this contract is subject to the technical direction of the NRC project officer. 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 Statement of Work or changes to specific travel identified in the Statement of Work), fills in details, or otherwise serves to accomplish the contractual statement of work.

(2) Provide advice and guidance to the contractor in the preparation of drawings, specifications, or technical portions of the work description.

(3) Review and, where required by the contract, 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 contract. The project officer does not have the authority to and may not issue any technical direction which:

(1) Constitutes an assignment of work outside the general scope of the contract.

(2) Constitutes a change as defined in the "Changes" clause of this contract.

(3) In any way causes an increase or decrease in the total estimated contract cost, the fixed fee, if any, or the time required for contract performance.

(4) Changes any of the expressed terms, conditions, or specifications of the contract.

(5) Terminates the contract, settles any claim or dispute arising under the contract, or issues any unilatera directive whatever.

(d) All technical directions must be issued in writing by the project officer or must be confirmed by the projec officer in writing within ten (10) working days after verbal issuance. A copy of the written direction must b furnished to the contracting officer. A copy of NRC Form 445, Request for Approval of Official Foreign Trave 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 th project officer in the manner prescribed by this clause and within the project officer's authority under th

provisions of this clause.

(f) If, in the opinion of the contractor, any instruction or direction issued by the project officer 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 project officer 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 project officer shall:

(1) Monitor the contractor's technical progress, including surveillance and assessment of performance, and recommend to the contracting officer changes in requirements.

(2) Assist the contractor in the resolution of technical problems encountered during performance.

(3) Review all costs requested for reimbursement by the contractor and submit to the contracting officer recommendations for approval, disapproval, or suspension of payment for supplies and services required under this contract.

(4) Assist the contractor in obtaining the badges for the contractor personnel.

(5) Immediately notify the Personnel Security Branch, Division of Facilities and Security (PERSEC/DFS) (via e-mail) when a contractor employee no longer requires access authorization and return the individual's badge to PERSEC/DFS within three days after their termination."

G.18 Government Credit Card

The Contractor shall accept the U. S. Government Credit Card for payment of catalog purchases.

G.19 Ordering

(a) Any level of effort (LOE) services to be furnished under this TOR shall be ordered by issuance of orders by the individuals or activities designated in the Schedule. Such orders may be issued from the task order award date through the task order expiration date.

(b) All orders are subject to the terms and conditions of this TOR. In the event of conflict between a order and this TOR, the TOR shall control.

(c) If mailed, a order is considered "issued" when the Government deposits the order in the mail. Orders may be issued orally, by facsimile, or by electronic commerce methods only if authorized in the Schedule.

(End of clause)

SECTION H
SPECIAL CONTRACT REQUIREMENTS

NOTE: Paragraphs H1. through H22. of Contract GS00T98ALD-0017 are applicable to this TO and are hereby incorporated by reference. Task Order specific information is indicated below:

H.2.4 Contractor Assets (Insurance Coverage)

The Contractor shall cover all losses/damages of contractor assets, by the NRC, not to exceed the amount of $100,000 annually. The Contractor shall report status monthly on the coverage invoked to date on an annual basis. The Contractor shall notify the CO and PO in writing if and when 75% of the annual coverage has been utilized.

H.6.1 Travel

Travel requirements may be identified during the course of the TO. These requirements may be identified by the NRC or by the Contractor. If the Contractor identifies a requirement for travel within the scope of the TO tasking, a request for approval for such travel shall be submitted to the NRC. The Request for Travel shall include, at a minimum, the number of persons in the party, traveler name and duration of stay, rationale for visit, and estimated costs. The Request shall also include the cumulative total costs (actual and anticipated) for all prior travel.

H.6.2 Prior Approval

Before undertaking any travel to any NRC site or any other site in performance of this TO, the Contractor shall have this travel approved by the NRC PO. The Contractor shall notify the NRC PO and the CO at least 2 weeks prior to any anticipated travel when possible.

The Contractor shall notify the CO and Project Officer of the travel request via e-mail or fax. The NRC PO will approve or reject the travel request and notify the Contractor.

H.7.1 NRC Small, Small Disadvantaged and Women-Owned Small Business Subcontracting Goals

NRC's objective, with respect to small business, small disadvantaged business and small women-owned business concerns, is to ensure the execution of a vigorous program at the prime and subcontract levels which will optimize the opportunity for subcontract participation. Offeror's shall address, in an amendment to their GSA Subcontracting Plan, how they will meet or exceed the NRC's small business subcontracting goals. This is a mandatory requirement that must be satisfied during the evaluation process prior to award. For the execution of this Task Order the NRC has established the minimum goals as follows:

Total Small Business Concerns (including small disadvantaged and women-owned small businesses) 30% OF Total Task Order Value:*

Small Disadvantaged Businesses 10%;
Women-owned Small Businesses 10%; and
Contractors discretion: 10%.

The contractor shall provide an amendment to its GSA Subcontracting Plan in accordance with attachment 33 prior to contract award. (The offeror shall submit the amended plan with its written

technical proposal.)

The Contractor shall report progress on meeting these goals twice each year as of March and October. The Contractor shall report progress on achieving NRC small business goals by submitting, to the NRC CO, Standard Form (SF) 294 "Subcontracting Report for Individual Contracts."

Reporting Period Report Due Date

Oct. 1 - March 31 SF-294 04/30
Apr. 1 - Sept. 30 SF-294 10/30

The contractor shall propose how they will achieve the NRC's Small Business goals by submission of a written subcontracting plan submitted with its written proposal."

H.15.1 Incorporation of Oral Presentation Material

The Contractors Oral Presentation material, to include written questions and answers, and proposal, submitted in response to Task Order Request # RQ-CIO-01-0290 , as revised and supplemented through the date of receipt of the proposal, is incorporated into the Task Order by reference.

H.16.4.6 Development/Integration Series

The following task with a cross reference Section C are included in this section. In addition to basic Seat Services, the Contractor shall provide personnel able to perform the following tasks:

H.16.4.6.1 LAN Administrator

Functions: Provide user specific support such as troubleshooting and solving software problems, and determining hardware problems (e.g.,Printing, NIC cards, WordPerfect). Operates, monitors, and administers servers, workstations and printers, associated peripheral equipment, and network environment. Maintains scheduled reports of LAN/WAN operations activities. Recognizes problems and requests assistance. Administrates system user accounts.

H.16.4.6.2 LAN Systems Analyst

Functions: Provides Novell and/or Windows expertise.

Performs activities associated with design and implementation of local area networks and office automation systems. Analyzes, designs, integrates documents, implements "state of the art" local area network, office automation and microcomputer systems applications. Performs comparative analyses of commercial software packages. Conducts scientific and statistical analyses. Conducts user and technical training guidance for the NRC. Assists local area network analysts and programmers with planning, organizing, controlling, and scheduling of activities.

H.16.4.6.3 Network Analyst

Functions: Major participant in all network discussions ranging from problem definition through problem solution of major projects. Works with minimum supervision. Prepares substantial parts of interim and final reports. Often assigned more than one task at a time, and therefore, must be capable of effectively planning the use of time and must be able to divide time among several tasks. Generally has extensive contact with

NRC staff. Generally designated as project leader of a small to medium sized project or a portion of a larger one. Performs services as a technical expert in one or more of the following areas:

Local and wide area network planning, design, testing, integration and engineering.

H.16.4.6.4 Security Analyst

Functions: Performs activities associated with the implementation and support of security systems on the Local and Wide Area Network services in Novell, NT and UNIX environments, and between that network and the Internet. Evaluates, installs, customizes and integrates commercial and custom security applications and hardware. Programs specialized applications as necessary to meet security requirements.

