

ORDER FOR SUPPLIES OR SERVICES

PAGE OF PAGES
1 10

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

BPA NO.

1. DATE OF ORDER **SEP 18 2012** 2. CONTRACT NO. (if any)
NRC-DR-33-10-342 6. SHIP TO:

3. ORDER NO. MODIFICATION NO. 4. REQUISITION/REFERENCE NO.
NRC-T004 OIS-12-298
Dtd:06/12/2012 a. NAME OF CONSIGNEE
U.S. Nuclear Regulatory Commission

5. ISSUING OFFICE (Address correspondence to)
U.S. Nuclear Regulatory Commission
Div. of Contracts
Attn: Carol Greenwood - 301-492-3694
Mail Stop: TWB-01-B10M
Washington, DC 20555 b. STREET ADDRESS
11555 Rockville Pike

c. CITY d. STATE e. ZIP CODE
Rockville MD 20852

7. TO f. SHIP VIA
a. NAME OF CONTRACTOR DUNS: 145969783
CGI FEDERAL INC.

8. TYPE OF ORDER
 a. PURCHASE b. DELIVERY

b. COMPANY NAME c. STREET ADDRESS
12601 FAIR LAKES CIR
d. CITY e. STATE f. ZIP CODE
FAIRFAX VA 220334902

9. ACCOUNTING AND APPROPRIATION DATA 10. REQUISITIONING OFFICE OIS
FFS:122574; 2012-10-51-I-156; J2400; 252A; 31X0200
Obligated Amount: \$256,750.00
NAICS: 541219; DUNS:145969783 Office of Information Services

11. BUSINESS CLASSIFICATION (Check appropriate box(es)) 12. F.O.B. POINT
 a. SMALL b. OTHER THAN SMALL c. DISADVANTAGED d. WOMEN-OWNED e. HUBZone
 f. SERVICE-DISABLED g. WOMEN-OWNED SMALL BUSINESS (WOSB)
ELIGIBLE UNDER THE WOSB PROGRAM h. EDWOSB
VETERAN-OWNED

13. PLACE OF 14. GOVERNMENT B/L NO. 15. DELIVER TO F.O.B. POINT
a. INSPECTION b. ACCEPTANCE ON OR BEFORE (Date)
SEE BLOCK 6 SEE BLOCK 6 03/29/2014 16. DISCOUNT TERMS
Net 30

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	The Contractor shall provide services in accordance with the attached PWS titled "Performance Work Statement for task order #4 - ADAMS Communications Support for SharePoint 2010 Upgrade NRC Contracting Officer Representative: Behrouz Golchane 301-415-6196; Behrouz.Golchane@nrc.gov Total Order Ceiling: \$256,768.30 Total Obligated Amount: \$256,750.00 Period of Performance: 9/30/2012 - 3/29/2014				\$256,768.30	

18. SHIPPING POINT	19. GROSS SHIPPING WEIGHT	20. INVOICE NO	21. MAIL INVOICE TO: a. NAME Department of Interior / NBC NRCPAYMENTS NBCDENVER@nbc.gov b. STREET ADDRESS (or P.O. Box) Attn: Fiscal Services Branch - D2770 7301 W. Mansfield Avenue c. CITY Denver	17(P) TOTAL (Cont. pages) \$256,768.30
SEE BILLING INSTRUCTIONS ON REVERSE	PHONE: FAX:	d. STATE e. ZIP CODE CO 80235-2230		

22. UNITED STATES OF AMERICA BY (Signature) *Jordan Pulaski* 23. NAME (Typed)
Jordan Pulaski
Contracting Officer
TITLE: CONTRACTING/ORDERING OFFICER

AUTHORIZED FOR LOCAL REPRODUCTION
PREVIOUS EDITION NOT USABLE

OPTIONAL FORM 347 (REV. 2/2012)
PRESCRIBED BY GSA/FAR 48 CFR 53.213(f)

TEMPLATE - ADM001

SUNSI REVIEW COMPLETE SEP 21 2012

ADM002

A.1 PRICE SCHEDULE

This is a labor hour task order. Authorized labor categories and associated fixed hourly rates include:

Labor Categories	Rate	Hours	Price
Application Architect II			
Process Engineer III			
Analyst III			
Configuration Manager Specialist			
TOTAL			\$256,768.30

A.2 2052.215-70 KEY PERSONNEL (JAN 1993)

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

Keara Holly - Analyst III

Rob Gant - Process Engineer III

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

(b) If one or more of the key personnel, for whatever reason, becomes, or is expected to become, unavailable for work under this contract for a continuous period exceeding 30 work days, or is expected to devote substantially less effort to the work than indicated in the proposal or initially anticipated, the contractor shall immediately notify the contracting officer and shall, subject to the concurrence of the contracting officer, promptly replace the personnel with personnel of at least substantially equal ability and qualifications.

