

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

BPA NO.

1. CONTRACT ID CODE

PAGE

OF PAGES

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2. AMENDMENT/MODIFICATION NO. 2		3. EFFECTIVE DATE 12-1-2003		4. REQUISITION/PURCHASE REQ. NO. ADM-03-461		5. PROJECT NO. (if applicable)	
6. ISSUED BY U.S. Nuclear Regulatory Commission Div of Contracts Two White Flint North - MS T-7-I-2 Washington, DC 20555		CODE 3100		7. ADMINISTERED BY (if other than Item 6) U.S. Nuclear Regulatory Commission Div of Contracts Two White Flint North - MS T-7-I-2 Washington, DC 20555		CODE 3100	

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) Parroco Productions Group, Inc. 620 Chelsea Lane Chesapeake VA 23322		(X)	9A. AMENDMENT OF SOLICITATION NO. RS-ADM-03-461
			9B. DATED (SEE ITEM 11)
			10A. MODIFICATION OF CONTRACT/ORDER NO. NRC-10-03-461
		X	10B. DATED (SEE ITEM 13) 10-01-2003
CODE	FACILITY CODE		

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended, is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
(a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment of each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (if required) No change

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 52.212-4(c) Changes
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor is not, is required to sign this document and return two copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

The purpose of this modification is to incorporate changes to the SOW to shift some oncall effort to part time effort. These changes are made no change to the overall contract price. The new revised SOW is attached to this modification and replaces the old SOW attached to the basic contract. The changes in the SOW have been shaded. A new contract price schedule on the attached OF 336 for option years 1 to 4 also replaces the previous schedule from the SF 1449 (back). Revised Consideration and Obligation clauses are also attached to reflect the change from oncall support to part time support.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) James O. Parroco President		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Stephen M. Pool	
15B. CONTRACTOR/OFFEROR 		16B. UNITED STATES OF AMERICA 	
15C. DATE SIGNED DEC 17 2003		16C. DATE SIGNED 12-12-2003	

STANDARD FORM 30 (REV. 10-83)

TEMPLATE - ADM001

ADM002

CONTINUATION SHEET

REFERENCE NO OF DOCUMENT BEING CONTINUED

RS-ADM-03-461

Mod#
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NAME OF OFFEROR OR CONTRACTOR

Parroco Productions Group, Inc.

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0004a	Basic Service - Option period 1	[REDACTED]	[REDACTED]	[REDACTED]	\$191,360.04
0004b	Part time service - option period 1	[REDACTED]	[REDACTED]	[REDACTED]	\$12,981.00
0005	on call service opt yr 1	[REDACTED]	[REDACTED]	[REDACTED]	\$4,800.00
0006	Overtime opt yr 1	[REDACTED]	[REDACTED]	[REDACTED]	\$6,000.00
0007a	basic service opt yr 2	[REDACTED]	[REDACTED]	[REDACTED]	\$201,000.00
0007b	part time service opt yr 2	[REDACTED]	[REDACTED]	[REDACTED]	\$13,650.00
0008	On call service opt yr 2	[REDACTED]	[REDACTED]	[REDACTED]	\$6,084.00
0009	Overtime opt yr 2	[REDACTED]	[REDACTED]	[REDACTED]	\$6,240.00
0010a	basic service opt yr 3	[REDACTED]	[REDACTED]	[REDACTED]	\$212,000.04
0010b	part time service opt yr 3	[REDACTED]	[REDACTED]	[REDACTED]	\$14,400.00
0011	On call service opt yr 3	[REDACTED]	[REDACTED]	[REDACTED]	\$5,986.00
0012	Overtime opt yr 3	[REDACTED]	[REDACTED]	[REDACTED]	\$6,560.00
0013a	Basic service opt yr 4	[REDACTED]	[REDACTED]	[REDACTED]	\$223,500.00
0013b	Part time service opt yr 4	[REDACTED]	[REDACTED]	[REDACTED]	\$15,225.00
0014	On call service opt yr 4	[REDACTED]	[REDACTED]	[REDACTED]	\$6,364.00
0015	Overtime opt yr 4	[REDACTED]	[REDACTED]	[REDACTED]	\$6,880.00

B.1 CONSIDERATION AND OBLIGATION--FIRM FIXED PRICE (JUN 1988)

This clause currently applies to CLIN 1 & 4.
The firm fixed price of this contract is \$234,958.60.

B.2 CONSIDERATION AND OBLIGATION--DELIVERY ORDERS (JUN 1988)

This clause currently applies to CLINS 2,3, 5 & 6.

(a) The total estimated amount of this contract (ceiling) for the products/services ordered, delivered, and accepted under this contract is \$21,294. The Contracting Officer may unilaterally increase this amount as necessary for orders to be placed with the contractor during the contract period provided such orders are within any maximum ordering limitation prescribed under this contract.

(b) The amount presently obligated with respect to this contract is \$21,159. 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 contract. The obligated amount shall, at no time, exceed the contract 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 contract. Any work undertaken by the Contractor in excess of the obligated amount specified above is done so at the Contractor's sole risk.

**ACQUISITION OF AUDIOVISUAL AND PHOTOGRAPHIC
SUPPORT FOR THE NRC HEADQUARTERS LOCATION****STATEMENT OF WORK****C.1. BACKGROUND:**

The U.S. Nuclear Regulatory Commission (NRC) Headquarters facility is a 2-building complex located across from the White Flint Metro stop in Rockville, Maryland. The first building is the One White Flint North (OWFN) building, an eighteen-floor office-building located at 11555 Rockville Pike, which has a large meeting room referred to as the "NRC Commission Hearing Room" located on its ground-floor level that is capable of seating up to 150-people. The second building is the Two White Flint North (TWFN) building, a ten-floor building located next-door to OWFN at 11545 Rockville Pike, which also has a large meeting room referred to as the "NRC Auditorium" located on its P-2 basement level, that is capable of seating up to 300-people. Both the NRC Commission Hearing Room and the NRC Auditorium have their own dedicated audiovisual (AV) systems that are monitored and controlled by AV personnel stationed during the meeting/event in "AV Control-Rooms" adjacent to each area. For each meeting/event, the AV personnel who operate the AV system are responsible for pre-event setup/testing and manning the AV Control Rooms during the meeting (to record the video/audio, adjust the various AV equipment, monitor overall system performance, etc.).

Also located on most floors of both the OWFN and TWFN buildings, are smaller meeting rooms that, in addition to NRC's business meetings and training sessions, are also used for smaller ceremonies of up to 30-people. There are several other larger areas on-site at the NRC Headquarters facility which are used for "special-events" including retirement receptions, award ceremonies, blood drives, book fairs, special-event activities, and video presentations, etc. These activities may require a photographer for photos, setup of lecterns, microphones or other sound equipment, setup of portable TV's or other video equipment, operation of video cameras, etc.

