UNITED STATES
NUCLEAR REGULATORY COMMISSION
WASHINGTON, D.C. 20555-0001

OCT 15 2007

OAO Corporation
2277 Research Boulevard
Mailstop 4G ATTN: Joyce L. Lambert
Rockville, MD 20850

SUBJECT: TASK ORDER NO.20 ENTITLED "NSIR Protected Web Server", UNDER DELIVERY ORDER NO. DR-33-07-358

Dear Ms. Lambert:

In accordance with Section C.27 entitled "Task Order Procedures," of the subject delivery order, this letter hereby definitizes Task Order 20. This effort shall be performed in accordance with the enclosed Statement of Work and OAO Corporation's cost estimate dated, September 18, 2007, which is made a part hereof of this order.

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

Jonathan Stecker - Project Manager

The Contractor agrees that such personnel shall not be removed from the effort under the task order without compliance with the Key Personnel Clause (2052.215-70) of the delivery order.

Task Order No. 20 shall be in effect from September 26, 2007, through September 25, 2008, with a total cost ceiling of $113,866.02.

This Task Order No. 20 obligates funds in the amount of $20,000.00. The obligated amount shall, at no time, exceed the task order cost ceiling. When and if the amount(s) paid and payable to the Contractor hereunder shall equal the obligated amount, the Contractor shall not be obligated to continue performance of the work unless and until the Contracting Officer shall increase the amount obligated with respect to this task order. Any work undertaken by the Contractor in excess of the obligated amount specified above is done so at the Contractor's risk.

Your contacts during the course of this task order are:

Technical Matters: Harry Kromer - (301) 415-6817
Tom Kardaras - 301-415-6942

Contractual Matters: Richard Bright - (301) 415-8086

Information in this record was deleted
in accordance with the Freedom of Information
Act, exemptions 4 & 2
FOIA- 2009-0017

C/19

*ACCOUNTING AND APPROPRIATION DATA Task Order No. 20 is as follows:

B&R: 711-15-11C-398 JC: R1151 BOC: 2574 APPN: 31X0200.711 COM: NSR-07-521
$20,000.00

*ADMINISTRATIVELY TRANSFERRED FUNDS FROM BASE CONTRACT

The issuance of this task order does not amend any terms or conditions of the subject delivery order.

Please indicate your acceptance of this task order by having an official who is authorized to bind your organization, execute three copies of this document in the spaces provided below and return two copies to the Contract Specialist. You should retain the third copy for your records. If you have any questions regarding the subject task order, please contact Richard Bright, Contract Specialist on (301) 415-8086.

Sincerely,

Eleni Jernell, Contracting Officer
Contract Management Branch No. 3
Division of Contracts
Office of Administration

ACCEPTED: Joyce L Lambert

Joyce L. Lambert
NAME

CONTRACTS
TITLE

10/23/07
DATE

Task Order 20 NSIR Protected Web Server		BASE YEAR RATE	BASE YEAR HOURS	BASE YEAR AMOUNT
	OFF-SITE			
010	010 Program Manager			
020	020 Project Manager			
030	030 Quality Assurance Manager			
050	050 Principal BPR Specialist			
060	060 Senior BPR Specialist			
070	070 Principal Systems Architect			
080	080 Senior Systems Architect			
090	090 Principal Information Engineer			
100	100 Senior Information Engineer			
110	110 Senior Functional Analyst			
130	130 Systems Analyst 5			
140	140 Systems Analyst 4			
150	150 Systems Analyst 3			
160	160 Systems Analyst 2			
170	170 Systems Analyst 1			
210	210 Computer Programmer 7			
220	220 Computer Programmer 6			
230	230 Computer Programmer 5			
240	240 Computer Programmer 4			
250	250 Computer Programmer 3			
251	251 Computer Programmer 2			
260	260 Support Specialist 6			
270	270 Support Specialist 5			
280	280 Support Specialist 4		(b)(4)	
290	290 Support Specialist 3			
310	310 Engineer 5			
320	320 Engineer 4			
350	350 Sr Computer Security Specialist			
360	360 Computer Security Specialist			
370	370 Operations Manager			
430	430 Communications Network Engineer			
520	520 Apps Systems Analysis and Program Manager			
530	530 Apps Systems Analysis and Program Sup			
540	540 Apps Systems Analyst/Programmer - St Spec			
550	550 Apps Systems Analyst/Programmer - Lead			
560	560 Telecommunications/Internetworking Designer			
570	570 Network Planner			
580	580 Network Operations Specialist			
590	590 Telecommunications Engineer - Senior			
600	600 Telecommunications Engineer - Inter			
610	610 Telecommunications Systems Analyst			
620	620 Network Controller			
630	630 Telecommunications Engineer/Analyst			
640	640 Network Control Technician			
650	650 Telecommunications Analyst/Tech-Senior			
700	700 Documentation Specialist			
710	710 Documentation Coordinator			

