
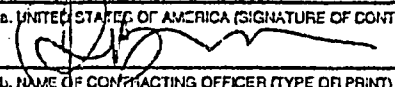


<b>OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, &amp; 30</b>				CIC-05-384 07/25/05	
CONTRACT NO. GS35F0545K		3. AWARD/EFFECTIVE DATE 07-26-2005		5. SOLICITATION NO.	
FOR SOLICITATION INFORMATION CALL:		a. NAME Manon Butt, Contract Spec.		b. TELEPHONE NO. (No Collect Calls) 301-415-7035	
ISSUED BY U.S. Nuclear Regulatory Commission Div. of Contracts Attn: Manon Butt, Contract Specialist Mail Stop T-7-I-2 Washington, DC 20555		CODE 3100		10. THIS ACQUISITION IS <input type="checkbox"/> UNRESTRICTED OR <input type="checkbox"/> SET ASIDE: % FOR: <input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> EMERGING SMALL BUSINESS <input type="checkbox"/> HUBZONE SMALL BUSINESS <input type="checkbox"/> SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS <input type="checkbox"/> 8(A) NAICS: _____ SIZE STANDARD: _____	
11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input type="checkbox"/> SEE SCHEDULE		12. DISCOUNT TERMS		13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700) <input type="checkbox"/>	
13b. RATING N/A		14. METHOD OF SOLICITATION <input type="checkbox"/> RFQ <input type="checkbox"/> IFB <input type="checkbox"/> RFP			
15. DELIVER TO U.S. Nuclear Regulatory Commission Attn: Shane Rupinta, OIS/ICOD/COTB Mail Stop T-5-E-77 11545 Rockville Pike Rockville MD 20852-2738		CODE		16. ADMINISTERED BY U.S. Nuclear Regulatory Commission Div. of Contracts Mail Stop T-7-I-2 Washington, DC 20555 CODE 3100	
17a. CONTRACTOR/OFFEROR CODE		FACILITY CODE		18a. PAYMENT WILL BE MADE BY U.S. Nuclear Regulatory Commission Payment Team, Mail Stop T-9-H-4 Attn: DR-33-05-384 Washington DC 20555 CODE 3100	
SUNGARD AVAILABILITY SERVICES LP Attn: Matthew Dennin, 703-326-4903 505 Huntmar Park Drive, Suite 100 Herndon VA 20170-5103 TELEPHONE NO. 703-326-4903					
17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER <input type="checkbox"/>		18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM			
19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES			21. QUANTITY	22. UNIT
	Sungard Availability Services shall provide disaster recovery services for the U.S. Nuclear Regulatory Commission's Agencywide Documents Access Management System (ADAMS), to ensure continuity of operations, in accordance with the attached Statement of Work. Sungard's proposal, Section B, Services and Prices; and Section C, Description/Specifications/Statement of Work is also attached, and is part of this order.  The period of performance is for 9 months, from July 26, 2005, through April 26, 2006, plus a 3 month option period.  Sungard Contact: Matthew Dennin, Director of Federal Sales, office 703-326-4903, fax 703-326-4918, m 240-508-8517, Matthew.Dennin@sungard.com  NRC Project Officer: Shane Rupinta, OIS/ICOD/COTB, office 301-415-6368, scr1@nrc.gov				
	(Use Reverse and/or Attach Additional Sheets as Necessary)				
					24. AMOUNT \$41,927.00
25. ACCOUNTING AND APPROPRIATION DATA B&R: 510-15-5E3-338 JCN: J1230 BOC: 253A APP NO: 31X0200.50 DUNS: 084764836 Obligate \$41,927.00					26. TOTAL AWARD AMOUNT (For Govt. Use Only) \$41,927.00
27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4, FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED.					
27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4, FAR 52.212-6 IS ATTACHED. ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED.					
CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 2 COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN.				28. AWARD OF CONTRACT: REFERENCE _____ OFFER DATED _____ YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN IS ACCEPTED AS TO ITEMS: _____	
1. SIGNATURE OF OFFEROR/CONTRACTOR 				31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER) 	
NAME AND TITLE OF SIGNER (TYPE OR PRINT) D.K. LEWIS				31b. NAME OF CONTRACTING OFFICER (TYPE OR PRINT) Robert E. Webber Contracting Officer	
30c. DATE SIGNED 7/7/05				31c. DATE SIGNED 8/4/05	