With over 1,800 NRC staff housed within the NRC Headquarters facility each day conducting meetings of all sizes, hosting ceremonies, making presentations and sponsoring various other special events, the NRC requires daily AV and photographic services to support these activities. Many NRC Headquarters staff work a 9-hour-day "Compressed Work-Schedule" (CWS) (rather than the standard 8-hour-day/5-days-per-week schedule), and as a result, many offices are not fully staffed on Mondays and Fridays when the staff elect to take the day off they earned for working 9-hour days. In order to optimize NRC staff availability/participation, the majority of NRC meetings and other agency events are usually held on either a Tuesday, Wednesday or Thursday. Accordingly, support requirements in the AV area will be greater on Tuesdays, Wednesdays and Thursdays

C.2. SCOPE OF WORK:

The purpose of this contract is to provide the U.S. Nuclear Regulatory Commission (NRC) Headquarters location in Rockville, Maryland, with AudioVisual (AV) and Photographic support services to fulfill a wide variety of requirements in accordance with NRC defined priorities. These services consist of ongoing "daily" on-site requests, including AV/photography support for meetings, conferences and events, and photo printing. The majority of these requirements consist of no more than two (2) concurrent activities at the NRC Headquarters facility daily (except federal holidays) for 8-continuous-hours within the 8.5-hour time-span from 7:15 a.m.-4:30 p.m.(except for a 45-minute lunch break). The contractor shall monitor the NRC's daily schedule of customer service requests and use it to ensure support is provided at the starting-time and location for commencement of each day's scheduled services, unless specifically requested to deviate from this support scheduling process by the NRC Project Officer.

In addition, recent consistent peaks in the volume of concurrent service requests reflect that at least one work-day each week, the workload schedule will require the contractor to support three (3) concurrent activities for at least 6-continuous-hours that day. The individual week-day and time-frame that the workload will require this support (for three (3) concurrent activities for at least 6-continuous-hours) has varied and is expected to continue to vary, but be consistent each week, and will be identified for the contractor at the beginning of each week by the NRC's Project Officer.

Further, additional "on-call" support is also required intermittently, to meet peak workload demands that exceed an individual work-day's previously scheduled "daily" support (for 2 or 3 concurrent activities), requiring the NRC Project Officer to request the contractor to provide additional "on-call" support on an "as-needed" basis, at either the NRC Headquarters location or off-site within the local Baltimore/Washington Metro area.

The major types of AV and Photographic services support required by NRC can be categorized as follows in A-D below:

A. Provide Coordination and Quality Control for all AV and Photographic Services:

To ensure services are provided as requested and are performed in accordance with each request's relative priority as defined by the NRC-PO. To provide overall quality control to ensure all services reflect an emphasis on quality and are consistently provided in a professional manner which fully satisfies the NRC requester and continuously complies with all terms and conditions of the contract, including:

1. AV project scheduling including incoming request screening and definition of scope of request, and identification to PO of work that may require additional "on-call" support;
2. AV activity accomplishment tracking/reporting;
3. Coverage for the set-up, operation and take-down of NRC-provided photographic equipment;
4. Coverage for the set-up, operation and take-down of NRC-provided Video and Audio equipment;
5. NRC AV equipment maintenance tracking and verification.

(Specific NRC procedures to accomplish these services are provided in ATTACHMENT-A).

B. Provide Support for NRC Photographic Requirements:

To provide photographic coverage (photograph, digitize, enhance, size/edit/crop, format, store, email, print) of NRC meetings, ceremonies, other events, passport photos, executive portraits, etc. To scan photos into digital format, create digital images for slide presentations, create enlargements or reductions of existing photos, etc. To operate the NRC Headquarters on-site Photo Studio located on the 6th-floor of TWFN, which is outfitted with both 35mm and digital

cameras, special lighting, photo scanners, a digital photo printer and a digital photo editing software (PC and MAC format). To assist NRC with an ongoing project to organize NRC's nuclear-power related photographs into a digital photo library database that is searchable in order to make photos of specific nuclear plants or related-subjects easily retrievable for inclusion in NRC presentations and other documents, including adding digital photos to the database with appropriate subject info listed for each photo and other photos (35mm, etc.) are scanned into digital format and uploaded to the digital library.

C. Provide Support for NRC AudioVisual Requirements:

To test, adjust, clean, and operate the NRC's two (2) dedicated audiovisual systems supporting the NRC Auditorium and NRC Commission Hearing Room and also assist with setup of related equipment/software used for presentations such as InFocus projectors and PowerPoint software, etc. Also, to transport, test, track, setup, adjust, and operate a variety of audio and video equipment used to support NRC meetings and other events, or make duplicate tapes of previous recordings, etc.

D. Provide Support for the Maintenance and Tracking of NRC AV and Photographic Equipment:

To test, clean, adjust and track the location of a wide variety of NRC-owned AV and Photographic equipment.

E. Provide Support for Off-site Meetings:

To provide support services at off-site locations within the local Baltimore/Washington Metro area, within a 60 mile radius.

C.3. MANDATORY PERFORMANCE REQUIREMENTS:

The Contractor shall perform all of the requirements listed herein during the period of this contract, or any option period.

C.3.A. PROVIDE ON-SITE SUPERVISION, COORDINATION AND QUALITY CONTROL:

The Contractor shall ensure:

1. All customer requests are accurately performed on the date and time requested;
2. All services are provided with an emphasis on providing the requester with the services they need, while continuously projecting a professional attitude;
3. All services are scheduled and performed in accordance with each request's relative priority;
4. While on the NRC's premises, all on-site contractor staff continuously wear distinctive clothing and/or badges which identify them as employees of the contractor, including the name of the company;
5. All on-site contract staff never use profanity of any type (written or oral);
6. Any opportunities or ideas for improving the efficiency, tracking or quality of the services provided are communicated to the NRC-PO for possible update of the guidance and/or procedures in ATTACHMENT-A;
7. All services performed under this contract continuously comply with the applicable guidance and procedures specified in Attachment-A;
8. On-site contractor staff never operate or transport NRC equipment in a manner that could damage the equipment or the NRC facility in any way;
9. That all contract personnel provided to NRC can demonstrate a thorough knowledge of the type of work described herein that is based on previous experience and training, and are thus fully capable of operating the equipment and software involved in effectively performing all activities covered by this contract;

10. All services are performed without the need for the NRC-PO to provide repetitive directions/guidance for completion of tasks. (As issues arise that are not already covered by the procedures provided in ATTACHMENT-A, the NRC-PO will provide the contractor with any NRC-specific, task-oriented guidance necessary to understand the correct procedures or location of NRC equipment used to support these services at the NRC, on an as-needed basis).
11. During the entire period of this contract the minimum levels of additional "on-call" NRC-security-cleared staffing specified herein, are continuously available for work at NRC, within 12-consecutive-hours of an NRC "standard-request" and within 4-hours of an NRC "urgent-request";
12. That all contractor staff proposed for NRC-security-clearance submit all information required by NRC to process their security clearance within one-week of NRC being notified of the contractor's intent to use them to perform services under this contract;
13. That within one-week of the contractor receiving notification of receiving the award of this contract, the contractor shall submit a completed NRC security package for at least four (4) contract staff who have the skills and abilities to perform the AV and photographic services required under this contract.
14. At least two (2) contract staff are on-site at NRC each federal work-day and performing the "daily" services that require support for two (2) concurrent activities, and at least three (3) contract staff are on-site during the scheduled 6-hour period each week (identified by the NRC Project Officer) when support for three (3) concurrent activities is required that day;
15. All services are performed in an efficient manner.
16. All personnel provided are capable of lifting items that weigh up to 50-lbs. (TV's, etc.), and prolonged walking/standing while performing these services.
17. All monthly activity reports shall be submitted no later than the 5th working day of the following month.
18. All quarterly activity reports shall be submitted no later than the 5th working day following the end of the quarter as established by the NRC PO.