720	720 Technical Expert - Level 4			
730	730 Technical Expert - Level 3			
740	740 Technical Expert - Level 2			
750	750 Technical Expert - Level 1			
760	760 Information Services Consultant			
	ON-SITE			
105	105 Senior Information Engineer Onsite			
265	265 Support Specialist 6 Onsite		(b)(4)	
275	275 Support Specialist 5 Onsite			
285	285 Support Specialist 4 Onsite			
525	525 Apps Systems Analysis and Program Manager Onsite			
535	535 Apps Systems Analysis and Program Sup Onsite			
545	545 Apps Systems Analyst/Programmer - St Spec Onsite			
555	555 Apps Systems Analyst/Programmer - Lead Onsite			
715	715 Documentation Coordinator Onsite			
745	745 Technical Expert - Level 2 Onsite			
		TOTAL	(b)(4)	**$113,866.02**

Task Order 20 **Protected Web Server Maintenance**

A. Background

Following the events of September 11, 2001, the NRC established closer working relationships with Federal agencies involved with homeland security and continually maintained a database of reported security incidents. The database that NRC uses to collect reported security incidents is referred to as the Security Information Database (SID) and it contains security reports issued by nuclear plant licensees as a result of advisories that the NRC has issued. Each report that the NRC receives and adds to the SID provides details about a specific security incident that has occurred at a nuclear plant (e.g., suspicious person, suspicious activity, flyovers) and the actions plant officials took or are taking to address the incident. SID reports are considered law-enforcement-sensitive, nonsafeguards information for official use only and are handled accordingly.

Beginning in December 2002, as concerns about potential terrorist threats to U.S. nuclear facilities increased, the NRC Office of Nuclear Security and Incident Response (NSIR) put forth a new initiative called the Protected Web Server (PWS) project. The project was expected to improve report sharing processes and to help expand the NSIR target audience by including nuclear plant licensees, FBI officials, DHS officials, State officials, and law enforcement officials throughout the United States.

Since the project began, it has been supported by a contract managed by OIS called, "Security Technology Assessment for NRC Sensitive Information Processing Requirements and Classified Information Requirements." The services provided by the contract allowed NSIR to deploy, activate, and maintain a secure Web site, the PWS, starting in February 2003. That contract, however, expires at the end of June 2004, which means that NSIR must award a new contract to maintain the PWS before that date.

Physically, the PWS is comprised of two systems, a Web appliance manufactured by SAGE, Inc., called the Brick-II server and a Document Database System (DDS). The Brick-II server is a Web appliance that is a limited-use server intended to support secure Web sites. The server provides specific features to improve survivability and extend system capabilities to withstand disruptive activities. The DDS, which operates on a standard PC, hosts a database that contains active and inactive user accounts and all of the SID reports that are transmitted to the PWS. The DDS also controls user access, maintains a server audit trail, and provides an email system that communicates PWS process result messages to system administrators.

