

1. STATEMENT OF WORK

1.1 Purpose

The Contractor shall provide the necessary personnel, supervision, and resources to support the U.S. Nuclear Regulatory Commission's Data Centers operations.

1.2 Background

1.2.1 Definition/Acronyms

24 by 7	- 24 hours per day, 7 days per week
AD	- Advanced Design
ADAMS	- Agencywide Documents Access and Management System
Availability	- The time the data center systems shall be available to users
CBT	- Computer Based Training
CM	- Configuration Management
COTR	- Contracting Officer Technical Representative
Coverage	- The time the Contractor shall be onsite covering the data center
NDCOM	- NRC's Data Center Operation Manual
ERDS	- Emergency Response Data System
IOB	- Infrastructure Operations Branch
NRC	- U.S. Nuclear Regulatory Commission
OEM	- Original Equipment Manufacturer
Operation	- The time the data center shall be staffed
OWFN	- One White Flint North
Project Manager	- Contractors on-site project manager
Project Officer	- Government's contract monitor and technical adviser
Task Manager	- Government's technical adviser on a special application
TWFN	- Two White Flint North

1.2.2 Data Center Description

The NRC operates two Data Centers and various CPU rooms located at the White Flint North complex in Rockville, Maryland. Each Data Center has its own schedule for operation and coverage detailed elsewhere in the Statement Of Work.

The primary Data Center is in Two White Flint North, 11545 Rockville Pike, Rockville, MD 20852. This center houses the NRC computers used to process the agency's administrative systems, such as Payroll and Personnel, and the Emergency Response Data System. The TWFN Center also provides remote printing from the timesharing computing resources at the National Institutes of Health, Idaho National Engineering Laboratory, U.S. Department of Treasury and other facilities.

An auxiliary facility to the TWFN Data Center is located in One White Flint North, 11555 Rockville Pike, Rockville, MD 20852. Monitoring of the equipment in this center is done remotely from the TWFN center and generally operates as a lights out center. Continuous

operator coverage of the OWFN Data Center may be required when problems occur in the TWFN center.

1.2.3 Hardware Description

NRC has the following types of computer hardware installed in the Data Centers: Data General (DG) MV/9600 and MV/60000; International Business Machine (IBM) RS/6000; Hewlett Packard (HP) 9000, Digital Equipment Corporation (DEC) ALPHA; Intel X86 and Sun SPARC machines. Other equipment used in these centers includes that which is typically associated with data centers, such as printers, tape drives (reels and cartridges), tape robotic systems, disk drives, bursters, folder/sealers and Uninterruptable Power Supplies (UPS)

1.2.4 Software Description

The following operating systems shall be supported by the computer Operators: DG AOS/VS II; IBM AIX; DEC VMS; Sun Solaris; Microsoft Windows NT; Novell Netware and HP-UX. Commercial software supported includes TCP/IP, XODIAC, DUMP3/LOAD3, DUMPII/LOADII, CLI, ORACLE, INFOS, SNA, CP, CMS, CICS, JES2, SYBACK, Filenet, Panagon, Ensemble, ADSTAR Distributed Storage Manager (ADSM), and other products that directly support operations and communications of the operating systems listed.

1.3 Scope of Work

1.3.1 Task #1 - Review/Update of the NRC Data Centers Operations Manual

The Contractor shall review the NRC's Data Center Operations Manual (NDCOM). Throughout the life of the contract, the Contractor shall recommend updates to the NDCOM to maximize the efficiency of the management, on-site operation, and maintenance of the Data Center to the NRC Project Officer. The Contractor shall implement the changes to the NDCOM under the scope of this contract upon written approval of the NRC Project Officer. Any modifications that change the level of effort shall be approved by the NRC Contracting Officer before implementation

1.3.2 Task #2 - Implementation of Configuration Management Plan

The Contractor shall complete the implementation of the IOB Configuration Management Plan for the Data Center. The development and implementation of the CM are being performed in four phases. The first two phases; definition of IOB configuration management requirements and the implementation of the CM recommendation on the computer equipment maintained in the Data Center is expected to be completed by the incumbent contractor. The final two phases implements the CM recommendations on the network infrastructure and on the telecommunications infrastructure.

The Contractor shall be responsible for maintaining the CM system. Updates shall be entered into the system within one working day of receipt to ensure a reliable database of NRC's infrastructure data.