- C.3.B. PROVIDE SUPPORT FOR NRC PHOTOGRAPHIC REQUIREMENTS:**
 During the period of this contract, the contractor shall provide support for a variety of NRC Photographic requirements in accordance with the task-oriented guidance and priorities provided by the NRC-PO, and the procedures listed in ATTACHMENT-A.
- C.3.C. PROVIDE SUPPORT FOR NRC AUDIOVISUAL REQUIREMENTS:**
 During the period of this contract, the contractor shall provide support for a variety of NRC AudioVisual requirements in accordance with the task-oriented guidance and priorities provided by the NRC-PO and procedures listed in ATTACHMENT-A.
- C.3.D. PROVIDE SUPPORT FOR THE MAINTENANCE AND TRACKING OF NRC AUDIOVISUAL AND PHOTOGRAPHIC EQUIPMENT:**
 During the period of this contract, the contractor shall provide support for the maintenance and tracking of a variety of NRC AudioVisual and Photographic equipment in accordance with the procedures listed in ATTACHMENT-A.

C.3.E. PROVIDE TIMELY SUBMISSION OF ALL INFORMATION REQUIRED TO PROCESS NRC SITE-ACCESS SECURITY CLEARANCES FOR CONTRACTOR PERSONNEL:

The Contractor shall ensure that all information NRC requires to process an NRC site-access security clearance for the Contractor's personnel is submitted in a timely manner. Within one-week of the contractor being notified by NRC of receiving the award of this contract, the contractor shall ensure the NRC-PO receives completed NRC security clearance packages for at least four (4) contract staff who have the skills and abilities to perform the AV and Photographic services required under this contract. If any information is omitted from a security clearance package or if the NRC security office requires additional information to process a clearance, the contractor shall ensure the requested information is submitted to NRC within three (3) business-days of NRC notifying the contractor of the information required.

C.3.F. PROVIDE "DAILY" SUPPORT TO MEET WORKLOAD LEVELS THAT DO NOT EXCEED TWO (2) CONCURRENT ACTIVITIES:

WORKLOAD: Data has shown the "daily" on-site audiovisual and photo services routinely require the effort of two (2) full-time personnel. The "daily" on-site contract staff shall perform the AV and Photographic requirements for up to two (2) concurrent AV and/or Photo events in separate locations. For concurrent requests that exceed the two (2) concurrent request capacity level for daily services, NRC reserves the unilateral right to either:

- (1) reschedule the subject request(s);
- (2) deny the request(s);
- (3) re-prioritize any or all requests;
- (4) request additional "on-call" support to perform the request(s); or
- (5) use NRC staff to perform the request(s)

The contractor shall provide coverage to perform these "daily" services Monday-Friday (except federal holidays) for eight (8) continuous hours (except for a 45-minute lunch break) between the hours of 7:15am-4:30pm, with the starting time/location for commencement of services each day to be determined by the NRC PO (based on the customer requests scheduled to be accomplished that day).

OVERTIME: If NRC requires "daily" support by the same contract personnel in excess of 40-hours in a single work-week, the hours that exceed 40-hours shall qualify for payment at the contract "overtime" rate. These OT hours must be preauthorized in writing by the NRC PO.

C.3.G. PROVIDE "ON-CALL" SUPPORT TO MEET PEAK WORKLOAD LEVELS THAT EXCEED THE TWO (2) CONCURRENT REQUEST "DAILY" SUPPORT CAPACITY LEVEL:

ESTIMATED WORKLOAD: Recent consistent peaks in the volume of concurrent service requests reflect that at least one work-day each week, the workload will require the contractor to support three (3) concurrent activities for at least 6-continuous-hours that day. The individual week-day and time-frame that the workload will require this support (for three (3) concurrent activities for at least 6-continuous-hours) has varied and is expected to continue to vary, but be consistent each week. The NRC schedule of service requests will identify for the contractor the

starting-time and location for commencement of all services prior to each work-day, unless the NRC Project Officer specifically requests a deviation from the schedule.

Additional support is also required intermittently, to meet peak workload demands that exceed an individual work-day's previously scheduled "daily" support (for 2 or 3 concurrent activities), requiring the NRC Project Officer to request the contractor to provide additional "on-call" support on an "as-needed" basis, at either the NRC Headquarters location or off-site within the local Baltimore/Washington Metro area.

Each year NRC averages at least two (2) large "Special Events" requiring the support of approximately four (4) Multimedia Specialists. The Contractor shall maintain sufficient resources of available staffing to ensure the contractor is capable of supporting NRC's "daily" and "peak" workload levels in accordance with the "standard" and "urgent" response-times specified below. During the contract period, the Contractor shall continuously maintain the minimum "pool" of four (4) qualified personnel who have successfully passed the NRC security clearance requirements for unescorted site access at NRC, and who can perform the AV and Photographic requirements supported by this contract:

"STANDARD-RESPONSE" TIME: Under the "Standard-Response" Time, NRC will provide the contractor with at least 12-consecutive-hours of advance notice of an NRC need for additional personnel to supplement the two (2) daily on-site contract personnel. The contractor shall provide the additional "on-call" multimedia personnel within 12-consecutive-hours of NRC placing the request, or later if the start-time of the request provides more than 12-hours of advance notice. For Example, if NRC places a request on a Monday by 6:00pm, for the contractor to provide additional "on-call" personnel by 6:30am the next morning (Tuesday), the NRC has provided at least 12-consecutive-hours of advance notice to the contractor, and the contractor shall provide the requested support no later than the 6:30am start-time specified in the request.

"URGENT-RESPONSE" TIME: Under the "Urgent-Response" Time, NRC will provide the contractor with at least 4-consecutive-hours of advance notice of an NRC need for additional personnel to supplement the two (2) daily staff. The contractor shall provide the additional multimedia personnel within 4-consecutive-hours of NRC placing the request, or later if the start-time of the request provides more than 4-hours but less than 12-hours of advance notice. For Example, if NRC places a request on a Monday by 7:30am, for the contractor to provide additional "on-call" personnel by 11:30am that morning (Monday), the NRC has provided at least 4-consecutive-hours of advance notice to the contractor, and the contractor shall provide the requested support no later than the 11:30am start-time specified in the request.

Should NRC disapprove a security-clearance for any individual proposed by the contractor, or in the case of an unplanned and immediate loss of an individual within the pool, the contractor shall submit a properly completed security package to the NRC-PO for a replacement individual within five-calendar-days from the date the individual being replaced is no longer available to perform under this contract.

ATTENTION: The contractor shall ensure that the NRC badge of the individual that is being terminated shall be returned to the NRC-PO immediately.

The NRC will guarantee that no "on-call" personnel request will be for less than four (4) continuous-hours in duration. NRC reserves the right to cancel all or a portion of an "on-call" Work Request for any Contractor personnel arriving late for any reason, at no charge to NRC.

OVERTIME: If NRC requires "on-call" support by the same contract personnel in excess of 40-hours in a single work-week, the hours that exceed 40-hours shall qualify for payment at the contract "overtime" rate. These OT hours must be preauthorized in writing by the NRC PO.

C.3.H. PERFORM ALL SERVICE REQUESTS IN ACCORDANCE WITH THEIR NRC PRIORITY

The Contractor shall ensure that all services are scheduled and performed as requested. The NRC PO reserves the right to change the designated priority of any service request at any time.