Implements and maintains security "firewalls" between networks, especially between NRC networks and the Internet.

Conducts user and technical training, and provides guidance in the operation and use of security applications throughout the NRC environment.

Provides trouble shooting and problem resolution for Novell, NT and UNIX security applications. Assists other staff and programmers in the security aspects of design, development and implementation. May act as project manager.

Maintains liaison with the security community in order to obtain the most current security advisories and otherwise remain current on security matters and to keep the NRC security system current.

Performs the analysis and design of automated systems/subsystems requirements with particular emphasis on security matters such as encryption, verification and authentication. Develops programs, C-shell scripts, and other work for the implementation of security systems for network applications.

H.17.1 Key Personnel Assignments

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

(b)The contractor agrees that personnel may not be removed from the task order work or replaced without compliance with paragraphs (b) and (c) of this section.

(c) 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 con-concurrence of the contracting officer, promptly replace the personnel with personnel of at least substantially equal ability and qualifications.

(d) 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 project officer shall evaluate the contractor's request and the contracting officer shall promptly notify the contractor of his or her decision in writing.

(e) 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 task order price may be equitably adjusted downward to compensate the Government for any resultant delay, loss, or damage.

H.17.2 Contractor Skills

The Contractor shall provide personnel who are qualified to perform the work described in this TO. Contractor personnel shall have technical knowledge and skill levels commensurate with the services, hardware and software (including OS) being offered and new services being envisioned. It shall be the responsibility of the Contractor to develop, implement, and maintain a program to ensure that personnel maintain the required technical knowledge and skill levels necessary, at its own expense.

H.21.2.8 Termination Prior to Performance Period Completion

An asset transfer price, which includes non-expense residual value for the portion of the annual support period not completed, shall be proposed on an annual basis for each year of the Task Order.

H.22 Effectiveness of Service Level Agreement Performance

The Contractor shall grant a credit to the NRC for the contractor's failure to meet service measurements of the agreed to Core Service Band service measurements. The basis for determining credits will be incorporated from the winning contractor's proposal.

The Contractor is responsible for service level effectiveness when the operating environment is consistent with its TO's technical solution, which may consist of Contractor owned assets, Contractor utilized GFE, and/or authorized NRC provided hardware and software, including custom application software. In the event that the NRC or its authorized agents introduce assets onto the Contractor supported infrastructure without Contractor authorization, the Contractor is not responsible for service level shortfalls that are the direct result of the unauthorized action. The Contractor must identify the asset in question, where it was installed, and what unauthorized action caused the shortfall.

The NRC is responsible for providing sufficient environmental capacities to sustain the computing environment.

H.23 2052.204-70 SECURITY

(a) Security/Classification Requirements Form. The attached NRC Form 187 (See Section J for List of Attachments) furnishes the basis for providing security and classification requirements to prime contractors, subcontractors, or others (e.g., bidders) who have or may have an NRC contractual relationship that requires access to classified information or matter, access on a continuing basis (in excess of 90 or more days) to NRC Headquarters controlled buildings, or otherwise requires NRC photo identification or card-key badges.

(b) It is the contractor's duty to safeguard National Security Information, Restricted Data, and Formerly Restricted Data. The contractor shall, in accordance with the Commission's security regulations and requirements, be responsible for safeguarding National Security Information, Restricted Data, and Formerly Restricted Data, and for protecting against sabotage, espionage, loss, and theft, the classified documents and material in the contractor's possession in connection with the performance of work under this contract. Except as otherwise expressly provided in this contract, the contractor shall, upon completion or termination of this contract, transmit to the Commission any classified matter in the possession of the contractor or any person under the contractor's control in connection with performance of this contract. If retention by the contractor of any classified matter is required after the completion or termination of the contract and the retention is approved by the contracting officer, the contractor shall complete a certificate of possession to be furnished to the Commission specifying the classified matter to be retained. The certification must identify the items and types or categories of matter retained, the conditions governing
the retention of the matter and their period of retention, if known. If the retention is approved by the contracting officer, the security provisions of the contract continue to be applicable to the matter retained.

(c) In connection with the performance of the work under this contract, the contractor may be furnished, or may develop or acquire, proprietary data (trade secrets) or confidential or privileged technical, business, or financial information, including Commission plans, policies, reports, financial plans, internal data protected by the Privacy Act of 1974 (Pub. L. 93-579), or other information which has not been released to the public or has been determined by the Commission to be otherwise exempt from disclosure to the public. The contractor agrees to hold the information in confidence and not to directly or indirectly duplicate, disseminate, or disclose the information in whole or in part to any other person or organization except as may be necessary to perform the work under this contract. The contractor agrees to return the information to the Commission or otherwise dispose of it at the direction of the contracting officer. Failure to comply with this clause is grounds for termination of this contract.

(d) Regulations. The contractor agrees to conform to all security regulations and requirements of the Commission which are subject to change as directed by the NRC Division of Security and the Contracting Officer. These changes will be under the authority of the changes clause.

(e) Definition of National Security Information. The term National Security Information, as used in this clause, means information that has been determined pursuant to Executive Order 12356 or any predecessor order to require protection against unauthorized disclosure and that is so designated.

(f) Definition of Restricted Data. The term Restricted Data, as used in this clause, means all data concerning:

(1) design, manufacture, or utilization of atomic weapons;

(2) the production of special nuclear material; or

(3) the use of special nuclear material in the production of energy, but does not include data declassified or removed from the Restricted Data category pursuant to section 142 of the Atomic Energy Act of 1954, as amended.

(g) Definition of Formerly Restricted Data. The term Formerly Restricted Data, as used in this clause, means all data removed from the Restricted Data category under section 142-d of the Atomic Energy Act of 1954, as amended.

(h) Security clearance personnel. The contractor may not permit any individual to have access to Restricted Data, Formerly Restricted Data, or other classified information, except in accordance with the Atomic Energy Act of 1954, as amended, and the Commission's regulations or requirements applicable to the particular type or category of classified information to which access is required. The contractor shall also execute a Standard Form 312, Classified Information Nondisclosure Agreement, when access to classified information is required.

(i) Criminal liabilities. It is understood that disclosure of National Security Information, Restricted Data, and Formerly Restricted Data, relating to the work or services ordered hereunder to any person not entitled to receive it, or failure to safeguard any Restricted Data, Formerly Restricted Data, or any other classified matter that may come to the contractor or any person under the contractor's control in connection with work under this contract, may subject the contractor, its agents, employees, or subcontractors to criminal liability under the laws of the United States. (See the Atomic Energy Act of 1954, as amended, 42 U.S.C. 2011 et seq.; 18 U.S.C. 793 and 794; and Executive Order 12356.)

(j) Subcontracts and purchase orders. Except as otherwise authorized in writing by the contracting officer, the contractor shall insert provisions similar to the foregoing in all subcontracts and purchase orders under this contract.

(k) In performing the contract work, the contractor shall classify all documents, material, and equipment originated or generated by the contractor in accordance with guidance issued by the Commission. Every subcontract and purchase order issued hereunder involving the origination or generation of classified documents, material, and equipment must provide that the subcontractor or supplier assign classification to all documents, material, and equipment in accordance with guidance furnished by the contractor.