The Contractor shall recommend updates to the CM plan to incorporate changes in the environment to the NRC Project Officer. The Contractor shall implement the changes to the CM under the scope of this contract upon written approval of the NRC Project Officer. Any modifications that change the level of effort shall be approved by the NRC Contracting Officer before implementation.

1.3.3 Task #3 - Operation of NRC Data Centers

1.3.3.1 Introduction

The Contractor shall be responsible for the ~~day-to-day~~ continuous coverage and operation of all the NRC Data Centers. The operation of these centers shall be according to the NDCOM and the CM described in tasks one and two. The NRC Data Center shall be shutdown with no coverage on the following major federal holidays; Independence, Thanksgiving, Christmas and New Years Day. The NRC Project Officer shall provide the contractor the schedule for the shutdown by October 15 of each year.

The operating and coverage requirements for the centers are;

One White Flint North Room: 2G3	Operation: Daily, 24 hours per day, 7 days per week Coverage: As required
Two White Flint North Rooms: 5B1,3,5,7,9,11, 13,15,17,19,21	Operation: Daily, 24 hours per day, 7 days per week Coverage: Monday through Saturday, 6:30 AM to 7:00 AM.

NRC has specialized applications that are run within these Data Centers. Each of these specialized applications requires a Task Manager. Task Managers work with the Project Officer and the Project Manager to plan for operational changes, review changes to the NDCOM, request execution of ad-hoc features and provide technical assistance. Task Managers also assist the Project Officer in verifying that all of the NDCOM procedures are being followed.

The following applications require Task Managers;

Emergency Response Data System:	<u>John Jolicoeur</u>
Agencywide Document Access Management	<u>Lynn Scattolini</u>
Payroll/Personnel (Starfire) Application:	<u>Treasa Pourchot</u>

1.3.3.2 Staffing/Scheduling

1.3.3.2.1 Staffing and Scheduling During Routine Operations

The Contractor shall ensure that all Data Centers are in a constant state of readiness and are appropriately staffed for the work load requirements. At the beginning of each shift, Operators

shall review all open events and problem logs. At no time shall the Operator end his/her shift until the following shift Operator is on site.

Monthly work schedules shall be developed by the Contractor and submitted to the NRC Project Officer for review. The work schedule shall incorporate the coverage requirements for each center, cross training assignments and any planned vacations. TWFN Data Center shall have at least one Operator on duty during all of the required hours of coverage. The Contractor may create flexible work schedules to optimize staffing. All schedules are subject to change according to NRC's processing requirements.

Hours of service and time allocated for shutdown, as established by the NRC-approved shift schedule, may vary at each Data Center. In no instance shall any Data Center services be unavailable due to lack of Operator support for more than 15 minutes per day of the NRC-approved shift schedule. Penalties to be assessed because of Operator unavailability are detailed in Section G.

When any of the computer equipment is moved to another NRC Headquarters location, the Contractor shall review the staffing requirements at all Data Centers to avoid duplication of effort and to ensure that all appropriate services will continue to be provided in all locations.

The Task Manager will provide any modifications to the Payroll processing schedule or procedure to the Project Manager when these needs are recognized. This schedule will show changes from normal processing requirements due to holidays, the timing of special processing, data entry schedule requiring the presence of the Operator, any anticipated nonstandard hours, etc.

1.3.3.2.2 Staffing During Emergencies and Extended Coverage

The Contractor shall provide an on-call ERDS qualified Operator 24 hours a day, 7 days a week. During events or exercises for which the NRC activates the ERDS system, the Contractor shall send the ERDS qualified Operator to the ERDS Data Center (Room T5B1 of the TWFN Data Center) within one hour. Under these conditions the Contractor shall provide continuous coverage 24 by 7 of the ERDS Center. During the event, the Operator shall: control system communications, ensure proper archival recording of data, enter ad hoc data in ERDS global memory, do regular operational functions to ensure that the system functions properly during the event and assist NRC response teams with ERDS use. The Operator shall load and replay archived data for post event analysis.

The Contractor shall provide on-call support outside the coverage schedule hours. If Contractor services are needed, the Project Officer or Task Manager will provide the designated on-call Contractor personnel a description of the work to be performed. The on-call personnel shall arrive at the appropriate Data Center within one hour after notification by the Project Officer. If the Contractor's designated personnel are unable to arrive at the NRC site within one hour, they shall notify the Project Officer and request approval for the delay. Penalties to be assessed because of designated personnel's unavailability are detailed in Section G.