C.3.I. PROVIDE NRC WITH TIMELY, ACCURATE STATUS AND DOCUMENTATION OF SERVICE REQUESTS

The Contractor shall keep the NRC-PO informed of the status of all NRC service requests. The contractor shall provide a verbal status upon request by the NRC-PO, and a written status report at the end of each month using a copy of the NRC service requests, and a quarterly report as scheduled. All communications between NRC personnel and the Contractor's staff shall be in the English language. Contract staff shall sign for receipt of any property they transport and shall obtain a signature for any property they deliver.

C.3.J. SAFE TRANSPORT OF NRC ITEMS

The Contractor shall ensure that NRC items handled/transported by the contract staff are protected from damage during handling and/or storage. Items shall be secured to prevent shifting during transit and shall be stacked properly. Protective coverings shall be used as appropriate to prevent any damage to the items or surrounding facilities during movement. The Contractor shall be responsible for repair or replacement of any items/facilities damaged by the Contractor's staff or subcontractors.

C.3.K. SCHEDULING OF SERVICE REQUESTS

The Contractor shall schedule, track, and perform photographic, video and audio incoming service requests in accordance with procedures stated herein, from 7:30am-4:30 pm each workday, except federal holidays. Incoming service requests are submitted by customers via:

- (A) e-mail;
- (B) telephone;
- (C) Service Request System (SRS);
- (D) in person (walk-ins).

During the hours of operation, the Contractor shall continuously monitor incoming customer service requests from the communication methods identified above in accordance with Attachment A. NRC reserves the right to change any service request at any time (as new, higher-priority requests are received or as circumstances for existing requests change).

- C.3.L. NRC PERSONNEL AUTHORIZED TO PLACE ON-CALL SERVICE REQUESTS:**
In addition to the NRC Contracting Officer, the following NRC personnel are authorized to place NRC Work Requests to the contractor and can be contacted at the phone numbers listed for each person below:

	<u>NAME</u>	<u>OFFICE TELEPHONE</u>	<u>CELL PHONE</u>
1.	Robert Miller (PO)	301-415-6851	240-417-2236
2.	Dennis Turner	301-415-2283	
3.	Cynthia Marcy	301-415-1231	

Any of the NRC authorized personnel listed above are authorized to cancel, reschedule or re-prioritize part of, or an entire Work Request at any time.

- C.3.M. CONTRACTOR CONTACT FOR RECEIPT OF ON-CALL SERVICE REQUESTS:**
Upon award of the contract, the contractor shall provide the NRC-PO with a telephone number, fax number, and the name of the contractor's contact person for the NRC to place requests for "on-call" services. The contractor shall ensure the NRC can reach the contractor's contact person to place "on-call" service requests at any time between the hours of 6:30am-6:30pm, Monday-Friday except federal holidays. NRC may notify the contractor verbally of each request but will follow-up to document all "on-call" service requests by FAX. The contractor's contact person shall call the NRC personnel who placed the request immediately (within 10-minutes) to confirm receipt of each FAX request.

C.4. CONTRACT PERFORMANCE MEASUREMENTS AND INCENTIVES

NRC reserves the unilateral right to deduct any disincentives assessed the contractor during the contract period, from any amounts owed the contractor by NRC for services performed.

C.4.A. TIMELY SUBMISSION OF ALL CONTRACTOR PERSONNEL INFORMATION REQUIRED TO PROCESS AN NRC SECURITY CLEARANCE FOR UNESCORTED SITE ACCESS

REQUIREMENT:

Timely submission of fully completed security packages for the "daily" and the "on-call" pool of Contractor personnel proposed for NRC clearance for unescorted building access.

STANDARD:

The contractor shall ensure the contract personnel proposed for on-site work at NRC submit properly completed NRC security packages to the NRC-PO within the one-week time-frame specified in accordance with the following contract requirements:

- A. Within one-week of the contractor receiving notification from NRC of receiving the award of the contract, six (6) contract personnel who are qualified to perform all the AV and Photographic Requirements under this contract shall submit completed security packages to the NRC-PO;

B. Within one-week of the contractor notifying the NRC-PO that an individual currently performing under the contract as part of the "daily" support or part of the "on-call" pool, will no longer be available to work under the contract, or to replace any individual disapproved for a clearance by NRC, the contractor shall ensure at least one (1) new individual shall submit a completed security package to the NRC-PO who has the skills and abilities to perform the contract services previously performed by the contract person being replaced.

MEASUREMENT:
Review by Project Officer.

<u>DISINCENTIVES:</u>	
Number of days past the one-week required:	Disincentive:
0-2	No deduction
Over 2 days past due	\$25 per day per security package

C.4.B.

MAINTAIN CAPACITY TO SUPPORT "DAILY" SERVICES THROUGHOUT EACH FEDERAL WORKDAY

REQUIREMENT:
The contractor shall ensure sufficient qualified personnel are on-site at the NRC location each federal work-day to support at least two (2) concurrent service requests in two (2) separate locations within the NRC facility.

STANDARD:
No NRC service requests shall be delayed, canceled, rescheduled or performed by NRC staff because the contractor failed to provide the necessary qualified personnel to perform the "daily" minimum capacity level of performing at least two (2) concurrent service requests in two (2) separate locations within the NRC facility.

MEASUREMENT:
Review by Project Officer.

<u>DISINCENTIVES:</u>	
Number of occurrences per calendar-month:	Disincentive:
0-1	No deduction
over 1	\$350 for each affected work-day

C.4.C. PROVIDE QUALIFIED PERSONNEL TO PERFORM "ON-CALL" SUPPORT SERVICES IN A TIMELY MANNER

REQUIREMENT:

The contractor shall ensure sufficient qualified (possess the necessary skills and abilities) personnel are available in the "pool" of NRC security-cleared contract personnel and that they respond to the NRC location within the "standard" (12-hour) and "urgent" (4-hour) time-frames.

STANDARD:

No NRC service requests shall be delayed, canceled, rescheduled or performed by NRC staff because the contractor failed to provide the necessary qualified (possess the necessary skills and abilities) personnel to perform any "on-call" service request within the "standard" (12-hour) or "urgent" (4-hour) response time designated in the NRC's "on-call" service request.

MEASUREMENT:

Review by Project Officer.

DISINCENTIVES:

Number of occurrences

per calendar-month:

0-1

over 1

Disincentive:

No deduction

\$100 for each affected work-day

C.4.D. PERFORM "DAILY" AND "ON-CALL" SERVICES ACCURATELY AND IN ACCORDANCE WITH EACH SERVICE REQUEST AND THE NRC PROCEDURES IN ATTACHMENT-A

REQUIREMENT:

The contractor shall ensure all services are performed accurately as stated in each NRC service request (if the NRC service request does not provide any critical information required to accurately perform the request, the contractor shall ensure the omission or lack of specificity is brought to the NRC-PO's attention in advance of the request's scheduled start-time, so as not to delay the scheduled performance of the request), the NRC's applicable procedures provided in ATTACHMENT-A are followed, and each request is performed in accordance with the priority assigned by the NRC-PO.

STANDARD:

No complaints are received from NRC staff as a result of the contractor:

- A. Failing to perform the services accurately as stated in each NRC service request;
- B. Delaying performance of the request because the contractor failed to identify any vague/missing critical information for the request to the

- NRC-PO in advance of the service request's scheduled start-time;
- C. Not following the NRC's applicable procedures provided in ATTACHMENT-A or not adhering to the NRC's priority standard.