TEMPLATE - ADM001

SISP REVIEW COMPLETE

STANDARD FORM 1449 (REV. 3/005)  
Prescribed by GSA - FAR (48 CFR) 53.212

ADM002

29. QUANTITY IN COLUMN 21 HAS BEEN

☒ RECEIVED ☐ INSPECTED ☐ ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED: \_\_\_\_\_

30. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE

32c. DATE

32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE

31. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE

32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE

32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE

SHIP NUMBER

34. VOUCHER NUMBER

35. AMOUNT VERIFIED CORRECT  
FOR

36. PAYMENT

37. CHECK NUMBER

☐ PARTIAL ☐ FINAL

☐ COMPLETE ☐ PARTIAL ☐ FINAL

S/R ACCOUNT NUMBER

39 S/R VOUCHER NUMBER

40. PAID BY

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

42a. RECEIVED BY (Print)

41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER

41c. DATE

42b. RECEIVED AT (Location)

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

42d. TOTAL CONTAINERS

**TASK ORDER TERMS AND CONDITIONS** \_\_\_\_\_  
**NOT SPECIFIED IN THE CONTRACT** \_\_\_\_\_

**A.1 NRC ACQUISITION CLAUSES - (NRCAR) 48 CFR CH. 20**

**A.2 OTHER APPLICABLE CLAUSES**

☐ See Addendum for the following in full text (if checked)

☐ 52.216-18, Ordering

☐ 52.216-19, Order Limitations

☐ 52.216-22, Indefinite Quantity

☐ 52.217-6, Option for Increased Quantity

☐ 52.217-7, Option for Increased Quantity Separately Priced Line Item

☐ 52.217-8, Option to Extend Services

☒ 52.217-9, Option to Extend the Term of the Contract

**A.3 SEAT BELTS**

Contractors, subcontractors, and grantees, are encouraged to adopt and enforce on-the-job seat belt policies and programs for their employees when operating company-owned, rented, or personally owned vehicles.

## Statement of Work – ADAMS Disaster Recovery Services

### 1. Recovery Facility Requirements

The contractor shall provide and maintain physical facilities; equipment; communications; electrical power; heating, ventilation, and air conditioning; security; office and storage space; supplies; training; documentation; technical, operational, and consulting support; and other supplies and services required under this contract.

The contractor shall provide annual test time and technical assistance before, during, and after testing to ensure that the organizations' recovery plans will be implemented successfully at the contractor's recovery facilities at time of disaster declaration.

The contractor shall ensure that all supplies and services provided under this contract, including technical and operational staff support, are provided prior to testing (to plan and coordinate test activities), at time of testing, after testing to assess test results, at time of disaster alert, and, in the event of a disaster, within twenty-four (24) hours of disaster declaration, or at time of recovery facility occupancy, whichever is sooner.

The contractor shall provide two or more recovery facilities that provide redundant support for the subscriber's requirements. The subscriber shall be assigned to a primary recovery facility. A secondary facility shall also be available for use during disaster recovery testing and at time of disaster declaration.

Each recovery facility shall be a fully operational information technology installation for mainframe, midrange, server and/or workstation systems that is dedicated to testing subscribers' disaster recovery plans and recovering operations at time of disaster.

The contractor shall provide a fully operational hot site for scheduled tests, and within twenty-four (24) hours of a disaster declaration, or when a disaster declarer is ready to occupy a hot site facility, whichever is sooner. The hot site shall be provided for a period of up to six (6) weeks occupancy for each disaster declaration. The cold site shall be provided for a period of up to one (1) year occupancy for each disaster declaration. The hot site shall be fully compatible and functionally equivalent to the equipment configurations specified in the Statement of Work.