(END-OF-CLAUSE)

H.24 2052.204-71 SITE ACCESS BADGE REQUIREMENT

During the life of this contract, the rights of ingress and egress for contractor personnel must be made available, as required, provided that a badge is issued after favorable adjudication from the Personnel Security Branch, Division of Facilities and Security (PERSEC/DFS). In this regard, all contractor personnel whose duties under this contract require their presence on-site shall be clearly identifiable by a distinctive badge furnished by the Government. The Project Officer shall assist the contractor in obtaining the badges for the contractor personnel. It is the sole responsibility of the contractor to ensure that each employee has a proper Government-issued identification/badge at all times. All prescribed identification must be immediately (no later than three days) delivered to PERSEC/DFS for cancellation or disposition upon the termination of employment of any contractor personnel. Contractor personnel must have this identification in their possession during on-site performance under this contract. It is the contractor's duty to assure that contractor personnel enter only those work areas necessary for performance of contract work, and to assure the safeguarding of any Government records or data that contractor personnel may come into contact with.

(END-OF-CLAUSE)

H.25 SECURITY REQUIREMENTS FOR INFORMATION TECHNOLOGY SERVICES

The proposer/Contractor shall identify all individuals and propose the level of Information Technology (IT) approval for each, using the following guidance. The NRC sponsoring office shall make the final determination of the level, if any, of IT approval required for all individuals working under this contract.

The Government shall have and exercise full and complete control over granting, denying, withholding, or terminating building access approvals for individuals performing work under this contract.

CONTRACTOR SECURITY REQUIREMENTS FOR LEVEL I

Performance under this Task Order will involve prime Contractor personnel, Subcontractors or others who perform services requiring direct access to or operate agency sensitive information technology systems or data (IT Level I).

The IT Level I involves responsibility for the planning, direction, and implementation of a computer security program; major responsibility for the direction, planning, and design of a computer system, including hardware and software; or the capability to access a computer system during its operation or maintenance in such a way that could cause or that has a relatively high risk of causing grave damage; or the capability to realize a significant personal gain from computer access. Such Contractor personnel shall be subject to the NRC Contractor personnel security requirements of NRC Management Directive (MD) 12.3, Part I and will require a favorably adjudicated Limited Background Investigation (LBI). (See Section J, Attachment 27 "NRC Security Requirements").

A Contractor employee shall not have access to NRC facilities, sensitive information technology systems or data until he/she is approved by Personnel Security Branch, Division of Facilities and Security (PERSEC/DFS) first for temporary access (based on a favorable adjudication of their security forms and checks) and final access (based on a favorably adjudicated LBI) in accordance with the procedures found in NRC MD 12.3, Part I. The individual will be subject to a reinvestigation every 10 years. Timely receipt of properly completed security applications is a Task Order requirement. Failure of the Contractor to comply with this condition within the ten work-day period may be a basis to void the notice of selection. In that event, the Government may select another firm for award.

The Contractor shall submit a completed security forms packet, including the SF-86, "Questionnaire for National Security Positions," and fingerprint charts, through the Project Officer to PERSEC/ DFS for review and favorable adjudication, prior to the individual performing work under this contract. The Contractor shall assure that all forms are accurate, complete, and legible (except for Part 2 of the questionnaire, which is required to be completed in private and submitted by the individual to the Contractor in a sealed envelope), as set forth in MD 12.3 which is incorporated into this Task Order by reference as though fully set forth herein. Based on PERSEC review of the applicant's security forms and/or the receipt of adverse information by NRC, the individual may be denied access to NRC facilities, sensitive information technology systems or data until a final determination is made of his/her eligibility under the provisions of MD 12.3. Any questions regarding the individual's eligibility for IT Level I approval will be resolved in accordance with the due process procedures set forth in MD 12.3 Exhibit 1 and E. O. 12968.

In accordance with NRCAR 2052.204-70 "Security," IT Level I Contractors shall be subject to the attached NRC Form 187 which furnishes the basis for providing security requirements to prime Contractors, Subcontractors or others (e.g., bidders) who have or may have an NRC contractual relationship which requires access to or operation of agency sensitive information technology systems or remote development and/or analysis of sensitive information technology systems and data or other access to such systems and data; access on a continuing basis (in excess of 30 days) to NRC Headquarters controlled buildings; or otherwise requires NRC photo identification or card-key badges.

CONTRACTOR SECURITY REQUIREMENTS FOR LEVEL II

Performance under this Task Order will involve Contractor personnel that develop and/or analyze sensitive information technology systems or data or otherwise have access to such systems and data (IT Level II).

The IT Level II involves responsibility for the planning, design, operation, or maintenance of a computer system and all other computer or IT positions. Such Contractor personnel shall be subject to the NRC Contractor personnel requirements of MD 12.3, Part I, which is hereby incorporated by reference and made a part of this Task Order as though fully set forth herein, and will require a favorably adjudicated Access National Agency Check with Inquiries (ANACI).

A Contractor employee shall not have access to NRC facilities, sensitive information technology systems or data until he/she is approved by PERSEC/DFS first for temporary access (based on a favorable review of their security forms and checks) and final access (based on a favorably adjudicated ANACI) in accordance with the procedures found in MD 12.3, Part I. The individual will be subject to a reinvestigation every 10 years. Timely receipt of properly completed security applications is a Task Order requirement. Failure of the Contractor to

comply with this condition within the ten work-day period may be a basis to void the notice of selection. In that event, the Government may select another firm for award.

The Contractor shall submit a completed security forms packet, including the SF-86, "Questionnaire for National Security Positions," and fingerprint charts, through the Project Officer to the NRC PERSEC/DFS for review and favorable adjudication, prior to the individual performing work under this contract. The Contractor shall assure that all forms are accurate, complete, and legible (except for Part 2 of the questionnaire, which is required to be completed in private and submitted by the individual to the Contractor in a sealed envelope), as set forth in MD 12.3. Based on PERSEC review of the applicant's security forms and/or the receipt of adverse information by NRC, the individual may be denied access to NRC facilities, sensitive information technology systems or data until a final determination is made of his/her eligibility under the provisions of MD 12.3. Any questions regarding the individual's eligibility for IT Level II approval will be resolved in accordance with the due process procedures set forth in MD 12.3 Exhibit 1 and E. O. 12968.

In accordance with NRCAR 2052.204-70 "Security," IT Level II Contractors shall be subject to the attached NRC Form 187 (See Section J, Attachment 28) which furnishes the basis for providing security requirements to prime Contractors, Subcontractors or others (e.g. bidders) who have or may have an NRC contractual relationship which requires access to or operation of agency sensitive information technology systems or remote development and/or analysis of sensitive information technology systems and data or other access to such systems and data; access on a continuing basis (in excess of 30 days) to NRC Headquarters controlled buildings; or otherwise requires NRC photo identification or card-key badges.

CANCELLATION OR TERMINATION OF IT ACCESS/REQUEST

When a request for investigation is to be withdrawn or canceled, the Contractor shall immediately notify the Project Officer by telephone in order that he/she will contact the PERSEC/DFS so that the investigation may be promptly discontinued. The notification shall contain the full name of the individual, and the date of the request. Telephone notifications must be promptly confirmed in writing to the Project Officer who will forward the confirmation to the PERSEC/DFS. Additionally, PERSEC/DFS must be immediately notified when an individual no longer requires access to NRC sensitive automated information technology systems or data, including the voluntary or involuntary separation of employment of an individual who has been approved for or is being processed for access under the NRC Personnel Security Program."