Contractor personnel shall remain in the Data Center during pre-scheduled preventive maintenance, emergency maintenance and while any worker other than access-approved staff is doing any services in the Data Center. The Operator shall remain on-site while running specific hardware or a software test prescribed by Task Managers until the test is completed.

1.3.3.3 General Procedures

1.3.3.3.1 Shift Operations

Each shift of Operators shall have the knowledge and experience necessary to execute the procedures in NDCOM. If the Project Officer determines on the basis of operational errors or misrepresentation of prior experience that the Operator(s) on a shift does not have the proper knowledge and experience, the Project Officer may penalize the Contractor as detailed in Section G.

The Government has a standard biweekly payroll processing schedule. The Task Manager shall provide any modifications to the payroll processing schedule to the Project Manager by the first day of the payroll processing cycle. This schedule shows changes from normal processing requirements due to holidays, the timing of special processing, any nonstandard hours anticipated, etc. The Contractor shall incorporate any modification to the payroll processing schedule into the monthly work schedule.

1.3.3.3.2 User Support Services

The Contractor shall assist users with job procedures and standards, resolution of operations related problems and delivery of Data Center products. When requested by the Project Officer or Task Managers, the Contractor shall attend meetings to assist in the development of implementation plans for proposed changes in the operations of applications.

1.3.3.3.3 Operator Maintenance

The Contractor shall do all Operator maintenance as specified by the manufacturers, such as the replacement of consumables and expendable supplies (replacement of printer bands, ribbons, toner, felt pads, brushes, etc) at the intervals specified by the OEM. This maintenance includes the cleaning of tape heads and screens, adjusting printer paper paths and vacuuming printers.

The Government shall provide all supplies necessary to conduct Operator maintenance. The Contractor shall not perform any other maintenance on the equipment.

1.3.3.3.4 Supply Management

The Contractor shall provide the Project Officer a weekly report of supplies on hand versus expended and assist in establishing and maintaining reorder points. This list shall include all outstanding request for supplies. The necessary/required supplies will be ordered by the Project Officer weekly.

1.3.3.3.5 Hardware, Software, and Environmental Problem Reports

In case of system failure (unanticipated crashes, shutdown due to emergencies, etc.), the Operators shall contact the Project Officer, Task Manager and supporting Contractors for the systems affected. The Operators shall inform the individuals called of the system problem, causes and estimated time of recovery, if known. The Operators shall assist the support Contractors with the problem resolution.

The Operators shall report all system hardware and software problems, air conditioner, humidity or other environmental control malfunctions, power supply failures and other problems immediately to the Project Officer, submit a problem notification in the NRC fixit system and contact the central alarm station during off hours. The Project Officer may require the Operator to place a service call with the maintenance Contractor. A list of the maintenance Contractors with the latest contract information is maintained in the NDCOM.

1.3.3.3.6 Log Book Maintenance

The Data Center maintains many different types of logs. The Contractor shall enter detailed information into the appropriate log on a timely basis. These logs serve as a check list of supply and an interactive operation management tracking system. The NDCOM provides a list of all logs maintained.

1.3.3.3.7 Data Center Security

The Contractor shall control access to each Data Center, admitting only those persons for whom access has been approved following the NDCOM.

It is the Contractor's duty to assure that all NRC records or data that the Contractor personnel may come into contact with is safeguarded. The Contractor shall not reveal any data to any source without prior written approval of the appropriate NRC Task Manager or NRC Project Officer. Adherence with special requirements for Foreign Nationals, according to NRC Management Directive Chapter 12.1, Part 2.C is the responsibility of the Contractor.

1.3.3.3.8 Local and Wide Area Network Monitoring

The Contractor shall monitor the Local and Wide Area Network function during non-business hours. All failed links and servers shall be logged with the time of the failure, link or server name, time network support was notified and who in network support was notified. No attempt shall be made by the Operations Contractor to fix failed links or servers unless written procedures are provided or approval is obtained from the NRC Project Officer.

1.3.3.4 Specialized Application

1.3.3.4.1 ERDS Operations

Because of the vital role of ERDS in assisting response team personnel to fulfill the NRC emergency response mission, it is essential that an Operator be available for daily support activities, including 24 hour on-call support if there is equipment malfunction or NRC event response activation.