(c) Each request for approval of substitutions must be in writing and contain a detailed explanation of the circumstances necessitating the proposed substitutions. The request must also contain a complete resume for the proposed substitute and other information requested or needed by the contracting officer to evaluate the proposed substitution. The contracting officer and the project officer shall evaluate the contractor's request and the contracting officer shall promptly notify the contractor of his or her decision in writing.

(d) If the contracting officer determines that suitable and timely replacement of key personnel who have been reassigned, terminated, or have otherwise become unavailable for the contract work is not reasonably forthcoming, or that the resultant reduction of productive effort would be so substantial as to impair the successful completion of the contract or the service order, the contract may be terminated by the contracting officer for default or for the convenience of the Government, as appropriate. If the contracting officer finds the contractor at fault for the condition, the contract price or fixed fee may be equitably adjusted downward to compensate the Government for any resultant delay, loss, or damage.

U. S. Nuclear Regulatory Commission
Office of Information Services Task Order Statement of Work for
Task Order #4 under NRC-DR-33-10-342
Communications Support for SharePoint 2010 Upgrade

1.0 Background

The U.S. Nuclear Regulatory Commission (NRC) ensures that the nation safely uses radioactive materials for beneficial civilian purposes while ensuring that people and the environment are protected. The NRC regulates commercial nuclear power plants and other uses of nuclear materials, such as nuclear medicine, through licensing, inspection, and enforcement of its regulations.

Microsoft SharePoint is a software platform that has a two-pronged support paradigm – OIS/IRSD is the business owner of the SharePoint program and OIS/ICOD in the technical owner. SharePoint falls under the authority of the Enterprise Content Management (ECM) program and is considered the de facto agency tool for content management, collaboration, and communications. SharePoint at the NRC facilitates collaboration, provides content management features, automates business processes, and provides access to ADAMS information that is essential to the NRC mission in a collaborative environment. SharePoint can also be used as a development platform providing the capability to build sophisticated web sites, integrate with NRC applications (e.g., ADAMS, Electronic Request for Additional Information (eRAI), Electronic Generic Communication (GC), etc.) using the IBM FileNet P8 SharePoint Connector Web Part, create workflows to facilitate collaboration and knowledge sharing, as well as foster the improvement of business and IT processes across the agency.

Over the next several months, the agency will be upgrading SharePoint 2007 to SharePoint 2010.

2.0 Objective

The objective of this task order statement of work is to provide NRC with SharePoint Communications support for the ECM SharePoint program. This initiative is designed to make the upgrade more seamless to end users, improve understanding of the purpose of SharePoint and its upgrade, and facilitate greater user acceptance.

3.0 Scope of Work

The scope of work for this effort includes having a Contractor provide the following for the SharePoint Program:

3.1. Develop and Maintain the Master Project Schedule for the Upgrade

The Contractor shall develop and maintain the master project schedule for the upgrade to SharePoint 2010. The Master Project Schedule will give the SharePoint project team an overview of what needs to be done, when it needs to be done, and when it should be completed. The master project schedule shall include the aggregate of the individual schedules such as the upgrade, communications, training, governance (i.e., clean-up of SharePoint sites by users), and COOP efforts. The Master Project Schedule deliverable will consist of a milestone-level schedule that shows relationships and dependencies between project schedules for the purposes of supporting NRC management awareness and informing stakeholder

communications. This milestone schedule will not be resource-loaded, nor will it require any Earned Value Management tracking or analysis.

3.2. Assessment and Strategy

The Contractor shall perform assessment and strategy activities. Given the magnitude of organizational impact that this SharePoint upgrade will involve, it is crucial to clearly and comprehensively identify user issues, needs and SharePoint utilization goals. The collection of such data may be through a variety of channels, including, but not limited to, electronic surveys, targeted focus groups, one-on-one interviews of champions, leadership, key users, process owners and other stakeholders, and site administrator engagement.

The purpose of the strategy is to enable greater usability and functionality of current tools and repositories via a detailed plan of logical and sequential actions. Specifically, the strategy will enable the Client to coordinate communications and launch activities to increase awareness, build user adoption, and assist with overall organizational efficiency and effectiveness. The major sections of the strategy include the agency purpose for SharePoint, governance needs, and business process impacts.

The Contractor will collaborate with other teams working on addressing the proper alignment and use of SharePoint, FileNet P8, and Documentum within the agency. Given other efforts are underway, the deliverable will focus on what is required in order to message the proper use of SharePoint to end users.