H.26 2052.235-71 SAFETY, HEALTH, AND FIRE PROTECTION (JAN 1993)

The contractor shall take all reasonable precautions in the performance of the work under this contract to protect the health and safety of its employees and of members of the public, including NRC employees and contractor personnel, and to minimize danger from all hazards to life and property. The contractor shall comply with all applicable health, safety, and fire protection regulations and requirements (including reporting requirements) of the Commission and the Department of Labor. If the contractor fails to comply with these regulations or requirements, the contracting office may, without prejudice to any other legal or contractual rights of the Commission, issue an order stopping all or any part of the work. Thereafter, a start work order for resumption of work may be issued at the discretion of the contracting officer. The contractor may not make a claim for an extension of time or for compensation or damages by reason of, or in connection with, this type of work stoppage.

(END-OF-CLAUSE)

H.27 GOVERNMENT FURNISHED EQUIPMENT/PROPERTY (JUN 1988)

(a) The NRC will provide the contractor with the following items for use under this TO:

See Section J, Attachments 10, 11, 12, and 13.

(b) Only the equipment/property listed above in the quantities shown will be provided by the Government. This property is subject to the provisions of the Government Property clause under the contract. All other equipment/property required in performance of the contract shall be furnished by the Contractor.

SECTION I
CONTRACT CLAUSES

NOTE: Section I, Paragraphs I1. and I2. and Addendum Clauses to Section I, Paragraphs I1. through I6. of the Contract No. GS00T98ALD-0017 are applicable to this TO and are hereby incorporated by reference. Task Order specific information is indicated below

I.7 OPTION TO EXTEND THE TERM OF THE TASK ORDER

(a) The Government may extend the term of this task order by written notice to the Contractor within 30 days; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 60 days before the task order expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended task order shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 9 years.

(END-OF-CLAUSE)

I.8 52.237-3 CONTINUITY OF SERVICES (JAN 1991)

(a) The Contractor recognizes that the services under this contract are vital to the Government and must be continued without interruption and that, upon contract expiration, a successor, either the Government or another contractor, may continue them. The Contractor agrees to (1) furnish phase-in training and (2) exercise its best efforts and cooperation to effect an orderly and efficient transition to a successor.

(b) The Contractor shall, upon the Contracting Officer's written notice, (1) furnish phase-in, phase-out services for up to 90 days after this contract expires and (2) negotiate in good faith a plan with a successor to determine the nature and extent of phase-in, phase-out services required. The plan shall specify a training program and a date for transferring responsibilities for each division of work described in the plan, and shall be subject to the Contracting Officer's approval. The Contractor shall provide sufficient experienced personnel during the phase-in, phase-out period to ensure that the services called for by this contract are maintained at the required level of proficiency.

(c) The Contractor shall allow as many personnel as practicable to remain on the job to help the successor maintain the continuity and consistency of the services required by this contract. The Contractor also shall disclose necessary personnel records and allow the successor to conduct on-site interviews with these employees. If selected employees are agreeable to the change, the Contractor shall release them at a mutually agreeable date and negotiate transfer of their earned fringe benefits to the successor.

(d) The Contractor shall be reimbursed for all reasonable phase-in, phase-out costs (i.e., costs incurred within the agreed period after contract expiration that result from phase-in, phase-out operations) and a fee (profit) not to exceed a pro rata portion of the fee (profit) under this contract.

(END-OF-CLAUSE)

SECTION J
LIST OF DOCUMENTS, EXHIBITS, AND OTHER ATTACHMENTS

NOTE: Section J of Contract No. GS00T98ALD-0017 is hereby incorporated by reference with the following additional attachments as indicated below.

J1 List Of Attachments

Attachments	Title	TOR Reference
Attachment 01	NRC Office Abbreviations	C.2.1
Attachment 02	NRC Locations • Locations • RISE Sites	C.2.1.1
Attachment 03	VIP List Summary	C.2.1.2
Attachment 04	Third Party Support Agreements	C.2.2.1
Attachment 05	Current ITID Infrastructure Services	C.2.2.2, C.3.1.2, C.3.5.7.1
Attachment 06	IT Architecture	C.2.2.2.3
Attachment 07	Infrastructure Development Process Model (IDPM)	C.2.2.2.4, C.3.5.2.1
Attachment 08	Consolidated Test Facility Concept of Operations	C.2.2.2.6
Attachment 09	Service Levels Requirements	C.3
Attachment 10	UNIX Environment * Unix Desktops * Unix Servers	C.2.2.4, C.3.2.1, C.3.3.6.1
Attachment 11	Desktops • Detail Report • Summary by Location • Summary by Office • Hardware Configuration * Laptops	C.2.2.4, C.3.2.1, C.3.3.6.1
Attachment 12	NRC Server Report • Server Report • Server by Type • Server Configurations • Network Components	C.2.2.4, C.3.2.1, C.3.3.6.1
Attachment 13	Network Printers • Printer Report • Summary by Location & Model • Summary by Type and Location	C.2.2.4, C.3.2.1, C.3.3.6.1
Attachment 14	Infrastructure Development Plan (Future NRC IT Initiatives)	C.2.2.5
Attachment 15	Sample Reports	C.3.1.1.1, C.3.4.5, C.3.6.1
Attachment 16	NRC Media Retention Requirements	C.3.1.1.3
Attachment 17	DMZ/Firewall	C.3.1.1.9
Attachment 18	Remote Access	C.3.1.1.11
Attachment 19	Operations Configuration Control Board (CCB) Charter	C.3.2.5.2

Attachment 20	Environmental Configuration Control Board (ECCB)	C.3.2.5.3
Attachment 21	Agency-wide Applications	C.3.3.6.2
Attachment 22	NRC Custom Applications Support List	C.3.3.6.4
Attachment 23	Sample Help Desk Reports	C.3.4.5
Attachment 24	System Development Lifecycle Management (SDLCM) Methodology	C.3.5.2.2
Attachment 25	Release Management Process • Overview • Procedures	C.3.5.2.3
Attachment 26	LAN Security Plans	C.3.5.3.4
Attachment 27	Management Directive 12.3 - NRC Personnel Security Program w/ Attachments	H.25
Attachment 28	NRC Form 187	H.23
Attachment 29	Baseline * Baseline * Assumptions	L.5.6.2.2.1
Attachment 30	Billing Instructions for Fixed Price Contracts	G.6.1.1
Attachment 31	ACH Vendor/Miscellaneous Payment Enrollment Form, SF 3881	G.16
Attachment 32	Account Management Profiles	C.3.1.1.12
Attachment 33	NRC Infrastructure Functional Diagram	
Attachment 34	NRC Core Infrastructure Distribution	
Attachment 35	ISSC PERFORMANCE REQUIREMENTS SUMMARY (To be negotiated and provided prior to initiation of task number three (3).	H.22