ERDS supports the NRC's ability to respond to events that take place at the nuclear facilities. Due to the critical nature of this system, the Contractor shall perform all routine operational tasks related to ERDS. These tasks shall include:

- Review system printouts twice daily.
- Test system and application software revisions.
- Arrange for Operations Center access to other ERDS project Contractors and maintenance personnel.
- Provide working level interface between the Operations Center and other ERDS Contractors to facilitate the smooth running of the ERDS.
- Enter routine changes to the ERDS Data Point Library (DPL), Plant Attribute Library (PAL) and the Plant Variable (PV) file.
- Maintain the ERDS unique system security features.
- Perform periodic operational tests as prescribed by the Office for Analysis and Evaluation of Operational Data (AEOD) to satisfy the requirements of the ERDS reliability demonstration. Submit a weekly report of the test results.
- Schedule and conduct tests of licensee ERDS links Tuesday through Thursday 8 am to 4 PM (Monday and Friday are reserved for retesting). This will include review of test results and follow up on identified problems.
- Assist plants by analyzing problems then recommending corrective actions.
- Maintain a quarterly testing log. This log ensures that all plants have been scheduled for testing and the date of each test. The log shall contain the name of the individual contacted at each facility, the date and time contacted and the scheduled date of their test.
- Label and retain backup tapes of real event data until all investigations are completed and data tapes are released for distribution or reuse.

1.3.3.4.2 This section has been removed

1.3.3.4.3 Payroll/Personnel (Starfire) Operations

The Payroll/Personnel (Starfire) application provides a single application for the processing of all of the NRCs payroll and personnel records. The Contractor shall work with the Task Managers to facilitate the biweekly processing of this application. The Operators shall submit and monitor various jobs according to the processing schedule in the NDCOM. Because of the time sensitive nature of this application, reports shall be delivered to the Task Manager or authorized representative immediately upon completion. The Operator shall generate and provide to other Contractors tapes for various off site processing. These tapes shall be labeled and tracked in the tape management system.

1.3.3.5 Report Distribution

The Contractor shall separate and place reports in output storage bins. Reports shall be distributed every hour on the hour and whenever a user request the printer to checked for their reports. The time sensitive nature of the payroll reports require the Operator to separate and deliver these reports to an authorized user in the Payroll Section. Sensitive reports shall be held in the TWFN Data Center until an authorized user requests the report. A list of authorized users is maintained in the NDCOM.

Every 15 minutes the printer status shall be reviewed for paper jams, special reports requiring paper changes, reports held in print queues and other conditions that would prevent the timely distribution of users reports. When problems occur, the Contractor shall provide immediate attention to resolve the problem.

1.3.3.6 Tapes and Backups

1.3.3.6.1 General Tape Procedures

The Contractor shall ensure that all tapes are in a constant state of readiness. Only clean, certified scratch tapes shall be used. The schedule for cleaning of tapes is maintained in the NDCOM. Any tapes not meeting the Governments minimum certification requirement shall be degaussed and discarded. A log shall be kept indicating the reason for all tapes discarded and a count of these tapes shall be provided to the Project Officer in the weekly report. No tapes may be discarded without Project Officer approval. The Government shall purchase replacement tapes when the Project Officer and Project Manager determine it is necessary.

Operators shall mount and dismount tapes as requested by users. Tapes shall be write protected (remove write rings or turn write protect tabs) unless a user specifically request the ability to write to the tape. The Operator shall fill out the tape's label, if requested by the user, and charge the tape out to the user, if requested.

The Operators shall perform incremental and full backups of the Data Center as stated in the NDCOM. The Operators shall prepare the weekly backups for shipment to an offsite storage location.

The Operators shall facilitate the flow of tapes to and from other contract services and prepare all tape shipping forms.

1.3.3.6.2 Tape Verification

The Contractor shall assist the Project Officer in doing a semiannual verification of the tape logs. The Project Officer shall randomly select tapes to verify the information in the tape management system, the current location of the tape and to check for the absence of the write ring. If the tape is offsite, the Contractor shall verify that all forms are filled out properly.

Annually the Contractor shall perform a complete inventory verifying all tape locations and records in the tape management system. The Contractor shall create a detailed report showing the number of tapes found and not found in the proper location, the tapes missing and any past records suggesting the possible location of the missing tapes.

1.3.3.6.3 Payroll Tapes

The Contractor shall work with the Payroll section in the generation of the biweekly payroll tapes. These tapes are generated by different payroll processing steps that create tapes sent to other Government agencies. All tapes are to be labeled by the Operators and provided to the proper courier for transfer to these sites.