3.2.1. SharePoint Purpose and Business Process Impacts

In order to gain the most benefit from the upgrade and ensure clarity of message to end users during the SharePoint 2010 upgrade, it is essential that the purpose of SharePoint within the agency be adequately defined. This includes defining SharePoint in the context of the ECM Program and defining SharePoint's role in the agency's application portfolio. The permitted use cases (e.g., collaboration, web content management, document management, records management, application development) should be defined, and the associated governance and processes should be articulated accordingly. One important area to be defined is the relationship of SharePoint and ADAMS. The integration of SharePoint with the new ADAMS P8 shall be explored. This integration will enhance end user collaboration, increase efficiency of content management, and encourage knowledge sharing and effective knowledge management.

In addition, the SharePoint upgrade impacts to business processes will be assessed and prioritized. This will serve as an input to business process improvement/re-engineering activities as required. The SharePoint Upgrade Strategy Briefing deliverable, a Microsoft PowerPoint presentation, will consist of no more than 20 slides delivered per agreed upon task order schedule that provides framework for reasonably understanding importance of the upgrade, purpose of SharePoint in the agency and its relationship to ADAMS, governance, key dates, and identification of user-specific activities that support adoption.

3.2.2. Governance

In order to most effectively utilize and leverage the SharePoint technology and manage staff interfaces, multiple elements need consideration. Conducting an initial review of existing governance and compiling findings will provide a more comprehensive perspective of

modifications and additions needed. Establishing such a governance protocol enables the Client to standardize knowledge-based activities and improve the capture, transfer and retention of institutional knowledge (e.g., policies, procedures, forms, reports, etc.). Instituting such a governance structure also provides the enhanced clarity and structural adherence for the end users and site administrators.

To ensure comprehensive management and standardization in the use of the SharePoint technology, it is necessary to create and apply policies around key functional requirements, ensure user understanding of the relationship and use distinctions between ADAMS P8 and SharePoint, impart posting/management protocol, and develop standardization guidance for naming conventions and 'look and feel' Agency site components.

The Contractor will provide the Governance Plan Revisions deliverable by incorporating information into the existing Microsoft Word document, to be delivered per agreed upon task order schedule. This does not constitute a substantial rewrite or restructuring, but instead is assumed to only require minor modifications that update the plan to reflect the upgrade to SharePoint 2010.

The Business Process Impacts Summary Briefing deliverable, a Microsoft PowerPoint presentation, will consist of no more than 20 slides delivered per agreed upon task order schedule.

3.3. Create and Maintain a SharePoint Site Administrator Community of Practice (CoP) SharePoint site

The Contractor shall create and maintain a SharePoint Site Administrator Community of Practice (CoP) SharePoint site. During the SharePoint upgrade, it is vital that SharePoint site administrators be involved in continuous communication, their concerns addressed in a timely manner, and their needs realistically accommodated. As the site administrators serve as key change agents for their offices, encouraging their capability, cohesion and collaboration with one another is essential. The establishment of a Site Administrator Community of Practice (CoP) provides a platform where they can discuss questions, concerns and experiences in a comfortable environment, as well as be kept apprised of coming changes, and educated on new and helpful functionality. The successful rollout of this CoP involves site administrator identification, development of CoP goals and agenda(s), communication of its purpose and importance, development of a Site Administrator CoP worksite, and maintenance of an ongoing feedback loop.

To produce the SharePoint Site deliverable, the contractor will collaboratively work with NRC-identified site administrators to develop a site that is updated at a minimum on a monthly basis but no more frequently than weekly.

3.4. Develop Communications Plan

The Contractor shall develop a Communications Plan. This plan will first incorporate the approach for communications and outreach to all stakeholders and user communities in order to secure early adoption and encourage collaboration, current and desired state assessment, feedback and comprehensive understanding of future activities. The communications plan will capture all facets for consideration during the upgrade. This would include identification of all affected parties and their level of awareness and buy-in regarding SharePoint upgrade, clear delineation of roles and responsibilities with the communication activities, expected risks,

reactions and project derailers, anticipated performance dips or outages, planned follow-up activities, etc. The Communications Plan deliverable will be Microsoft Word document that addresses inputs, audiences, messaging, mediums, and frequency of communications to stakeholders. It will be revised no more than once to incorporate changes requested by NRC.

3.5. Implement Communications Plan

The Contractor shall implement the Communications Plan. Continuous communication is a critical component in ensuring a SharePoint upgrade is successful. Regular announcements in easily accessible and obvious locations, blog postings, briefings and slide decks are all viable means of communicating site outages, new educational opportunities, action item reminders and upcoming new features in the 2010 version. The more effectively end users are informed, the more organizational benefit and utility gained.