OFFICE ABBREVIATIONS

	A	B
1	**Abbreviation**	**Office/Division/Branch**
2	ACMUI	Advisory Committee on the Medical Uses of Isotopes
3	ACNW	Advisory Committee on Nuclear Waste
4	ACRS	Advisory Committee on Reactor Safeguards
5	ADM	Office of Administration
6	ADM/DCPM	Division of Contracts and Property Management
7	ADM/DCPM/CMB1	Contract Management Branch 1
8	ADM/DCPM/CMB2	Contract Management Branch 2
9	ADM/DCPM/PAOB	Property and Acquisition Oversight Branch
10	ADM/DFS	Division of Facilities and Security
11	ADM/DFS/FACB	Facilities Branch
12	ADM/DFS/INFOSEC	Information Security Branch
13	ADM/DFS/PERSEC	Personnel Security Branch
14	ADM/DFS/PSB	Physical Security Branch
15	ADM/DAS	Division of Administrative Services
16	ADM/DAS/RDB	Rules and Directives Branch
17	ADM/DAS/ASC	Administrative Services Center
18	ADM/OD	Office of the Director
19	ASLBP	Atomic Safety and Licensing Board Panel
20	CFO	Chief Financial Officer
21	CFO/DCFO	Deputy Chief Financial Officer
22	CIO	Chief Information Officer
23	EDO	Executive Director for Operations
24	EDO/DEDM	Deputy Executive Director for Management Services
25	EDO/DEDMRS	Deputy Executive Director for Materials, Research and State Programs
26	EDO/DEDR	Deputy Executive Director for Reactor Programs
27	HR	Office of Human Resources
28	HR/ADTD	Associate Director for Training and Development
29	HR/ADTD/HRD	Human Resources Development
30	HR/ADTD/RTT	Reactor Technology Training
31	HR/ADTD/STS	Specialized Training Support
32	HR/HRIM	Human Resources Information Management
33	HR/HRPP	Human Resources Policy and Programs
34	HR/HRSO	Human Resources Services and Operations
35	HR/HRSO/OSC	HR Service Center--OWFN
36	HR/HRSO/TSC	HR Service Center--TWFN
37	HR/OD	Office of the Director
38	HR/OLR	Organization and Labor Relations
39	IRO	Incident Response Operations
40	NMSS	Office of Nuclear Material Safety and Safeguards
41	NMSS/DWM	Division of Waste Management
42	NMSS/DWM/DCB	Decommissioning Projects Branch
43	NMSS/DWM/HLWB	High-Level Waste and Performance Assessment Branch
44	NMSS/DWM/URLL	Uranium Recovery and Low-Level Waste Branch
45	NMSS/FCSS	Division of Fuel Cycle Safety and Safeguards
46	NMSS/FCSS/FLIB	Licensing and International Safeguards Branch
47	NMMS/FCSS/FCOB	Operations Branch
48	NMSS/FCSS/FSPB	Special Projects Branch
49	NMSS/IMNS	Division of Industrial and Medical Nuclear Safety
50	NMSS/IMNS/MSIB	Materials Safety and Inspection Branch
51	NMSS/IMNS/RGB	Rulemaking and Guidance Branch
52	NMSS/OD	Office of the Director
53	NMSS/PMDA	Program Management, Policy Development and Analysis Staff
54	NMSS/SFPO	Spent Fuel Project Office
55	NMSS/SFPO/SLID	Licensing and Inspection Directorate

OFFICE ABBREVIATIONS

	A	B
1	**Abbreviation**	**Office/Division/Branch**
56	NMSS/SFPO/TRD	Technical Review Directorate
57	NRC	Nuclear Regulatory Commission
58	NRR	Office of Nuclear Reactor Regulation
59	NRR/ADIP	Associate Director for Inspection and Programs
60	NRR/ADPT	Associate Director for Project Licensing and Technical Analysis
61	NRR/DE	Division of Engineering
62	NRR/DE/EEIB	Electrical and Instrumentation and Controls Branch
63	NRR/DE/EMCB	Materials and Chemical Engineering Branch
64	NRR/DE/EMEB	Mechanical and Civil Engineering Branch
65	NRR/DIPM	Division of Inspection Program Management
66	NRR/DIPM/IIPB	Inspection Program Branch
67	NRR/DIPM/IOLB	Operator Licensing, Human Performance and Plant Support Branch
68	NRR/DIPM/IQMB	Quality Assurance, Vendor Inspection, Maintenance and Allegations Branch
69	NRR/DLPM	Division of Licensing and Project Management
70	NRR/DLPM/LPD1	Project Directorate I
71	NRR/DLPM/LPD2	Project Directorate II
72	NRR/DLPM/LPD3	Project Directorate III
73	NRR/DLPM/LPD4	Project Directorate IV
74	NRR/DRIP	Division of Regulatory Improvement Programs
75	NRR/DRIP/REXB	Events Assessment, Generic Communications, and Non-Power Reactors Branch
76	NRR/DRIP/RGEB	Generic Issues, Environmental, Financial, and Rulemaking Branch
77	NRR/DRIP/RLSB	License Renewal and Standardization Branch
78	NRR/DRIP/RTSB	Technical Specifications Branch
79	NRR/DSSA	Division of Systems Safety and Analysis
80	NRR/DSSA/SPLB	Plant Systems Branch
81	NRR/DSSA/SPSB	Probabilistic Safety Assessment Branch
82	NRR/DSSA/SRXB	Reactor Systems Branch
83	NRR/OD	Office of the Director
84	NRR/PMAS	Program Management, Policy Development and Analysis Staff
85	NRR/PMAS/PIMB	Information Management Branch
86	NRR/PMAS/PPRB	Resource Management Branch
87	OCA	Office of Congressional Affairs
88	OCAA	Office of Commission Appellate Adjudication
89	OCFO	Office of the Chief Financial Officer
90	OCFO/DAF	Division of Accounting and Finance
91	OCFO/DAF/FOB	Financial Operations Branch
92	OCFO/DAF/GAB	General Accounting Branch
93	OCFO/DAF/LFARB	License Fee and Accounts Receivable Branch
94	OCFO/DAF/TMB	Travel Management Branch
95	OCFO/DPBA	Division of Planning, Budget, and Analysis
96	OCFO/DPBA/PBOB	Planning Budget and Operations Branch
97	OCFO/DPBA/FCB	Funds Control Branch
98	OCFO/DPBA/PAB	Program Analysis Branch
99	OCIO	Office of the Chief Information Officer
100	OCIO/ADD	Applications Development Division
101	OCIO/ADD/ASIB	Applications Support and Integration Branch
102	OCIO/ADD/FAMT	Financial and Acquisition Management Applications Team
103	OCIO/ADD/HRT	HR, Facilities and Property Management Team
104	OCIO/ADD/IMT	Information Management Team
105	OCIO/ADD/MWT	Materials and Waste Applications Team
106	OCIO/ADD/RT	Reactor Applications Team
107	OCIO/IMD	Information Management Division
108	OCIO/IMD/ISB	Information Services Branch
109	OCIO/IMD/PSB	Publishing Services Branch