The Contractor shall backup the Payroll system following the Operations Manual and the pay period schedule. Unusual conditions may occur, such as high volume of data entry or equipment problems, which may require more frequent backups.

1.3.3.7 Troubleshooting and Recovery Techniques

1.3.3.7.1 Problem Determination

The Contractor shall determine, in cases where problems occur in the computer run, whether the problem is a result of improper data, incorrect processing sequence, or a computer malfunction in the hardware or software. If the problem is one that the Operators cannot or should not handle, then the proper support staff shall be contacted for assistance.

1.3.3.7.2 Recovery Techniques

The Contractor shall determine necessary recovery techniques to be used to restore files or tapes back to the correct status before rerunning procedures to prevent errors of duplication or excessive rerun costs.

1.3.4 Task #4 - Cleaning of the computer equipment

The Contractor shall perform scheduled cleansing of the computer equipment and communications racks in all data centers. The scheduled cleansing shall be performed semiannually. All cleaning shall be schedule on Sunday's and be coordinated with the users of

the systems to create the least amount of impact to the users and operation of the facility will be noticed.

Only OEM certified cleaners and supplies shall be used by the Contractor. The Contractor shall provide copies of the OEM certification information on all cleaners used in response to the Statement of Work.

The Contractor shall have a minimum of five years experience in the cleaning of computer equipment. The Contractor shall carry liability insurance to protect against damage to any of the equipment.

Cleaning shall be limited to the computer equipment, communications racks and air handlers in the computer facility. Raised floors and areas under the raised floor shall be cleaned by others as authorized by the Project Officer and after coordination with the Contractor. The cleaning shall at a minimum include the following;

- The exterior of all computers and computer related devices (such as printers, tape drives, disk drives, consoles, keyboards, bursters, de-collators, plotters, data communication racks, etc.) shall be cleaned. All removable covers shall be temporarily removed from the equipment for cleaning and replace after cleaning is complete. The Operators shall provide assistance in identifying the covers that can be remove and how to remove them.
- Cleaning shall remove all marks, dirt, tape residue, glue and marker lines and dust
- An anti-static preservative shall be applied to the exterior of all equipment cleaned.
- At no time shall any hardware be moved and no cables shall be disturbed.

1.4 Personnel Requirements

The Contractor shall have the knowledge and experience to execute and understand the instructions provided in the NDCOM. For each required shift, the Operators shall collectively have thorough knowledge and experience with all the software listed in 1.2.4.

The Contractor shall provide additional qualified personnel who are available to work nonstandard hours including evenings, weekends, and holidays as needed by the NRC. Except during emergencies, the Government will give the Contractor eight hours advance notice when additional staffing for evening, weekend, or holiday work would be required. Under normal circumstances, Operator support will not be required for Federal holidays. The Contractor shall provide at least one on-call Operator familiar with the ERDS system 24 by 7 including federal holidays.

The Government has estimated that the total professional and clerical staff hours per year of this contract are; 20,400 year one, 18,000 year two and 18,400 for each of the remaining years. Saturday and Sunday hours are considered part of the normal shift hours and are not considered work outside regular working hours. It is estimated that 150 hours of on-call work

outside regular working schedule may be required for each of the five years of this contract (total of 750 hours). Work outside regular working hours shall not be performed unless approved in advance by the NRC Project Officer or designee according to the Overtime Article of Section I. The hourly charge for such work shall include travel costs to and from the site. Charges shall be computed to the nearest one-half hour. 24 by 7 coverage shall start March 1, 2001.

The following positions are key personnel; Project Manager, Senior Lead Computer Operator, DEC Lead Computer Operator (ERDS), and Data General Lead Computer Operator. At the end of the two-week transition period, each shift of Operators shall be able to operate and maintain the ERDS, Payroll/Personnel (Starfire) and Nudocs (ADAMS) applications. A lead Operator shall be dedicated to each specialized system during the transition period and shall be the primary source for Operator assistance once the transition period is over.

All onsite personnel shall be required to pass a NRC ADP-I background check. The Contractor must have a drug testing program.

1.4.1 Position Description (Key Personnel)

1.4.1.1 Project Manager

Experience Requirements

- Seven years of the last ten of progressive ADP experience in computer operations or computer facilities management.
- Two years of the last five in supervising computer operations or computer facilities management projects, including the supervision of at least 10 persons in separate locations.
- Two years experience in the operation of DG AOS/VS II, IBM VM/ESA, DEC VMS and/or UNIX operating systems.
- Demonstrated experience in production control of payroll or personnel type applications.