A hot site is a fully operational, configured computing facility that requires only installation of a subscriber's software and establishment of communication arrangements to the subscriber's facility(ies) and/or network to affect the subscriber's recovery. Subscribing organizations will provide their own software to include operating systems, other systems software, application software, and data. The hot site shall be plug-to-plug compatible and functionally equivalent to the equipment configurations specified in the Statement of Work.

A cold site is a facility equipped with the necessary environmental support systems, including, but not limited to, electric power (primary and backup), air conditioning, fire

detection and suppression systems, security systems and communications, to support the operation of the computer system resources specified in the customer's Statement of Work. The customer will be responsible to acquire and install all computing equipment and software required to establish backup operations at the cold site. Cold sites will be utilized in the event of a long-term outage after the period of maximum hot site occupancy.

The contractor shall provide equipment that is plug-to-plug compatible and functionally equivalent to the equipment specified in Section 10 of the Statement of Work.

## 2. Security Requirements

The following security requirements apply to the contractor's recovery facilities.

The contractor shall provide each facility and its component parts (e.g., hot site, cold site, conference room space, storage space, communications and specialized equipment space) an environment to accommodate a sensitive/unclassified system. Facility security shall include, but not be limited to, the following:

Access to each facility and its component parts shall be restricted by a manned and/or automated access control system which identifies individuals, authenticates identity, validates access authorization, and maintains an audit trail. At time of occupancy for testing or disaster, the Government will provide a list of individuals authorized to access the facility and its component parts.

The contractor shall provide twenty-four (24) hour/day security coverage when the Government uses its facility. Security coverage shall be provided for all internal and external facility components.

Written security and emergency procedures shall be in place and posted conspicuously. Sign in logs shall be used whenever entering the recovery facility, at which time a unique access device shall be issued to each authorized person.

Each recovery facility shall contain fire detection and suppression systems in accordance with applicable Local, State, and Federal regulations.

Each recovery facility shall contain adequate environmental control systems to sustain continuous operations within both the hot and cold sites. The environmental control systems shall satisfy the original equipment manufacturer's specifications for its equipment, and shall include: heating, ventilation, and air conditioning; chillers; water detection and protection; dual power feeds from separate power stations; and uninterruptible power supply. Each cold site shall contain adequate environmental systems to accommodate the systems under subscription. The contractor shall provide a fully operational backup generator at each recovery facility within twelve (12) hours of disaster declaration. The backup generator shall have sufficient capacity to keep the

computer systems, air conditioning, lighting, security system, fire detection and suppression system, and private branch exchanges (PBXs) operational in the event of a power disruption or interruption.

Each recovery facility shall contain adequate environmental control systems to sustain continuous operations. The environmental control systems shall satisfy the original equipment manufacturer's specifications for its equipment. The contractor shall provide environmental control systems, including: heating, ventilation, and air conditioning; uninterruptible power supply for each server and PBX, and surge protector for each server and workstation.

Contractor personnel assigned to support the customer's recovery exercises and recovery events shall be subjected to suitability screening and background investigation, in accordance with Federal regulations. Background investigation shall include, at a minimum, checking criminal court records and verifying social security number, credit, employment and education records and reports to determine suitability for employment.

Contractor personnel assigned to support the customer's recovery exercises and recovery events shall receive computer security awareness training in accordance with the Federal Information Security Management Act (FISMA) of 2002.

The contractor shall reformat and virus scan/virus eradicate all fixed disks on all servers and workstations immediately before a server or workstation is provided to a subscriber for a test and/or at time of disaster.

The Contractor shall confirm that it has completed a Security Plan, Disaster Recovery Plan, and Security Review for the facilities, systems, and networks proposed to satisfy the requirements of this contract not more than one (1) year prior to the date of proposal submission.

The contractor shall comply with the Security Plan, and maintain the specified countermeasures to protect subscriber test and recovery operations, and safeguard sensitive Government information resources.