It is understood that implementation of the activities defined in the communications plan is dependent on several factors outside of the Contractors control, including stakeholder availability, cooperation of stakeholders, NRC IT governance processes that impact SharePoint governance, and the success of the technical team performing the upgrade. Any of these factors may delay or otherwise impact how successful our implementation of the communications plan could be.

3.6. Training Liaison

The Contractor shall serve as the training liaison by establishing a formal communication link between NRCs Professional Development Center's (PDC) SharePoint instructor and the agency SharePoint user community for the purpose of ensuring alignment of what is being taught in the SharePoint 2010 courses is consistent to what is being demonstrated (via demos) to the SharePoint user community. Demos shall be conducted and facilitated by the Contractor totaling no more than 20 demonstrations within the current scope. The team will only serve as a liaison in at most a weekly meeting or conference call with the NRC Professional Development Center's SharePoint trainers and will have no responsibility for development of work products required to deliver training or conducting training.

3.7. Business Process Definition/Re-Engineering (Optional)

The Contractor shall conduct business process definition/re-engineering activities. Another critical component of effective SharePoint upgrade is business process definition. Using SharePoint knowledge management (KM) and workflow capability to more efficiently facilitate common business practices reduces task inefficiency, alleviates redundant workloads, highlights new found availability, and enhances productivity. Having process documentation also allows for more successful knowledge transfer as the process documentation is stored and easily accessible in a defined repository. This may also include interactive "process flows" that systematically link processes to associated content. In order to achieve maximum success, the effort must include the identification of process integration opportunities, identification of relevant process owners, and prioritization of key processes to be defined/improved/re-engineered.

As an optional subtask, it is understood that the Contractor will not price or propose this in the proposal. Should the NRC choose to exercise this subtask and request our services, the Contractor will develop an approach and proposed price accordingly.

3.8. Independent Verification & Validation (Optional)

The Contractor shall conduct Independent Verification & Validation (IV&V) support by serving as the end user advocate throughout the SharePoint upgrade. As a liaison between users, the engineering team, and the service desk, the team would identify key use cases, develop test cases, perform functional testing, coordinate user acceptance testing (UAT), capture user issues, and facilitate ongoing focus on meeting the needs of the end users.

UAT will be conducted in partnership with selected users as defined by the NRC. The team will support UAT and develop materials based on identified key functionality. Test cases developed during the functional assessment portion of system testing will be used as the basis for UAT. In addition, any user interface-specific requirements that need to be tested will be documented during system testing and verified accordingly during UAT. These activities improve the likelihood of user acceptance.

Throughout the upgrade, the team would lead and facilitate meetings between technical and business staff and contractors to discuss incident trends, identify problems and their root causes, discuss upcoming activities and identify communications to end users, and assess requests for change.

As an optional subtask, it is understood that the Contractor will not price or propose this in the proposal. Should the NRC choose to exercise this subtask and request our services, the Contractor will develop an approach and proposed price accordingly.

4.0 **Technical Qualifications Required**

The Contractor staff member performing the work shall have a thorough understanding of developing communications plan and executing a communications plan for an IT product. They shall have experience leading a small team, performing work on SharePoint projects of diverse scope, knowledge of product positioning and branding, development of training materials, and facilitating focus groups. Using broad industry knowledge, advises team members to ensure adherence to timelines, expected outcomes, and issue resolution. Working in full partnership with project team leaders, design and develop solutions and enhancements to support successful project completion. Manage the activities of projects with responsibility for results in terms of quality assurance and methods.

5.0 **Level of Effort**

The estimated level of effort for this task order is 1,720 hours.

6.0 **Period of Performance**

The period of performance for this task order shall begin on September 30, 2012 and shall not exceed a period of 18 months after award date.

7.0 **Place of Performance**

All work performed under this task order shall be located at the NRC Headquarter site in Rockville, Maryland.

8.0 Personnel

Contractor staff may not be assigned or changed without prior approval of the NRC Task Order Manager.

9.0 Security

All personnel are required to have an IT Level II or higher security clearance.

10.0 Deliverables and Schedule

The Contractor shall provide the following deliverables under this task order. All deliverables shall be delivered in both hard copy and electronic format to the NRC Task Order Manager and the NRC Contracting Officer by the date specified. Format of the deliverables shall be the version of the respective MS Office application in use at NRC.