Education and Other Requirements

- Shall be a high school graduate or equivalent with at least four years of general college studies or two years of college studies in the computer science field or formal training from a trade school in computer operations or business management. No substitution of education for experience is permitted.
- Shall be familiar with Government contracting and project management practices.

1.4.1.2 Senior Lead Computer Operator

Experience Requirements

- Five years experience in operating mini and/or large scale computer systems
- Three years experience in the operation of all of the following operating systems; DG AOS/VS II, IBM VM/ESA, DEC VMS and UNIX. No fewer than six months experience in any operating systems is considered acceptable.

- Demonstrated experience in running production control applications such as payroll or personnel type applications.
- Demonstrated ability to train other Operators in the system specific procedures.
- Demonstrated experience in operations management and the supervision of computer Operators in absence of the project manager.

Education and Other Requirements

Shall be a high school graduate or equivalent with at least two years of general college studies or one year of college studies in the computer science field or formal training from a trade school in computer operations or business management. Directly related formal education or training may be substituted based on one month of education/training for one month of experience not to exceed 12 months. No further substitution of education for experience is permitted.

1.4.1.3 DEC Lead Computer Operator (ERDS)

Experience Requirements

- Three years experience in operating mini and/or large scale computer systems
- Two years experience in the operation of DEC VMS operating systems.
- Demonstrated experience in running production control applications such as payroll or personnel type applications
- Demonstrated ability to train other Operators in the system specific procedures.

Education and Other Requirements

Must be a high school graduate or equivalent. Directly related formal education or training may be substituted based on one month of education/training for one month of experience not to exceed 12 months. No further substitution of education for experience is permitted.

1.4.1.4 Data General Lead Computer Operator

Experience Requirements

- Three years experience in operating mini and/or large scale computer systems.
- Two years experience in the operation of DG AOS/VS II or AOS/VS operating systems.
- Demonstrated experience in running production control applications such as payroll or personnel type applications.
- Demonstrated ability to train other Operators in the system specific procedures.

Education and Other Requirements

Must be a high school graduate or equivalent. Directly related formal education or training may be substituted based on one month of education/training for one month of experience not to exceed 12 months. No further substitution of education for experience is permitted.

1.4.2 Other Positions

NRC anticipates the following positions shall be needed to complete this contract. Other personnel may be recommended that are not on the list. None of these positions are considered key personnel.

Technical Writer - shall have a minimum of five years experience in writing technical documentation of which two years shall be in writing computer operations or computer systems support manuals.

Systems Analyst - shall have a minimum of five years experience in system analysis in the development of configuration management systems.

Computer Operator - shall have a minimum of one year of experience in the operation of a computer system using DG AOS/VS II, IBM VM/ESA, DEC VMS or UNIX.

Tape Librarian/Operator - shall have a minimum of six months of experience as a tape librarian, data entry clerk or computer operator. Computer operator training may be substituted for experience. Certification of training being provided at an accredited institution must be provided.

Data Entry Clerk/Clerical - shall have 3 months of experience as a typist or shall have successfully completed a basic typing course. Certification of training being provided at an accredited institution must be provided.

Computer Cleaner - shall have 3 months of experience in the cleaning of computer equipment.

1.4.3 Training

The Contractor shall provide Operators for each shift with the collective knowledge and experience to support all Operating Systems and Commercial software listed in section 1.2.4. Computer Based Training (CBT) may be used for cross training of Operators at Contractor expense. The Government shall provide the computer resources necessary during non-peak work loads for the CBT. The Government shall not provide overtime for the purposes of training.

Training for the Operators in NRC specific applications shall be provided by the incumbent Contractor during a two-week transition period. At the end of this training, the Operators shall have the knowledge and experience necessary to execute the NDCOM. The Contractor shall provide training in the NRC specific applications for a two week transition period at the end of this contract.

In the event the Government adds new or upgrades any hardware or software on the contract, the Contracting Officer may require the Contractor to send Operators onsite or offsite for training. The Government shall reimburse the Contractors expenses including transportation, hotel, food and course cost up to the Government per diem rate. If the hardware or software requires additional staffing, the Contractor shall be required to hire properly trained Operators and no training shall be provided by the Government.