The contractor shall comply with the Disaster Recovery Plan, and maintain the specified recovery capabilities to support subscriber test and recovery operations in the event that a disaster affects one or more of the contractor's recovery facilities, systems, and/or network.

The contractor shall comply with the Security Review's findings and recommendations, and implement and maintain appropriate countermeasures to protect subscriber test and recovery operations, and safeguard sensitive Government information resources.

### 3. Technical Support Services

The contractor shall provide technical support before (to plan and coordinate test activities), during, and after all tests (to assess test results), during a disaster alert, and during a declared disaster. Systems engineers, software specialists, communication analysts, operations support personnel, facilities maintenance personnel, and all other necessary personnel shall be provided. Contractor technical support personnel shall perform functions such as preparing the hot site for subscriber occupancy; configuring and maintaining equipment; analyzing and correcting equipment operation, compatibility, and communication problems; and maintaining environmental support systems.

#### 4. Equipment Maintenance

The contractor shall provide twenty-four (24) hour/day, seven (7) day/week facility maintenance on all hot and cold site equipment (e.g., computer systems, HVAC). Preventive and corrective maintenance shall be provided in accordance with the original equipment manufacturer's specifications.

#### 5. Network Services

The contractor shall provide a dedicated, high-capacity WAN to connect the contractor's recovery facilities. The WAN shall provide access to multiple local and long distance carriers. Most subscribers will install and maintain one or more dedicated and/or switched communication lines to access the contractor's WAN. The cost of installing and maintaining those communication lines is the subscriber's responsibility. The cost of utilizing the contractor's WAN shall be included in the subscription cost. There shall be no additional cost to subscribers to utilize the WAN to access one contractor recovery facility from another contractor recovery facility, or to ride the contractor's WAN from point of access (e.g., the node nearest to the subscriber) to point of destination (e.g., a hot site), during testing and/or at time of disaster.

Most subscribers will obtain long-distance telecommunications circuits and/or services from the Federal Telecommunications Service (FTS) 2001 (and/or successor contract) network providers.

The contractor shall be responsible for local service and interfacing with the long-distance telecommunications circuits and/or services. The contractor shall provide channel service units (CSU)/digital service units (DSU)/integrated service units (ISU), modems, routers, and cables, etc., to connect the telecommunications circuits and/or services to the contractor's WAN, recovery facilities, and computer systems (the subscriber is responsible for installing the same equipment at its facilities).

The contractor shall make available the communication accesses specified for each customer (e.g., [1] DS-1 access).

The contractor shall provide network diagnostic and test equipment.

## 6. Testing

The contractor shall make its hot sites available for recovery capability testing for the number of hours per year specified below. There shall be one (1) or more tests per year, divided into one (1) or more eight (8) hour increments. The contractor shall satisfy subscriber requests to schedule test time within six (6) months of the date of request, and as far ahead as two (2) years into the future. Tests shall be on dates and times mutually agreeable to the contractor and Government.

The contractor shall send a confirmation letter to a subscriber within seven (7) days of a test being scheduled. The confirmation letter shall include the date and time of the test, a copy of the test planning and assessment documentation from the subscriber's last test, and a test planning form, to be completed by the subscriber and returned to the contractor at least thirty (30) days prior to the test. As follow-up to the letter and the completed test planning form, the contractor shall call the subscriber, at least fourteen (14) days prior to the test, to coordinate all technical and logistical aspects of the test. During that call, the contractor shall describe, and the subscriber will validate, who is responsible for what activities, and when they will be completed, before, during, and after the test. After the test, the contractor and subscriber shall provide a written assessment of each others performance and the test results.

If a subscriber's test is canceled by the contractor prior to the test's completion, due to another subscriber declaring a disaster, or if a subscriber's test cannot be completed due to the unavailability or malfunctioning of the contractor's system or network resources, the scheduled test time shall be credited in full to the subscriber. Credited test time shall be rescheduled, at the subscriber's request, either during the current or the following contract year, and/or a mutually acceptable cost reduction shall be negotiated.