MEASUREMENT:

Review by Project Officer.

DISINCENTIVES:

Number of occurrences:

0-2
over 2

Disincentive:

No deduction
\$25 for each occurrence

C.4.E. PROVIDE NRC WITH A CONTRACTOR CONTACT TO RECEIVE AND COORDINATE NRC "ON-CALL" SERVICE REQUESTS DURING EACH FEDERAL WORKDAY

REQUIREMENT:

Upon award of the contract, the contractor shall provide the NRC-PO with a telephone number, fax number, and the name of the contractor's contact person for the NRC to place requests for "on-call" services. The contractor shall ensure the NRC can reach the contractor's contact person to place "on-call" service requests at any time between the hours of 6:30am-6:30pm, Monday-Friday except federal holidays. NRC may notify the contractor verbally of each request but will follow-up to document all "on-call" service requests by FAX. The contractor's contact person shall call the NRC personnel who placed the request immediately (within 10-minutes) to confirm receipt of each FAX request.

STANDARD:

No NRC service requests shall be delayed, canceled, rescheduled or performed by NRC staff because the contractor failed to provide the necessary contractor contact to receive and coordinate support for an NRC "on-call" service request. All NRC "on-call" service requests placed to the contractor shall be followed by the contractor responding to the NRC personnel who placed the request to confirm receipt of the request within 10-minutes of the contractor receiving the fax.

MEASUREMENT:

Review by Project Officer.

DISINCENTIVES:

Number of occurrences

per calendar-month:

0-1
over 1

Disincentive:

No deduction
\$50 for each effected request

C.4. F

TIMELY SUBMISSION OF MONTHLY ACTIVITY REPORTS

REQUIREMENT:

Timely submission of monthly activity reports..

STANDARD:

The contractor shall submit monthly activity reports to the PO not later than the 5th working day of the following month.

MEASUREMENT:

Review by Project Officer.

DISINCENTIVES:

Number of days past the 5th
working day of the month
required:

0-1

Over 1 day past due

Disincentive:

No deduction

\$25 per day

C.4. G

TIMELY SUBMISSION OF QUARTERLY ACTIVITY REPORTS

REQUIREMENT:

Timely submission of quarterly activity reports..

STANDARD:

The contractor shall submit monthly activity reports to the PO no later than the 5th working day following the end of the quarter.

MEASUREMENT:

Review by Project Officer.

DISINCENTIVES:

Number of days past the
5th working day required:

0-1

Over 1 day past due

Disincentive:

No deduction

\$25 per day

H.

LIST OF GOVERNMENT FURNISHED EQUIPMENT

The NRC will provide the contractor with all necessary equipment and supplies required to perform the services under this contract.

The procedures listed herein in Attachment-A provide supplemental specific requirements for accomplishing the various tasks covered by this contract. These procedures have been organized consistent with the sequence and scope of the contract's AV and Photographic Support Services. The Contractor shall perform these support services in accordance with the procedures in this Attachment. However, if the Contractor identifies a more efficient alternative method to process and document any of these services (while maintaining the same or higher service level, i.e., service quality, quantity and accuracy of records), the Contractor may request approval from the Project Officer (NRC PO) for the Contractor to modify Attachment A to deviate from the current procedure for that service in order to implement the new procedure. If the NRC PO approves the change, the Contractor shall immediately update Attachment A to reflect the change and proceed to perform under the new procedures. The Contractor shall ensure that Attachment A is continuously updated to reflect the current procedures for all services performed under this contract and the Contractor shall ensure that all services are performed in accordance with the current procedures in Attachment A and this contract. The Contractor shall not deviate from these procedures without obtaining the prior approval from the NRC-PO.

The Contractor shall coordinate the scheduling, prioritization and performance of all AV and Photographic services as well as obtain any clarification or technical direction for all of these services from the NRC-PO, Mr. Robert Miller on (office#) 301-415-6851 (cell#) 240-375-7222 or the alternate NRC-PO designated by NRC.

The Contractor shall provide AV and photographic services at the NRC Headquarters location in Rockville, Maryland, and as needed for occasional offsite events within the Baltimore/Washington Metro area within a 60-mile radius of the NRC Headquarters location. The contractor shall provide transportation for their staff to off-site events and provide transportation for small quantities (able to be carried in compact sedan trunk) of NRC equipment required to support each offsite event.

C.3.B. PROVIDE SUPPORT FOR NRC PHOTOGRAPHIC REQUIREMENTS:

The Contractor shall provide support for the NRC services in accordance with the following procedures, from 7:30am-4:30pm each weekday, except federal holidays. Starting time/location for commencement of services each day to be determined by the NRC Project Officer (PO) based on customer requests scheduled to be accomplished that day.

SUPPORT BY STILL PHOTOGRAPHER

The Contractor shall evaluate and address any technical photographic aspects to create high-quality photographs. The Contractor shall create professional photographs of NRC employees and/or visitors which are of sufficient quality (photo clarity, artistry, color accuracy, lighting balance and image format) to be suitable for use in executive portraits, prominent displays, agency-wide award booklets, information circulars, presentations, passports, and the NRC digital photo library archive. In addition, the Contractor shall create professional photographs of various inanimate objects or locations which are of sufficient photo quality to provide NRC with a clear, accurate photographic record of the object/location which fulfills the NRC's stated purpose for the photo (i.e., clear documentation of layouts, configurations, condition, construction, damages, evidence, etc.)

When NRC requires the Contractor to provide photographic coverage of an NRC function, the Contractor shall create photos that are selected and sequenced to reflect the progression of

significant events to create a visual "story" of the event, as well as the participation of the principal individuals at the function.

The following are the primary photographic support requirements.

PHOTOS OF NRC AWARD RECIPIENTS

NRC rewards approximately 400-500 staff throughout each year during various ceremonies (approximately 150/year) held to celebrate their efforts and support in accomplishing the agency's mission. Each ceremony usually includes the award recipient being photographed in front of the assembly while receiving a congratulatory handshake from the presenter. At ceremonies attended by NRC principal staff, the photography request may also include pre/post event photos of attendees.

The Contractor shall monitor the "Photo Request Scheduling Log" (PRSL) and ensure a photographer is provided to support each ceremony. The photographer shall arrive on location of the event early enough to ensure any necessary pre-event set-up requirements are identified and completed including:

1. Notify the "event-contact" (usually the person who originally requested the service) upon the photographer's arrival, in order to understand how the ceremony is planned to take place and finalize any special instructions for the photo to be taken.
2. Based on the planned sequence of events, location and layout, identify the best place to be positioned for taking the photos (i.e., does not block the audience's view, least glare/reflection from room lighting, appropriate background such as NRC seal or flag, etc.), and move any items from the immediate area which should not be in the photo.
3. Request staff being photographed to temporarily remove their badges during their photo and during the photo to tilt the award slightly forward which reduces the glare from overhead lighting.

Within 1-week after the ceremony, the Contractor shall provide the event-contact with a photo of each awardee (8"x 10" color print with a white-border which has been cropped to include only the awardee and presenter). The requirements for any other photos required for each ceremony will be identified in the incoming photo request and/or provided by the NRC PO for the individual task.