The DDS uses Red Hat LINUX, version 9.0, as its operating system and MYSQL, version 4.0.15, as its database management system (DBMS). MYSQL is an open source database system that is recognized for speed and reliability and is the standard DBMS for Novell NetWare, version 6.5. Most of the programs used on the PWS are developed under PERL, version 5.8. However, there is one program that was developed under C that is used to encrypt incoming data on the Brick-II server.

The PWS and DDS are currently maintained at a secure contractor facility in Rockville, Maryland, but there are plans currently underway at the NRC to physically have the systems moved in-house into an access-controlled computer room so that they can be configured with limited functionality to reduce or eliminate potential sabotage threats. (See Exhibits 1 and 2 in Section A for more details.)

Under the current configuration, the PWS is accessed in two ways:

1. NRC Headquarters Emergency Response Officers (HERO) can transmit security reports in PDF to the DDS.

2. Authorized users can securely access the Web site to view, print, or save SID reports using their Microsoft Internet Explorer Web browser. The Internet Explorer browser is secure sockets layered (SSL)-enabled and configured to use 128-bit encrypted communications.

Anytime a HERO transmits an SID report to the DDS, a program is automatically invoked on the DDS to forward the report in encrypted format to the Brick II server so it can be accessed by users from the Web site. The DDS automatically transfers the SID report to the Brick-II server using a virtual network connection on the Brick-II server because the Brick II hardware and software prohibits any direct data exchange between services locally stored on the server.

Although the PWS is currently supporting more than 400 users nationwide and is fully operational, it lacks needed functionality and must be enhanced. The work described in this SOW is associated only with PWS maintenance support. Eventually, after a maintenance contract is awarded and executed, NSIR will take additional steps to award a multiyear contract to develop and implement new software enhancements on the PWS.

B. Objectives

The primary objectives of this contract are the following:

- To securely share sensitive information in a manner that is acceptable to the NRC.
- To obtain skilled personnel that can provide expert-level operational, maintenance, and technical support of the PWS system.
- To ensure that the PWS system remains stable, supportable, and continues to function satisfactorily in an evolving and expanding business, user, and operational environment.

C. Scope of Work

The major tasks associated with this SOW include the following:

- Transition the PWS project to operate under a new support agreement.
- Monitor, maintain, and manage the PWS system components daily.
- Monitor and manage PWS system interfaces daily.

The Contractor shall perform these tasks in accordance with technical direction from the NRC TOM or designated alternate following guidance provided in the NRC PMM document.

To adequately support NRC's event awareness and prevention mission, the Contractor shall become familiar with the functions, activities, and operational organization of the NRC Headquarters Operations Office (HOO), the design concepts of the PWS and the reasons that approach is being used, the hardware and software associated with the PWS system, and the communication protocols that are used in conjunction with the PWS system. The Contractor is also responsible for understanding the uses for which the PWS data are obtained and the problems the PWS system corrected.

The Contractor shall maintain continuous availability of all personnel who are required for successful performance of the work in the SOW. The Contractor shall also ensure that all support personnel, whether primary or backup staff, are committed to providing service during the NRC's official hours of operation (7:00 a.m.–4:30 p.m., Monday through Friday, except on Federal holidays) and providing a minimum 2-hour response to NRC calls during all other times. The Contractor shall consult with the NRC TOM on all problems to ensure an adequate strategy for resolution.

The Contractor shall maintain operability of the hardware and software required for successful reception, storage, and use of data on the PWS system.

The maintenance of the PWS hardware and software shall be performed in such a manner as to assure that availability of the PWS is maintained 99.7 percent annually throughout the contract period of performance. PWS availability shall be determined through the calculation of system operable time/(system operable time + system inoperable time).

PWS shall be considered operable any time the PWS hardware and software can perform the following core functions:

- receive SID reports sent by the HOO
- automatically upload SID reports sent by the HOO to the PWS
- automatically provide system administrators a status of the data being uploaded

- provide accessibility to the data stored on the PWS to all users and administrators
- receive and process user account requests
- allow administrators to create, remove, activate, or deactivate user accounts
- provide an audit trail of the activities occurring on the PWS

PWS shall not be considered inoperable during times when the cause for system failure is outside the scope of this contract (e.g., extended power failures, loss of network services). The Contractor shall be responsible for the hardware and software maintenance of the system from initiation to expiration of the contract.