OFFICE ABBREVIATIONS

	A	B
1	**Abbreviation**	**Office/Division/Branch**
110	OCIO/IMD/RMB	Records Management Branch
111	OCIO/ITID	Information Technology Infrastructure Division
112	OCIO/ITID/CSB	IT Customer Services Branch
113	OCIO/ITID/IDIB	Infrastructure Development and Implementation Branch
114	OCIO/ITID/IOB	Infrastructure Operations Branch
115	OCIO/PRMD	Planning and Resource Management Division
116	OCIO/PRMD/ARMB	Administration and Resource Management Branch
117	OCIO/PRMD/PAB	Planning and Architecture Branch
118	OCM	The Commission
119	OCM/RAM	Office of Chairman Richard A. Meserve
120	OCM/EXM	Office of Commissioner Edward McGaffigan, Jr.
121	OCM/GJD	Office of Commissioner Greta Joy Dicus
122	OCM/JSM	Office of Commissioner Jeffrey S. Merrifield
123	OCM/NJD	Office of Commissioner Nils J. Diaz
124	OE	Office of Enforcement
125	OGC	Office of the General Counsel
126	OI	Office of Investigations
127	OI/OD	Office of the Director
128	OI: RGN-I/FO	Office of Investigations Field Office, Region I
129	OI: RGN-II/FO	Office of Investigations Field Office, Region II
130	OI: RGN-III/FO	Office of Investigations Field Office, Region III
131	OI: RGN-IV/FO	Office of Investigations Field Office, Region IV
132	OIG	Office of the Inspector General
133	OIG/AIGA	Assistant Inspector General for Audits
134	OIG/AIGI	Assistant Inspector General for Investigations
135	OIG/RMOS	Resource Management and Operations Support
136	OIP	Office of International Programs
137	OIP/BCA	Division of Bilateral Cooperation and Assistance
138	OIP/NEMR	Division of Non-Proliferation, Exports and Multilateral Relations
139	OIP/OD	Office of the Director
140	OPA	Office of Public Affairs
141	OPA:RGN-I/FO	Region I- Office of Public Affairs Field Office, Region I
142	OPA:RGN-II/FO	Region II- Office of Public Affairs Field Office, Region II
143	OPA:RGN-III/FO	Region III- Office of Public Affairs Field Office, Region III
144	OPA:RGN-IV/FO	Region IV- Office of Public Affairs Field Office, Region IV
145	OWFN	One White Flint North
146	RES	Office of Nuclear Regulatory Research
147	RES/DET	Division of Engineering Technology
148	RES/DET/ERAB	Engineering Research Applications Branch
149	RES/DET/MEB	Materials Engineering Branch
150	RES/DRAA	Division of Risk Analysis and Applications
151	RES/DRAA/OERAB	Operating Experience Risk Analysis Branch
152	RES/DRAA/PRAB	Probabilistic Risk Analysis Branch
153	RES/DRAA/RPERWMB	Radiation Protection, Environmental Risk, and Waste Management Branch
154	RES/DSARE	Division of Systems Analysis and Regulatory Effectiveness
155	RES/DSARE/REAHFB	Regulatory Effectiveness Assessment and Human Factors Branch
156	RES/DSARE/SMSAB	Safety Margins and Systems Analysis Branch
157	RES/PMPDAS	Program Management, Policy Development and Analysis Staff
158	RES/OD	Office of the Director
159	RGN-I	Region I (King of Prussia, PA)
160	RGN-I/DNMS	Division of Nuclear Materials Safety
161	RGN-I/DNMS/DLB	Decommissioning and Laboratory Branch
162	RGN-I/DNMS/NMSB1	Nuclear Materials Safety Branch 1 (Medical & Academic)

OFFICE ABBREVIATIONS

	A	B
1	**Abbreviation**	**Office/Division/Branch**
163	RGN-I/DNMS/NMSB2	Nuclear Materials Safety Branch 2 (R&D/Commercial & Industrial)
164	RGN-I/DRM	Division of Resource Management
165	RGN-I/DRM/FRB	Financial Resources Branch
166	RGN-I/DRM/HRS	Human Resources Staff
167	RGN-I/DRM/IRB	Information Resources Branch
168	RGN-I/DRP	Division of Reactor Projects
169	RGN-I/DRP/PB1	Projects Branch 1
170	RGN-I/DRP/PB2	Projects Branch 2
171	RGN-I/DRP/PB3	Projects Branch 3
172	RGN-I/DRP/PB4	Projects Branch 4
173	RGN-I/DRP/PB5	Projects Branch 5
174	RGN-I/DRP/PB6	Projects Branch 6
175	RGN-I/DRP/PB7	Projects Branch 7
176	RGN-I/DRS	Division of Reactor Safety
177	RGN-I/DRS/EB	Electrical Branch
178	RGN-I/DRS/OSB	Operational Safety Branch
179	RGN-I/DRS/PEB	Performance Evaluation Branch
180	RGN-I/DRS/RSSB	Radiation Safety and Safeguards Branch
181	RGN-I/DRS/SB	Systems Branch
182	RGN-I/ORA	Office of Regional Administrator
183	RGN-I/ORA/MID	Millstone Inspections Directorate
184	RGN-I/ORA/SLO	State Liaison Officer
185	RGN-I/ORA/TPS	Technical Program Staff
186	RGN-II	Region II (Atlanta, GA)
187	RGN-II/DNMS	Division of Nuclear Materials Safety
188	RGN-II/DNMS/FFB	Fuel Facilities Branch
189	RGN-II/DNMS/MLIB1	Materials Licensing/Inspection Branch 1
190	RGN-II/DNMS/MLIB2	Materials Licensing/Inspection Branch 2
191	RGN-II/DRMA	Division of Resource Management and Administration
192	RGN-II/DRMA/HRS	Human Resources Staff
193	RGN-II/DRMA/IRB	Information Resource Branch
194	RGN-II/DRMA/RMB	Resource Management Branch
195	RGN-II/DRP	Division of Reactor Projects
196	RGN-II/DRP/RPB1	Reactor Projects Branch 1
197	RGN-II/DRP/RPB2	Reactor Projects Branch 2
198	RGN-II/DRP/RPB3	Reactor Projects Branch 3
199	RGN-II/DRP/RPB4	Reactor Projects Branch 4
200	RGN-II/DRP/RPB5	Reactor Projects Branch 5
201	RGN-II/DRP/RPB6	Reactor Projects Branch 6
202	RGN-II/DRP/TSS	Technical Support Staff
203	RGN-II/DRS	Division of Reactor Safety
204	RGN-II/DRS/EB	Engineering Branch
205	RGN-II/DRS/MB	Maintenance Branch
206	RGN-II/DRS/OLHPB	Operator Licensing and Human Performance Branch
207	RGN-II/DRS/PSB	Plant Support Branch
208	RGN-II/ORA	Office of Regional Administrator
209	RGN-II/ORA/EICS	Enforcement and Investigation Coordination Staff
210	RGN-II/ORA/RSLO	Regional State Liaison Officer
211	RGN-III	Region III (Lisle, IL)
212	RGN-III/DNMS	Division of Nuclear Materials Safety
213	RGN-III/DNMS/DB	Decommissioning Branch
214	RGN-III/DNMS/FCB	Fuel Cycle Branch
215	RGN-III/DMNS/MIB	Materials Inspection Branch
216	RGN-III/DNMS/MLB	Materials Licensing Branch