ANNUAL AGENCY-WIDE AWARDS CEREMONY

Each year, NRC has a large award ceremony which is attended by 500-600 of the staff with approximately 50 award recipients.

This event is usually held on-site under a tent erected outside on the raised plaza level referred to as "The Green" which is located between the 2 NRC Headquarters buildings. For this ceremony, in addition to the photos of each award presentation, the Contractor shall perform the following.

1. Prior to the event, individually photograph all award recipients and provide their photos to the NRC AV PO. These photos shall be suitable for use in the agency awards booklet which is distributed to all attendees of the ceremony.

2. In the TWFN building first-floor level, concurrently set-up photographers on the day of the event in both the TWFN Cafeteria and Main Lobby Exhibit area and take portraits of each award recipient and their family.
3. During the actual award ceremony, for each award recipient, take a photo of the awardee while they are on the stage listening to the presenter explain the basis for the award, their receiving the award from the NRC Chairman, and of the awardee shaking hands with each NRC Commissioner.
4. During the ceremony the photographer shall circulate amongst the assembly and take "candid" photos of the audience to create a visual "story" of the event.
5. During the post-ceremony reception, the photographer shall take "candid" photos. (NOTE: Unless specifically requested by the NRC PO, "candid" photos should not show persons eating/drinking).

Within-1 week of the event, the Contractor shall provide the NRC AV PO with an 8" x 10" color photo print of each awardee's photo with the NRC Chairman, Family Portrait, and "candid" photos taken during the event, including the digital image of each photo on a CD.

PROCEDURES FOR SPECIAL NRC PROGRAMS:

1. Arrive at the event at least 15-minutes before the scheduled start-time (these events are usually held in the auditorium). This allows time for any unforeseen circumstances.
2. Contact the coordinator or the requester.
3. Photograph group shots before the program with the guest and Commissioners.
4. Take appropriate steps to minimize any distraction from the photos being taken during the event.
5. Photograph individuals at the podium and candid photos of the audience viewing the presentation.
6. Take group and candid photographs at the ceremonies after the programs.
7. Take photos of all Agency Executives in attendance with the guest visitors.
8. Provide color 4"x6" digital images that photographically represent the event.

PROCEDURES FOR AGENCY MEETINGS ONSITE OR OFFSITE)

1. Arrive at the event at least 20 minutes before the scheduled start-time.
2. Contact the coordinator or the requester to confirm:
 - a. Special photos

- b. Any changes
3. Take candid photographs of all startup activities:
 - a. Sign up and information booths
 - b. Special displays
4. Take candid photographs during the meeting.
5. Take photographs of the individuals at the podium and photos of any panel members as they provide information/presentations.
6. Take photographs of all Agency Executives that are present and of any other individuals in attendance which the coordinator has requested.
7. Contact the coordinator before leaving the assignment to make sure the service request has been fully satisfied.
8. Provide the NRC-PO with digital images on CD and/or 4" x 6" color prints that photographically represent the event.

PROCEDURES FOR OTHER MISCELLANEOUS REQUESTS:

Passport Color Photo support includes:

- a. Take the employee's photo and create a 2" x 2" color print for the employee.

Employee of the Month photo support includes:

- a. Take the employee's photo and then e-mail a 3" x 4" digital image to the employee and the requester.

Badge identification photo services include:

- a. Photo enhancements
- b. Provide both digital image and 1.25"x 1.5" color prints

Special Display Image support services include:

- a. Photographing
- b. Scanning
- c. Graph Work

All photo jobs shall be provided to customers within 5-workdays of the event or within the time requested. The Contractor shall provide the customer with photos and/or digital images in CD format or paper photo.

MAINTENANCE OF THE NRC DIGITAL PHOTO LIBRARY:

For those photos designated by the NRC-PO to be appropriate for inclusion in the NRC Digital Photo Library, the Contractor shall perform the following:

1. Ensure the necessary information (office/person name, date, the way the images should be categorized) is obtained from the source of the photo to accurately categorize and label each picture being added to the library.
2. Use the NRC equipment to scan non-digital photos into the digital library database.
3. Transfer digital photos into the photo-library system.
4. Log all photo files into the system.
5. Transfer all images into digital format.
6. Provide digital images or photo prints as requested.
7. Update all files as needed.
8. Notify the NRC AV PO that photo-library system has been updated.

PROCEDURES FOR LOADING DATA INTO THE NRC PHOTO LIBRARY PROGRAM (PORTFOLIO SOFTWARE)

All images in the Photo Library are stored on CDs and the images are tracked with the use of Portfolio Photo Managing Software. The following are the procedures needed to input data into the photo library program.

- 1 Download images to Mac system
- 2 Correct if needed (color/size)
- 3 Create folder
- 4 Download to folder
- 5 Save to CD
- 6 Save to backup Photo Library CD
- 7 Open Portfolio program
- 8 Update Portfolio database.

C.3.C. PROVIDE SUPPORT FOR NRC AUDIOVISUAL REQUIREMENTS:

The Contractor shall comply with following procedures to provide AV support for NRC AUDIO/VIDEO requests:

PUBLIC BROADCASTS OF COMMISSION BRIEFINGS (WEBCASTS):

(Usually Broadcast from Commissioners Hearing Room)

In an effort to provide easy access to NRC Public meetings to all interested parties, NRC has begun broadcasting selected Commission Public meetings over the Internet (webcasting) using an off-site service-provider (currently the National Institutes of Health (NIH) to provide the necessary webcast-infrastructure required to accomplish this effort.

During each meeting selected for webcasting, the NRC transmits a feed of the meeting's content (combined signals of the video, audio, and closed-caption text of

the audio) to NIH using an on-site Video-teleconferencing unit (VTC) and an ISDN telephone connection.

The day before each webcast, the Contractor shall test the system used to provide the webcast feed to NIH, in order to ensure that if any adjustments or maintenance is required, they can be completed before the following-day's webcast.

PRE-WEBCAST TESTING:

The day before each "live" webcast, the Contractor shall assist NRC with testing the webcast system to ensure readiness for the upcoming webcast. This includes establishing the NRC's feed of the webcast support provider (current feed of the webcast is to NIH via ISDN telephone line) and making any adjustments to the NRC system generating the feed that is required to optimize the quality of the feed being transmitted to NIH. The Contractor shall perform the following actions and any additional re-dial actions necessary to establish and maintain webcasts of Commission meetings.

1. Call Artel (CIO Contractor for VTC) to setup the telephone bridge and the VTC System Network.
2. Turn on the following equipment in the Commissioners Hearing Room:
 - A. All video-Monitors (10) in the Commissioners Hearing Room
 - B. All Audio/Video Equipment in the Control Room, which is located adjacent to the Commissioners Hearing Room.
 - C. Room Lighting including adjusting to the optimum level for a meeting.
 - D. Video Conferencing Equipment
 - E. All Presentation Equipment (Computer, Elmo Projectors & monitoring-TV)
 - F. On-line Computer (go to the NRC website)
 - G. Decoder (PDR-885)
 - H. Broadband Channel 46
 - I. MB-2 Field Newsbridge
3. Test the following:
 - A. Cameras/controllers Pan/Tilt functions
 - B. Microphones (at table and podium)
 - C. Video Recorders
 - D. Audio Recorder
 - E. Broadband Signal

- F. Decoder
- G. Video Conferencing Signal
- H. MB-2 Field Newsbridge Signal
- I. Both Audio/Video Switchers
- J. Computer and Slide Show Software

4. Label the following:

- A. VHS Tapes (3) with title of the meeting
- B. Audio cassette tapes (3) with title of the meeting

(These labeled tapes will be used for the briefing)

5. Design a "title-slide" in Power-Point Presentation software, (it's available on the computer system in the control room. This is the system that is used for all computer graphics presentations).