A subscriber may cancel or reschedule reserved test time sixty (60) or more days before a scheduled test without penalty.

## 7. Contractor Equipment, Software, Facility, and Network Modifications

The contractor shall provide to the customer, and to the Contracting Officer's Representative, written notification before making a change that will adversely impact a customer. Notification of a planned change to the contractor's hardware (including address scheme changes, CPU identification number change), software, firmware, facility and/or network shall be provided at least sixty (60) days prior to implementation. No changes shall be made that prevent a subscriber from successfully testing or recovering its operations. Additional charges shall not be made for equipment changes the contractor elects to make to upgrade or improve its capabilities.

## 8. Customer Recovery Requirements



The contractor shall provide disaster recovery sites, computer systems, network resources and technical professional services specified below to support disaster recovery test exercises and disaster recoveries within twenty-four (24) hours of a disaster declaration, or when Government personnel occupy the contractor's recovery facility, whichever is sooner.

#### 9. Additional Recovery Requirements

The contractor shall provide additional disaster recovery services (e.g., disk replication (mirroring, shadowing), electronic vaulting, remote journaling, storage area networks (SAN), network-attached storage (NAS), long-distance telecommunication circuits and/or services (e.g., dialup, ISDN, DS1, DS3, Frame Relay, VPN), Internet recovery services, tape handling services, system and network restoration services, disaster recovery planning consulting services, disaster recovery planning software, and mobile recovery facilities) as specified in Section 10.

10. The specific IT disaster recovery requirements of the Nuclear Regulatory Commission (NRC) are listed below.

1. CUSTOMER FACILITY

U.S. Nuclear Regulatory Commission (NRC)  
11555 Rockville Pike  
Rockville, MD 20852

2. CORE SYSTEM RESOURCES

A. MAINFRAME/MIDRANGE RECOVERY CENTER (M/MRC)

ITEM NUMBER (1) - COMPUTER RECOVERY CENTER FOR IBS SERVERS (PROPERTY MGR. & TSM)

SYSTEM NAME QTY MACHINE TYPE DESCRIPTION

(Property Mgr.)

1	SMP LAN Server	w/ 8 Pentium III Xeon 700 MHz (or above) Processors w/ 8172 MB Memory, 2 MB L2 Cache and each w/:
	(1) Fixed Disk Drive	97 GB Hard Drive Capacity
	(1) SMART SCSI	SMART Array Controller
	(1) Host bus Adapter	Fiber Host Bus Adapter
	(1) Diskette Drive	3.5" (1.44 MB) Diskette Drive
	(1) Monitor	VGA Color Monitor <sup>1</sup>
	(1) CD-ROM	CD-ROM Drive
	(1) Mouse	Microsoft Compatible Mouse <sup>1</sup>
	(1) Ethernet	10/100Base-T Ethernet Adapter
	(1) External Disk Drive	1,000 GB Fiber Attached Disk

(TSM)	1	SMP LAN Server	w/ 4 Pentium II Xeon 400 MHz (or above) Processors 1024 MB Memory, 1 MB L2 Cache and each w/:
		(1) Fixed Disk Drive	254 GB Hard Drive Capacity
		(1) SMART SCSI	SMART Array Controller
		(1) Diskette Drive	3.5" (1.44 MB) Diskette Drive
		(1) Monitor	VGA Color Monitor <sup>1</sup>
		(1) CD-ROM	CD-ROM Drive
		(1) Mouse	Microsoft Compatible Mouse <sup>1</sup>
		(1) Ethernet	10/100Base-T Ethernet Adapter

2	9840	StorageTek Tape Drives (3590 Mode)
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B. WORKAREA RECOVERY CENTER PROXIMATE TO ROCKVILLE, MARYLAND

ITEM NUMBER (2) – PHASE I - EMERGENCY RESPONSE BACKUP CAPABILITY  
(RESOURCES AVAILABLE FOR TESTING AND AVAILABLE IMMEDIATELY AT TIME OF  
DISASTER)