OFFICE ABBREVIATIONS

	A	B
1	**Abbreviation**	**Office/Division/Branch**
217	RGN-III/DNMS/SAO	State Agreements Program Officer
218	RGN-III/DRMA	Division of Resource Management and Administration
219	RGN-III/DRMA/FRB	Financial Resources Branch
220	RGN-III/DRMA/HRS	Human Resources Staff
221	RGN-III/DRMA/IRB	Information Resources Branch
222	RGN-III/DRP	Division of Reactor Projects
223	RGN-III/DRP/RPB1	Reactor Projects Branch 1
224	RGN-III/DRP/RPB2	Reactor Projects Branch 2
225	RGN-III/DRP/RPB3	Reactor Projects Branch 3
226	RGN-III/DRP/RPB4	Reactor Projects Branch 4
227	RGN-III/DRP/RPB5	Reactor Projects Branch 5
228	RGN-III/DRP/RPB6	Reactor Projects Branch 6
229	RGN-III/DRP/TSS	Technical Support Staff
230	RGN-III/DRS	Division of Reactor Safety
231	RGN-III/DRS/EEB	Electrical Engineering Branch
232	RGN-III/DRS/MEB	Mechanical Engineering Branch
233	RGN-III/DRS/OLB	Operator Licensing Branch
234	RGN-III/DRS/PSB	Plant Support Branch
235	RGN-III/DRS/SS	Safeguards Staff
236	RGN-III/ORA	Office of Regional Administrator
237	RGN-III/ORA/EICS	Enforcement and Investigation Coordination Staff
238	RGN-III/ORA/SGAS	State and Governmental Affairs Staff
239	RGN-IV	Region IV (Arlington, TX)
240	RGN-IV/DNMS	Division of Nuclear Materials Safety
241	RGN-IV/DNMS/FCDB	Fuel Cycle and Decommissioning Branch
242	RGN-IV/DNMS/NMIB	Nuclear Materials Inspection Branch
243	RGN-IV/DNMS/NMLB	Nuclear Materials Licensing Branch
244	RGN-IV/DNMS/SAO	State Agreements Officer
245	RGN-IV/DRMA	Division of Resource Management and Administration
246	RGN-IV/DRMA/FRMB	Financial Resource Management Branch
247	RGN-IV/DRMA/HRS	Human Resources Staff
248	RGN-IV/DRMA/IRMB	Information Resource Management Branch
249	RGN-IV/DRP	Division of Reactor Projects
250	RGN-IV/DRP/RPB-A	Reactor Projects Branch A
251	RGN-IV/DRP/RPB-B	Reactor Projects Branch B
252	RGN-IV/DRP/RPB-C	Reactor Projects Branch C
253	RGN-IV/DRP/RPB-D	Reactor Projects Branch D
254	RGN-IV/DRP/RPB-E	Reactor Projects Branch E
255	RGN-IV/DRP/R	Resident
256	RGN-IV/DRP/TSS	Technical Support Staff
257	RGN-IV/DRS	Division of Reactor Safety
258	RGN-IV/DRS/EMB	Engineering and Maintenance Branch
259	RGN-IV/DRS/OB	Operations Branch
260	RGN-IV/DRS/PSB	Plant Support Branch
261	RGN-IV/ORA	Office of Regional Administrator
262	RGN-IV/ORA/EACS	Enforcement and Allegation Coordination Staff
263	RGN-IV/ORA/RSLO	Regional State Liaison Officer
264	SBCR	Office of Small Business and Civil Rights
265	SECY	Office of the Secretary of the Commission
266	SECY/CRS	Correspondence and Records Staff
267	SECY/RAS	Rulemakings and Adjudications Staff
268	SECY/OPS	Operations Staff
269	STP	Office of State and Tribal Programs
270	TWFN	Two White Flint North

Resident Inspector Sites
(RISE)

Plant Site	State	Region	# People
HADDAM NECK	CT	I	0
MILLSTONE	CT	I	7
PILGRIM	MA	I	3
YANKEE ROWE	MA	I	0
CALVERT CLIFFS	MD	I	4
MAINE YANKEE	ME	I	2
SEABROOK	NH	I	3
HOPE CREEK/SALEM	NJ	I	5
OYSTER CREEK	NJ	I	3
FITZPATRICK	NY	I	3
GINNA	NY	I	3
INDIAN POINT 1&2	NY	I	4
NINE MILE POINT	NY	I	4
SHOREHAM	NY	I	0
BEAVER VALLEY	PA	I	4
LIMERICK	PA	I	3
PEACH BOTTOM	PA	I	4
SUSQUEHANNA	PA	I	4
THREE MILE ISLAND	PA	I	3
VERMONT YANKEE	VT	I	3

Plant Site	State	Region	# People
DUANE ARNOLD	IA	III	3
BRAIDWOOD	IL	III	4
BYRON	IL	III	4
CLINTON	IL	III	4
DRESDEN	IL	III	4
LA SALLE	IL	III	4
PORTSMOUTH	IL	III	3
QUAD CITIES	IL	III	4
ZION	IL	III	0
BIG ROCK POINT	MI	III	0
D C COOK	MI	III	4
FERMI	MI	III	3
PALISADES	MI	III	3
MONTICELLO	MN	III	3
PRAIRIE ISLAND	MN	III	4
DAVIS-BESSE	OH	III	3
PERRY	OH	III	3
KEWAUNEE	WI	III	3
LA CROSSE	WI	III	0
POINT BEACH	WI	III	3

Plant Site	State	Region	# People
BROWNS FERRY	AL	II	4
FARLEY	AL	II	4
CRYSTAL RIVER	FL	II	3
SAINT LUCIE	FL	II	4
TURKEY POINT	FL	II	3
HATCH	GA	II	3
VOGTLE	GA	II	3
PADUCAH	KY	II	5
BRUNSWICK	NC	II	4
HARRIS	NC	II	3
MCGUIRE	NC	II	3
CATAWBA	SC	II	4
OCONEE	SC	II	5
ROBINSON	SC	II	3
V C SUMMER	SC	II	3
SEQUOYAH	TN	II	4
WATTS BAR	TN	II	3
BMX TECHNOLOGIES	VA	II	2
NORTH ANNA	VA	II	3
SURRY	VA	II	4

Plant Site	State	Region	# People
ARKANSAS	AR	IV	4
PALO VERDE	AZ	IV	5
DIABLO CANYON	CA	IV	4
HUMBOLDT BAY	CA	IV	0
RANCHO SECO	CA	IV	0
SAN ONOFRE	CA	IV	4
FORT ST. VRAIN	CO	IV	0
WOLF CREEK	KS	IV	3
RIVER BAND	LA	IV	3
WATERFORD	LA	IV	3
CALLAWAY	MO	IV	3
GRAND GULF	MS	IV	3
COOPER STATION	NE	IV	3
FORT CALHOUN	NE	IV	3
TROJAN	OR	IV	0
COMANCHE PEAK	TX	IV	4
SOUTH TEXAS	TX	IV	4
WNP - 1&3	WA	IV	0

REGION	Sub-total
Region I	**62**
Region II	**70**
Region III	**59**
Region IV	**46**
Grand Total	**237**

NRC VIP LIST SUMMARY

DEPARTMENT	Total
Chairman's Office	40
Research	37
Office of Chief Information Officer	22
Executive Director of Operations	11
Office of General Counsel	11
Nuclear Materials Safety and Safeguards	11
Administration	10
Human Resources	7
Office of Inspector General	7
Office of Chief Financial Officer	6
Office of International Programs	5
Office of the Secretary of the Commission	4
Advisory Committee on Rector Safeguards	4
Atomic Safety Licensing Board Panel	4
Office of Public Affairs	3
Region III / Office of Regional Administrator	3
Office of Enforcement	3
Information Resource Management	3
Office of Small Business & Disadvantaged Business	2
Office of Commission Appellate Adjudication	2
Region IV / Division of Reactor Projects	2
Region II	1
Office of Congressional Affairs	1
Incident Response Operations	1
Office of Investigations	1
Region II / Office of Regional Administrator	1
Office of State and Tribal Programs	1
Region II / Division of Reactor Projects	1
*Grand Total	204
*Approximately 10% of agency users are classified as VIP at any point in time.	