6. Run the Power Point Presentation Program (Title Slide).

7. Turn on the assigned music to create an audio feed.

8. After the internal NRC system checks have been completed and all equipment is found to be "fully operational," the Contractor shall:

- A. Call the NIH webcast support contractor to notify them that NRC is ready to perform the actual webcast connection testing;

- B. Request the NRC OCIO Contractor onsite video-tele-conference support personnel (currently Artel) to dial-up NIH and setup the Telephone-Bridge for the ISDN connection.

9. Conduct an audio/video test by using:

- A. The Computer-Graphic-Slide as video;
- B. The soft music as the audio;
- C. The Test button on the PDR-885 to generate the open captioning signal.

10. Using the NRC computer in the Control-Room, use the website link (e-mailed by NIH) to connect to the test-webcast content via the NIH website.

11. Monitor the Web-site until you observe the test briefing signal.

12. Once the NRC test-webcast signals have been observed via the temporary website connection, contact the NIH and confirm that NRC has viewed an acceptable test-webcast via the Internet on NRC's page (audio & video). If all systems are functioning properly, then all equipment should be shut down and the system declared "ready" for the next webcast of an NRC Commission Meeting. If any system performance issues are discovered during this test, the Contractor shall notify the NRC AV PO and the NIH technical personnel and continue to diagnose the problem.

"LIVE" WEBCAST SUPPORT:

The broadcast of an NRC meeting simultaneously as it is taking place referred to as a "live" webcast, the Contractor shall perform the following:

PRE-WEBCAST SETUP AND FINAL TESTING:

The Contractor shall perform the following activities shall be completed during the one (1) hour period immediately preceding the WEBCAST:

A. Support for the Meeting presenter:

Review the slides to be used during the meeting with the NRC staff and download their presentation to the PC (if they request).

B. Support for the Meeting Court Reporter

Provide a sound test and a few lines of text (open caption).

C. Collect the meeting's "Seating Chart" diagram from the NRC Office of the Secretary representative overseeing the pre-meeting final set-up, and provide a copy of the diagram to the court reporter.

The following activities shall be completed prior to the start of the actual WEBCAST:

1. Call Artel (CIO Contractor for VTC) to setup the telephone-bridge and the VTC System Network.

2. Turn the following equipment on in the Commissioners Hearing Room:

A. ALL Video-Monitors (10) in the Commissioners Hearing Room

B. All Audio/Video Equipment in the Control Room, which is located adjacent to the Hearing room.

C. Room-Lighting including adjusting to the optimum level for a meeting.

D. Video Conferencing equipment

E. All Presentation equipment (computer, Elmo Projectors, and monitoring-computer)

F. On-line computer 9 go to the website)

G. Decoder (PDR-885)

H. Broadband (Channel 46)

I. MB-2 Field Newsbridge

3. Design a "title-slide" (with the title of briefing) in Power Point Presentation software, (its available on the computer system in the control room. This is the system that is used for all computer graphics presentations).

4. Run the Power-Point-Presentation Program (Title Slide).

5. Turn on assigned music to create an audio feed.

6. After the internal NRC system checks have been completed and all equipment is found to be "fully operational", the Contractor shall :

A. Call the NIH webcast support contractor to notify them NRC is ready to perform the actual webcast connection testing;

B. Request the NRC OCIO Contractor onsite video-tele-conference support personnel (ARTEL) to dial-up NIH set-up the telephone-bridge for the ISDN connection.

7. Conduct an audio/video test by using:

A. The Computer Graphic Slide as Video

B. The soft music as audio.

C. The Test button on the PDR-885 to generate the open captioning signal.

8. Using the NRC computer in the Control Room, use the website link (e-mailed by NIH) to connect to the test webcast content via the NIH website and verify the webcast is of acceptable quality. If any deficiencies are found, notify the NRC AV POC and the NIH technical personnel, and continue to diagnose the problem including making any adjustments in the NRC webcast feed that are necessary to correct the problem.

9.Reduce "master-gain" on microphone-mixer that controls the overall volume of the microphones (NOT THE INDIVIDUAL MICROPHONE PODS) located on the executive conference table in the Commissioners Hearing Room.

10. Continue transmitting the video feed from the computer graphic and audio music feed to the webcast support provider (NIH) until 5- minutes before the start of the meeting to be webcast.

11. Five (5) minutes before the meeting is scheduled to begin, start the audio recorder and video recorders.

12. Once the NRC Chairman and Commissioners are seated at the Commissioners Hearing Room conference table, turn the Master-knob on the microphone mixer in the control room to increase the volume of all the microphones up to the appropriate level for accurately recording the discussions that take place during the meeting.

13. Just before the actual meeting begins, fade the video from the computer-graphic-slide to the coverage of the meeting.

NOTE: The procedures outlined above for support for "live" webcasts apply to those meetings being webcast which are not preceded by an NRC "AFFIRMATION" (which is held just before the start of the meeting) the Contractor shall use the supplemental procedures below.

PRE-WEBCAST SETUP AND FINAL TESTING WHEN THERE IS ALSO SUPPORT REQUIRED FOR AN "AFFIRMATION" PRIOR TO THE WEBCAST:

An NRC "Affirmation" is an official NRC meeting (which usually lasts no more than 5-minutes in duration) in which the NRC Commissioners formally vote on a regulatory issue. These affirmations are usually scheduled to be held at the beginning of Commission meetings. Unlike the meeting to be webcast, the Affirmation requires an audio-recorder only, and shall not be webcast or videotaped.

To support NRC meetings that are preceded by an Affirmation, the Contractor shall perform the following:

1. Perform the actions listed above in Subsection.1., items #1-10.
2. Five (5) minutes before the scheduled start of the Affirmation, start the audio-recorder and video-recorders, and then put the system into the "pause" mode.
3. Put the single audio-recorder system into the "recorder" mode so that it will record the voice-vote by the Commissioners during the Affirmation. NOTE: Affirmations are always recorded separately from other meetings.
4. Turn the "Master-Knob" on the microphone-mixer in the control-room to increase the volume of all microphones up to the appropriate level for accurately recording the voice-vote that takes place during the Affirmation.
5. Fade from the "title-slide" to the meeting in the Hearing Room only. Limit the content of the Video Tele-Conference feed being transmitted to the NIH to the video of the title-slide only (without any audio), during the Affirmation.
6. Upon the conclusion of the Affirmation, take all the recorders off pause and fade-up the feed (audio & video) of the meeting's content for transmission via the Video Tele-Conferencing System to NIH.

7. Check the quality of the Video Tele-Conferencing signal.
8. Using the computer Internet connection in the Control-Room, verify the webcast is being broadcast properly by NIH.

At this time, the Contractor shall ensure all of the following systems are on-line:

Broadband
 Hearing Room Video/Audio systems
 Video Tele-Conferencing Bridge
 Telephone Bridge
 NIH webcast system
 NRC webcast web-site

The Contractor shall notify the NRC-PO if any of these systems are experiencing any type of problem, while concurrently investigating the cause of the problem.