<u>SYSTEM NAME</u>	<u>QTY</u>	<u>MACHINE TYPE</u>	<u>DESCRIPTION</u>
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**Workarea(s):**

25	Stations	Pre-wired Workspace
1	Facsimile Devices	CCITT Group III Fax Machines
1	Copier	12 copies/minute Copier

**Voice Recovery:**

25	Phone Sets	Digital Phone Sets with:
1	PBX	Digital PBX Usage
		Hunt Group Configuration on Multi-line Sets
1	ACD	Automatic Call Distribution (2 ACD queues)
2	Announcements	Recorded Delay Announcements
12	AT&T	800 Lines Inbound 800 Voice Access Lines
6	Local trunks	Inbound/Outbound Trunks
1	VM	Voice Mail (4 ports)
25	VM Boxes	Voice Mail boxes for Call Coverage (VMB per seats 1 to 1 ratio – 4-hour storage)

**PC/Stations:**

25	PC/Stations	Pentium II 450 MHz (or above) Processor w/ 128 MB Memory and each w/:
	(1) Fixed Disk Drive	10 GB Hard Drive
	(1) Diskette Drive	3.5" (1.44 MB) Diskette Drive
	(1) CD-ROM	CD-ROM Drive
	(1) Monitor	VGA Color Monitor
	(1) Mouse	Microsoft Compatible Mouse
	(1) Ethernet	10/100Base-T Ethernet Adapter
1	Tape Drive	35/70GB Compatible DLT Tape Drive w/ SCSI Interface

**LAN Connectivity:**

1	LAN Switch	LAN Switch Equipment
36	Switched Ethernet	Switched 10/100Base-T Ethernet Ports

<u>SYSTEM NAME</u>	<u>QTY</u>	<u>MACHINE TYPE</u>	<u>DESCRIPTION</u>
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**LAN Printer(s):**

2	Laser Printers	Hewlett Packard LaserJet 4+ Printer w/ 22 MB Memory w/ HP JetDirect 10Base-T Ethernet Card
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**Telecommunication:**

24	Modems	V.90 Compatible Modems w/ Dial tone
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ITEM NUMBER (3) – PHASE II - WORKAREA RECOVERY BACKUP CAPABILITY  
(RESOURCES NOT AVAILABLE FOR TESTING AND AVAILABLE WITHIN 48-HOURS OF  
DISASTER DECLARATION)

	<u>Qty</u>	<u>Type</u>	<u>Description</u>
<b>Workarea(s):</b>	75	Stations	Pre-wired Workspace
<b>Voice Recovery:</b>	75	Phonesets	Digital Phonesets
<b>PC/Stations:</b>	75	PC/Station	Pentium II 450 MHz (or above) Processor w/ 64 MB Memory and each w/ (1) Fixed Disk Drive 10 GB Hard Drive (1) Diskette Drive 3.5" (1.44 MB) Diskette Drive (1) Monitor 17" VGA Color Monitor (1) CD-ROM CD-ROM Drive (1) Mouse Microsoft Compatible Mouse (1) Ethernet 10/100 Base-T Ethernet Adapter
<b>LAN Servers:</b>	1	LAN Server	Pentium II 450 MHz (or above) Processor w/ 1024 MB Memory and w/ (1) Fixed Disk Drive 18 GB Hard Drive Capacity (1) Diskette Drive 3.5" (1.44 MB) Diskette Drive (1) Monitor VGA Color Monitor (1) CD-ROM CD-ROM Drive (1) Ethernet 10/100Base-T Ethernet Adapter

<u>SYSTEM NAME</u>	<u>QTY</u>	<u>MACHINE TYPE</u>	<u>DESCRIPTION</u>
LAN Printers:	1	Laser Printer Hewlett Packard LaserJet 8000 Printer	w/ 16 MB Memory w/ JetDirect 10/100Base-T Ethernet Card
LAN Connectivity:	1	LAN Hub	LAN Hub Equipment
	96	Ethernet	10/100Base-T Ethernet Ports
	5	Ethernet	Max. Physical 10/100Base-T Segments
	18	Laser Printers	Hewlett Packard LaserJet 4+ Printer w/ 22 MB Memory w/ HP JetDirect 10Base-T Ethernet Card
	18	Facsimile Devices	CCITT Group III Fax Machines
	18	Copiers	12 copies/minute Copiers
	76	Modems	V.90 Compatible Modems w/ Dial tone