Item	Scope Section	Task Order Deliverables	Deliverable Due Date (No Later Than...)
10.1	3.1. Create and Maintain the Master Project Schedule for the Upgrade	10.1.1 Master Project Schedule (MS Project)	COB Wednesdays beginning on a date mutually agreed upon by the Contractor and the NRC Task Order Manager.
10.2	3.2. Assessment and Strategy	10.2.1 SharePoint Upgrade Strategy Briefing (MS PowerPoint) 10.2.2 SharePoint Governance Plan Revisions (MS Word) 10.2.3 Business Process Impacts Summary Briefing (MS PowerPoint)	Date mutually agreed upon by the Contractor and the NRC Task Order Manager.
10.3	3.3. Create and Maintain a SharePoint Site Administrator Community of Practice (CoP) SharePoint site	10.3.1 SharePoint Site Administrator CoP Site (SharePoint) 10.3.2 CoP Agendas/Training Supplements (MS Office)	Date mutually agreed upon by the Contractor and the NRC Task Order Manager.
10.4	3.4. Create Communications Plan	10.4.1 Communications Plan (MS Word)	Date mutually agreed upon by the Contractor and the NRC Task Order Manager.

10.5	3.5. Execute Communications Plan	<p>10.5.1 Blog Postings (SharePoint)</p> <p>10.5.2 Slide Decks/Briefings (MS PowerPoint)</p> <p>10.5.3 Communications Materials (emails, Announcements, etc.) (MS Outlook, MS Word)</p>	Date mutually agreed upon by the Contractor and the NRC Task Order Manager.
10.6	3.6. Training Liaison	10.6.1 Conduct Live/Virtual Demos (SharePoint)	Date mutually agreed upon by the Contractor and the NRC Task Order Manager.
10.7	3.7. Business Process Definition/Re-Engineering (Optional)	<p>10.7.1 Business Process Maps (MS Office)</p> <p>10.7.2 Supporting Documentation (Business Process Dictionaries/Narratives) (MS Office)</p> <p>10.7.3 Prioritized Process List (MS Office)</p> <p>10.7.4 Initial Process Requirements (for SharePoint integration) (MS Office)</p>	Date mutually agreed upon by the Contractor and the NRC Task Order Manager.
10.8	3.8. Independent Verification & Validation (Optional)	<p>10.8.1 Functional Assessment Plan (MS Word)</p> <p>10.8.2 Functional Assessment Results (MS Word)</p> <p>10.8.3 Requests for Change (MS Word)</p> <p>10.8.4 Problem Management Outputs (resolution summaries and lessons learned) (MS Word)</p>	Date mutually agreed upon by the Contractor and the NRC Task Order Manager.
	NA	10.2.1 Weekly Progress Reports (Reports shall include: 1) project status in terms of cost, schedule, quality, deliverables, identified risks, and identified issues; 2) completed activities; 3) in progress activities; and 4) planned activities.	COB Tuesdays beginning the second Tuesday after task order award.

11.0 Inspection and Acceptance

All deliverables produced by the Contractor shall be inspected by the NRC Task Order Manager (or designee). The Contractor shall be notified of the findings within five (5) work days. If the deliverables are not acceptable, the NRC Task Order Manager shall notify the Contracting Officer immediately.

12.0 Travel

It is anticipated that work performed under this task order shall not require travel outside of 50 miles from NRC Headquarters, located in Rockville, Maryland.

13.0 Meetings

All meetings shall be held at NRC Headquarter site in Rockville, Maryland. If agreed upon by all parties, meetings can be conducted via teleconference or videoconference.

13.1. Weekly Meetings

The Contractor shall meet with the project team on a weekly basis for the purpose of clearly articulating the project's status and to address NRC questions or concerns.

13.2. Ad-Hoc Meetings

The Contractor shall be available to attend Ad-Hoc meetings requested by the NRC Task Order Manager or designee. The Contractor will be given 24 hours notice before an Ad-Hoc Meeting will be held.

14.0 NRC Furnished Materials

It is anticipated that NRC shall furnish LAN accounts and e-mail accounts for all personnel, desktop computers for on-site Contractors, shared working space for on-site Contractors, as well as any applicable materials.

15.0 Technical Direction

Mr. James Baughman is the NRC Task Order Manager and is the primary contact for all task order-related activities. All work assignments and program funding actions are initiated by the NRC Task Order Manager. All proposed work scope or schedule changes must be processed through the NRC Task Order Manager.

16.0 NRC Contracting Officer's Authorized Representative Authority for this task order is:

Name: Mr. Behrouz Golchane
Address: U.S. Nuclear Regulatory Commission
11545 Rockville Pike
MS TWFN4 D32
Rockville, MD 20852
Phone: 301-415-6196