ATTENTION: During all Commission meetings, the Contractor shall provide coverage in the Hearing Room Control Room to provide presentation support, and monitor audio and video system performance during the meeting. At the end of the meeting, the Contractor shall provide the audio and video tapes of the meeting to the person representing the NRC Office of the Secretary.

MEETINGS HELD IN THE NRC AUDITORIUM:

The Contractor shall provide support to:

- Provide setup and pretesting support
- Operate AV system to support the meeting
- Provide assistance with any presentations
- Broadcast onsite and to the Regional Offices
- Establish audio feed to the onsite Court Reporter
- Provide recordings on audio cassettes and video tapes of all meetings as requested (always ensure the person requesting the taping of the event has obtained the proper "release" in the Form of a "Permission Slip" to tape the event)

SPECIAL EMPLOYEE ACTIVITY BROADCASTS:

The Contractor shall provide support for the following events:

All Employee Meeting and Annual Awards Ceremony (On the Green)

The Contractor shall provide support:

- Setup audio/video equipment indoors and outside
- Operate AV system to support the meeting
- Provide pretesting support indoors and outside
- Broadcast onsite and to the Regional Offices
- Audio cassette and Video tape the Program

NRC DIVERSITY DAY:

The Contractor shall provide support to:

- Setup for rehearsals
- Video tape raw footage
- Edit footage
- Provide a finished product
- Broadcast over the in-house broadband system
- Setup audio/video equipment indoors and outside
- Provide pretesting support indoors and outside
- Broadcast onsite and Regional Offices
- Video tape the Program

OFFICE OF PERSONNEL MANAGEMENT SPECIAL BROADCASTS:

The Contractor shall provide support to:

- Perform the setup and pretesting of system
- Video recording and broadcasting on-site and Regional offices

VIDEOTAPING OF NRC TRAINING PROGRAMS:

The Contractor shall provide support to:

- Perform setup and pretesting support
- Assist with the presentations
- Audio and Video tape Training Program (clear audio & video and labeled)
- This area may include travel to off-site locations.

SUPPORT FOR NRC PRESENTATIONS:

The Contractor shall provide support to:

- Perform setup and testing of presentation equipment
- Provide support information to the end-user
- Provide NRC-owned support equipment

OTHER AUDIO/VIDEO SERVICES:

Provide Audio and Video duplication services

Provide CD format services

Provide digital images

Provide information and training to the NRC Staff as needed

C.3.C. COORDINATION/TRACKING THE MAINTENANCE/REPAIR OF NRC AV EQUIPMENT:

NRC will provide the equipment necessary to perform the NRC AV and Photographic services under this contract. The Contractor shall monitor this equipment during operation and periodic testing/cleaning and notify the NRC-PO if any equipment fails to perform it's intended function. The Contractor shall track the status of any equipment that is being serviced and coordinate with the NRC PO and NRC Property Management office if any equipment is to be removed from the NRC premises.

Contractor provide monthly maintenance on as follow:

1. Clean all heads on all VCRs in the Comm. Hearing Room, Auditorium and photo studio
2. Clean all monitors in the Comm. Hearing Room, Auditorium, Elevator Lobbies in both buildings and photo studio
3. Clean all lens for all Video Cameras Comm. Hearing Room, Auditorium and photo studio
4. Perform complete "system-check" each week on all components in the Comm. Hearing Room, and Auditorium

A List of Estimated Annual Audio/Video/Photo Assignments

1. ADM Awards Ceremony Once a year

- | | | |
|-----|---|--|
| 2. | NRR Awards Ceremony | Four or Five times a year |
| 3. | OP Awards Ceremony | Once a year |
| 4. | OC Awards Ceremony | Once a year |
| 5. | CIO Awards Ceremony | Once a year |
| 6. | OGC Awards Ceremony | Once a year |
| 7. | NMSS Awards Ceremony | Once a year |
| 8. | ACRS Awards Ceremony | Twice a year |
| 9. | OCM Awards Ceremony | (all offices) Once a year |
| 10. | SECY Awards Ceremony | Once a year |
| 11. | RES Awards Ceremony | Three or Four times a year |
| 12. | EDO Awards Programs | Several during the year |
| 13. | Other awards (all offices)
These are normally four or five awards | All during the year |
| 14. | Annual Awards Ceremony
Video and Audio broadcast VTC support
Photographing for booklet
Photos doing the program
Assist. With setup (audio)
Backup plan (special setup) | Once a year

Two to three week process |
| 15. | Signing (Chairman's office)
Photos of signing & group photo | During the year |
| 16. | Dinners with Chairman & foreign visitors
Different outside locations in the area (photos) | Once or twice a year |
| 17. | Passport photos | About 2 to 3 a week |
| 18. | OIG's ID. Photo | Several during the year |
| 19. | Foreign Visitors to the Agency
Meeting with the Chairman | Several during the year |
| 20. | Regulatory Information Conference
Photos for the organizational poster
Photographing meeting (candid photo) | Once a year (three events) |

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| 21. | Adopt-A-Road Program
Photos | Once a year |
| 22. | Earth Day
Photos | Once a year |
| 23. | Bring Your Children to work Program
Photos | Once a year |
| 24. | Noontime Concerts
Assist. With setup (sound)
Photos | Four times a year |
| 25. | Incident Investigation Team (Hunt Valley)
Two trips to Hunt Valley (Photos) | Once a year |
| 26. | CFC Kickoff
Video & audio support
Photos | Once a year |
| 27. | Chairman's Speech
Special setup
Videotaping
Photos | Once a year |
| 28. | Retirement Presentations (On-site only)
Photos (award and candid) | Several during the year |
| 29. | Annual Report
Special photos
Photos from filing system | Once a year |
| 30. | Employee of the Month (NRR, NMSS, RES, CFO)
One to two hour turn-around (image e-mail to requester) | Once a month |
| 31. | Special Photo for ID from the Badging System
Photo enhancement, sized, provide digital images | Several during the year |
| 32. | Commission Briefings/Affirmations
Setup audio & video
Assist with Media Streaming
Assist Video Tele-Conferencing Broadcast
Assist with live open-captioning
Telephone bridges
Broadband feeds
Audio feeds
Videotaping | About 52 a year |

Audio taping
Assist with presentation slide (before and/or during the briefing)

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| 33. | Auditorium Presentations
Setups (audio or video)
Assist. With Video Tele-Conferencing equipment setups
Assist. With audio bridge
Photos
Video taping
Assist with Computer projector setup
Equipment Demos | About 4 a week |
| 34. | Agency Picnic
Photos | Once a year |
| 35. | Agency photos of the Chairman & Commissioners
Individual
Passport
Group Photo
Portraits
Office Photo (group shot) | As needed |
| 36. | Regional offices request for photo
Power Plant Photos
Photos of the Commissions
Photos of the President & Vice President | During the year |
| 37. | Photos for Security
Photos from video tapes
Photos of the Commissioners | During the year |
| 38. | OPA request for photos (for outside agencies)
Power Plants
Chairman & Commissioners
Scanning and image storage
Duplication Video & Audio
Editing Video & Audio | During the year |
| 39. | Special training in the Training Center
Photos
Video taping
Duplication video & audio | During the year |
| 40. | Scanning for all offices
Photos
Downloading to 3.5 diskettes or storage
Images for the Webpage
Images for their News Letters or Reports | During the year |