**ITEM NUMBER (4) – TECHNICAL SUPPORT SERVICES – FILENET MANAGED RESTORATION SERVICE AND DESKTOP DRIVE IMAGING SERVICE**

**A. FILENET MANAGED RESTORE SERVICES FOR “READ ONLY” AND “WRITE ACCESS” TESTING SUPPORT:**

THE CONTRACTOR SHALL PARTICIPATE IN ALL FILENET TESTING AND SYSTEM RECOVERIES.

THE CONTRACTOR IS RESPONSIBLE FOR MAPPING THE CUSTOMER'S HARDWARE AND SOFTWARE CONFIGURATION TO THE HARDWARE THAT IS INSTALLED AT THE CONTRACTOR'S RECOVERY FACILITY.

ADDITIONALLY, RESTORATIONS OF THE FILENET OPERATING SYSTEM, WINDOWS OPERATING SYSTEM AND THE CUSTOMER'S DATABASES ARE THE RESPONSIBILITY OF THE CONTRACTOR.

THE CONTRACTOR SHALL ALSO PROVIDE ASSISTANCE IN THE DEVELOPMENT OF CUSTOMER'S DISASTER RECOVERY TEST OBJECTIVES.

THE CONTRACTOR'S TECHNICAL SUPPORT PERSONNEL ARE RESPONSIBLE FOR THE ESTABLISHMENT AND MAINTENANCE OF THE NETWORK BACKUP CAPABILITY, AS WELL AS ALL LOGISTICAL AND FACILITY ISSUES.

**DOCUMENT ARCHIVE & RETRIEVAL TRANSPORT** - A SEPARATE SOFTWARE UTILITY PROGRAM SHALL BE PROVIDED WHICH WILL ALLOW IMAGES AND THEIR INDEX VALUES TO BE COPIED FROM THE CURRENT SURFACE OF THE TRANLOG TO A MAGNETIC DISK DIRECTORY ON AN INCREMENTAL BASIS SO THAT CRITICAL INFORMATION CAN BE MOVED OFFSITE MORE FREQUENTLY THAN THE TIME REQUIRED TO FILL AN OPTICAL DISK. THE UTILITY PROGRAM SHALL RUN IN A BACKGROUND MODE WITHOUT IMPACTING THE NORMAL PRODUCTION-PROCESSING ENVIRONMENT.

- B. DESKTOP DRIVE IMAGING SERVICE (DIS)** -THE CONTRACTOR DIS SHALL PROVIDE A METHODOLOGY FOR DESKTOP RECOVERY. DIS PROVIDES FOR THE STORAGE OF SUBSCRIBER-PROVIDED IMAGE(S) AND MULTI-CASTING THESE IMAGES FOR SELECTED DESKTOP TECHNOLOGY VIA A MULTI-CAST IMAGE SERVER AT THE DESIGNATED RECOVERY FACILITY.

THE CONTRACTOR SHALL:

- PROVIDE ACCESS TO A MULTI-CAST IMAGE SERVER AT THE DESIGNATED RECOVERY CENTER.
- PROVIDE TECHNICAL SUPPORT TO ASSIST SUBSCRIBER IN THE CREATION OF A "BUILD" OF SUBSCRIBER DESKTOP IMAGES.
- PROVIDE SUBSCRIBER WITH ACCESS, DURING A SCHEDULED TEST TO A SINGLE STATION AT THE DESIGNATED RECOVERY FACILITY TO CREATE, UPDATE, AND UPLOAD SUBSCRIBER'S DESKTOP IMAGE(S). IN ADDITION TO THE CONTRACTED FOR TEST PERIOD(S) ON THE SPECIFIED SCHEDULE, SUBSCRIBER SHALL BE PROVIDED WITH ACCESS UP TO FOUR (4) HOURS ANNUALLY TO CREATE, UPDATE AND UPLOAD SUBSCRIBER IMAGE(S) ON A SINGLE STATION.
- MAINTAIN THE MOST RECENT VERSION OF SUBSCRIBER'S DESKTOP IMAGE(S) ON TAPE AT THE DESIGNATED RECOVERY CENTER.
- DOWNLOAD IMAGE(S) CONTAINING SUBSCRIBER-LICENSED OPERATING SYSTEMS AND PROGRAMS ONTO THE DESIGNATED RECOVERY SERVICES DURING SCHEDULED TEST PERIOD AND AT TIME OF DISASTER.
- PROVIDE A PRE-LOAD SUMMARY REPORT UPON COMPLETION OF THE DIS. THIS REPORT SHALL BE SENT TO SUBSCRIBER VIA EMAIL TO BE REVIEWED DURING A POST-TEST CONFERENCE CALL.

NRC WILL BE RESPONSIBLE FOR:

- CREATION OF THE ACTUAL IMAGE(S) AND, THEN IN CONJUNCTION WITH ASSIGNED OPERATIONS PERSONNEL, UPLOAD THE IMAGES TO A MULTI-CAST SERVER DURING A SCHEDULED TEST PERIOD.
- IDENTIFYING SUBSCRIBER CONTACT INFORMATION FOR RECEIPT OF PRE-LOAD SUMMARY.
- ENSURING PROPER LICENSING OF SUBSCRIBER'S DESKTOP OPERATING SYSTEM AND APPLICATIONS.

### **3. SUPPORT PROVISIONS**

(1) COLD SITE

(1) CONFERENCE ROOM TO ACCOMMODATE MEETING FOR 25 INDIVIDUALS AT CRC (TESTING AND DISASTER)

(1) STORAGE SPACE FOR CUSTOMER TAPES AT CRC (TESTING AND DISASTER)

(1) SET STANDARD SUPPLIES (25 BOXES PAPER AND PRINTER/FAX SUPPLIES/24 HOURS; 100/300 REEL/CARTRIDGE TAPES/24 HOURS, 4 BEEPERS, AND DESK SUPPLIES AT MRC, AND 3 BOXES PAPER AND PRINTER/FAX SUPPLIES/24 HOURS, 5 BOXES 3.5 INCH DISKETTES/24 HOURS, 5 BOXES R/W CD-ROMS/24 HOURS, 5 BOXES 8 MM TAPES/24 HOURS, AND DESK SUPPLIES AT WRC - - TESTING AND DISASTER)

(5) SETS RECOVERY SUPPORT MANUALS

(1) CUSTOMER ORIENTATION SESSION

(88) ANNUAL TEST HOURS ON IBS SERVERS (PROPERTY MGR. & TSM)

(24) ANNUAL TEST HOURS OF WORK AREA

### **4. PERIOD OF PERFORMANCE**

MANDATORY 9-MONTHS BASE TERM (TARGET START DATE JULY 26, 2005)  
OPTIONAL 3 MONTHS

### **5. CUSTOMER PERSONNEL AUTHORIZED TO DECLARE A DISASTER**

THE FOLLOWING PERSONNEL ARE AUTHORIZED TO DECLARE A DISASTER.

WAYNE DAVIS (301) 415-7229 (O), (301) 371-4169 (H), (240) 446-7667 (C)  
BETSY SHELBURNE (301) 415-5607 (O), (202) 966-0738 (H), (202) 669-2925 (C)  
SCOTT ANSTINE (301) 415-5570 (O), (301) 788-0071 (C)

### **6. NOTES**

A. EQUIPMENT MAY BE SUBSTITUTED WITH PLUG-TO-PLUG COMPATIBLE AND FUNCTIONALLY EQUIVALENT EQUIPMENT.