NRC THIRD PARTY PORT AGREEMENTS

Current Provider	Area	HW	SW	Start	Stop	Service Level Requirement	Contract Requirement	Notes
ASAP SW EXPRESS (NOVELL)	DESKTOP		√	3/31/01	0/630/2002	Master Level Agreement	All Novell Netware Products: QTY = 3962 NetWare 6.x/5.x/4.x, ZenWorks (Client & Server), QTY= 4011 GroupWise 6.x/5.x/4.x, FGI Professional Renewal	Master Licensing Agreement.
DOLCH	WAN	√		4/1/00	3/31/01	Factory Parts and Labor	2 Sniffers	
HEWLETT-PACKARD	WAN	√	√	3/31/01	9/30/01	Coverage Days: MON - FRI (excluding HP Holidays) Coverage Hours: 8 AM - 9 PM Response Time: 0 - 4 Hours, Zone 1: 0 - 25 Miles	POV Glance Plus Maintenance (SUN), POV Glance Plus Pak 2000 (Tier 1 Serv.) Maintenance (IBM), Netmetrix, INMS HW & SW	CD-ROM (1), Manuals (1), Phone in SW assist weekday hours.
SUN	WAN	√	√	3/31/01	9/30/01	Sun Spectrum: **Platinum Support** Package Features/Options: Customer Defined PRI, URGENT, 2Hr, 4Hr, Telephone Support M - F: 8 AM - 5 PM	Hardware Maintenance on E5500 Product Family, 45GB A5000, Sun Solaris Media, Optional Internal CPU/MEM Board for EXX00.	Software Maintenance Included.
SUN (PARAGON)	WAN	√	√	3/21/01	9/30/01	Sun Spectrum: **Gold Maintenance** - 7x24 2Hr response, Features/ Options: Customer Defined PRI, URGENT, 2Hr, 4Hr, Telephone Support M - F: 8 AM - 5 PM	Hardware Maintenance: Server UE2/1200 - 128MB/4GB CD, Server E2/2*300 256MB/9 1GB CD, SPARCstation 5 Desktop, SS 1000 System Cabinet CDROM, SSA 63GB (30*2GB/7200)	Software Maintenance Included.
SUN	WAN	√	√	3/31/01	9/30/01	Sun Spectrum: **Silver Support Package** Customer Defined PRI, URGENT, 2Hr, 4Hr, Telephone Support M - F: 8 AM - 5 PM	Hardware Maintenance: E450 Server, E3500, Optional Internal CPU/MEM Board for EXX00.	Software Maintenance Included.
SUN	WAN	√	√	3/21/01	9/30/01	Sun Spectrum: **Bronze Maintenance**: Courier 2 Business Days (STD), 8 AM 5 PM Telephone Support (STD), OPTIONS: BRONZE II - 7x24x365 Telephone Uplift	Hardware Maintenance: 2 17" Monitor, 2 20" Monitors, 143 MHz Desktop Workstation, 64 MB Departmental Server, Sys Board 50 MHz S1000E/2*85, SSA 63 GB (30*2GB/7200), SSA 210 Controller Assembly.	No Charge for Solaris & Veritas Software (Included in coverage).
PARAGON (iPlanet)	WAN		√	8/1/00	3/31/01	Full Bronze Fulfillment Kit: 3 Licenses iPlanet Proxy Server, Enterprise Edition.	Qty. 3 iPlanet Software Licenses with Maintenance for One Year.	
IBM	WAN	√	√	3/31/01	9/30/01	Full Shift: 4 Hr On-site Response	All IBM Equipment Within the Data Center.	
IBM	WAN	√		3/31/01	9/30/01	Full Shift: 4 Hr On-site Response	Various IBM Hardware Covered.	
INTERNET SECURITY SYSTEMS	WAN		√	8/27/00	3/31/01		Internet scanner user licenses - 500	

NRC THIRD PARTY . PORT AGREEMENTS

Current Provider	Area	HW	SW	Start	Stop	Service Level Requirement	Contract Requirement	Notes
CPU	WAN		√	11/22/00	11/21/01		5 User License for SNAPBACK LIVE for Netware	
SUN	WAN		√	3/31/01	9/30/01	Sun Spectrum: **Software Only (SWON)** - Customer Defined Priority, Urgent, 2Hr, 4Hr & 8 AM - 5 PM M-F Telephone Support (STD)	Hardware Maintenance: 9 4/30 Systems, 8 4/75 Systems, 7 4/50 Systems, 7 S5 20" Monitors, 5 S10 Systems, 4 167 MHz Desktop Workstations, 3 S20 Desktop Workstations, SS1000 System Cabinet CDROM, Ultra 60, Ultra 2 Creator System, Sparc Station 5 Desktop Pack	
SUN	WAN		√	3/31/01	9/30/01	Sun Spectrum: **Platinum Support** Package Features/Options: Customer Defined PRI, URGENT, 2Hr, 4Hr, Telephone Support M - F: 8 AM - 5 PM	ADD-ON	
EDGE TECHNOLOGIES	WAN		√	3/31/01	9/30/01		Edge N-Vision for HP NNM - 10 User Maint. Renewal	
IBM	WAN		√	3/31/01	9/30/01	RS6000 Full Shift, Focal Machine RS8000 GROUP C, IBM AIX	POV Glance Plus Maintenance (IBM), AIX Software Support	
IBM	WAN		√	4/1/01	9/30/01	RS6000 Full Shift, Focal Machine Support Line Support	Access to telephonic support	
PATRIOT TECHNOLOGIES	DESKTOP		√	2/1/01	1/31/02		Tripwire Connector for HQ 1-9 Licenses for SUN Solaris Sparc (Qty = 3).	
CREN	WAN		√	5/3/01	5/2/02	On-demand	ListProc License/Support/Upgrades	
COREL	DESKTOP		√	2/28/01	1/1/02	GSA Maintenance WordPerfect Office 2000 Standard Edition - 1 Year (Master License Agreement)	Application Suite (Licensing) QTY:1400	1400 Concurrent User License.
HEWLETT-PACKARD	WAN	√	√	2/22/00	2/21/01	4 Hour On-site Support M -F 8 AM - 9 PM.	HP 9000 K220 Server & HP OpenView	
DELL	WAN	√		6/16/00	6/15/02	Type 3 Contract: Next Business Day Parts & Labor, On-Site Response.	2 Dell Poweredge 4400: 866 MHZ, 256 Cache, P3 Xeon.	
INTERNET SECURITY SYSTEMS	WAN	√		2/1/01	1/31/02	Tech Support via Phone, Fax: M - F 8 AM to 5 PM and via Web Server.	One Year Network Sensor Maintenance.	

NRC THIRD PARTY PORT AGREEMENTS

Current Provider	Area	HW	SW	Start	Stop	Service Level Requirement	Contract Requirement	Notes
NORTEL	WAN	√		1/24/00	1/23/01	Next Day Maintenance: Courier Service	Includes 5000 ATM 5 - 9 Boards, System 3000 1 - 4 Boards, Baystackers AN/ANH/ARN, Verselar 5399 RAC module, SW Application Service on Optivity NMS BLN, BLN-2.	
NORTEL	WAN	√		3/13/01	9/30/01	Next Day Maintenance: Courier Service	All Routers and Switches: 2 ASN2's, 6 BLN-2s, 1 SS Optivity Net Mgmt Sys (NT), 1 Upgrade Kit BAYRS v12.0, 1 5328, 16 port ENET Host Module, 4 BCN Base Units, 72 AN ENET X 2Sync 8M DRAM; 2 ENT/TR Concentrators, 62 500 BH Switching Chassis and 3 Model 5399	
NORTEL	WAN	√		5/11/01	9/30/01	1 On-Site Engineer: 8AM - 5 PM, M - F... 2nd On-Site Engineer 1/2/01 - 4/7/01	Two On-site Contractors Assisting in Continuity of Operations Project (COOP).	
TIVOLI	WAN		√	9/30/00	9/30/01		Software Maintenance: Tivoli Data Protect or MS SQL Server, TSM Ext. Devise Support-NT/0S2 Server, TSM Network Enabler-NT/0S2 Server, Tivoli Storage Mgr. Server NT/OS2, Tivoli Storage Manager Client	Also includes 11 Software Clients.
TIVOLI	WAN		√	5/1/01	4/30/02			Also includes 11 Software Clients.
LUCENT	WAN		√	1/1/01	3/31/01	Software Maintenance	QIP Software - 3 Months.	Maintenance 5000 IP addresses. (Desktops Have Static IP addresses).
PRIMAVERA	WAN	√		3/1/00	2/28/01			