The Contractor shall maintain all of the PWS hardware and software components that provide a capability to the users and administrators that use the system.

The contractor shall provide maintenance support for the following hardware items:

1. Brick-II server
2. Document Database System (DDS)

The contractor shall provide maintenance support for the following software items:

1. SAGE proprietary operating system
2. Web server manager
3. Security manager
4. PERL programs
5. Common Gateway Interface (CGI) scripts
6. REDHAT LINUX operating system
7. MYSQL DBMS
8. Automatic FTP upload software
9. C Programs
10. SAGE proprietary software utilities

The Contractor shall evaluate the PWS and make recommendations to the NRC TOM for improvements.

The Contractor shall maintain the PWS System Security Plan and develop and maintain a PWS System User Guide and a PWS System Administration Guide. The Contractor shall develop any other type of system-related documentation, if requested by the NRC TOM.

The Contractor shall engage the various working groups at the NRC assigned to support the systems that interface with the PWS system as needed. The systems that currently interface with the PWS system include the following:

1. SID
2. Email System
3. Backup System

The Contractor shall meet quarterly with the NRC TOM to review the PWS program. The Contractor shall also provide a monthly activity report and a user account status report to the NRC TOM.

D. Tasks

The following section describes the tasks required to fulfill the PWS maintenance support contract.

D.1 TRANSITION THE PROJECT TO OPERATE UNDER A NEW SUPPORTCONTRACT

Since the PWS project began, it has been supported by a contract managed by OIS called, "Security Technology Assessment for NRC Sensitive Information Processing Requirements and Classified Information Requirements." The services provided by that contract have consistently fulfilled the Government's support requirements for maintaining the PWS system. The tasks described under Task 3.1 are the activities required to support the transitional activities associated with the new PWS maintenance contract.

D.1.1 Kick-Off Meeting

A kick-off meeting shall be scheduled with the Contractor immediately following contract award to introduce the PWS TOM to the new Contractor personnel and to conduct a complete project review. The meeting shall be held at NRC Headquarters located at 11545 Rockville Pike in Rockville, Maryland. Designated support personnel for various PWS system interfaces will also be requested to attend this meeting.

D.1.2 Contractor Support Meeting

A Contractor support meeting will be conducted between the incumbent contractor and the new contractor immediately following the kick-off meeting to discuss important details about the PWS system and its support. The Contractor shall be responsible for arranging any additional meetings with the incumbent contractor if they determine it to be necessary.

D.1.3 System Review Meetings

Detailed system review meetings consisting of technical training and technical reviews shall be conducted with the new Contractor support team immediately following the Contractor support meeting to familiarize the team

with important details about the PWS system and to ensure that each member of the team has a common understanding about the system and the Government's support requirements.

D.2 MONITOR CONTRACTED SYSTEMS

The systems that are targeted to be contracted for maintenance support through this SOW include a Web appliance called the Brick-II server and a DDS support system. The tasks that are described under Task 3.2 are the activities required to monitor those systems.

D.2.1 Identify and Resolve Brick-II Hardware Problems

The Contractor shall monitor the daily performance of the Brick-II server hardware to identify and resolve problems that may arise. The Contractor shall notify the PWS TOM about problems identified and obtain approval before resolving them.

D.2.2 Identify and Resolve Brick-II Software Problems

The Contractor shall monitor these software items on a daily basis and identify and resolve problems that may arise. The Contractor shall notify the PWS TOM about problems identified and obtain approval before resolving them.

The SAGE Web appliance is comprised of the following software items.

D.2.2.1 SAGE Proprietary Operating System

The Contractor shall monitor the SAGE proprietary operating system that runs on the Brick-II server on a daily basis to identify and resolve problems or issues that may arise. The Contractor shall notify the PWS TOM about problems identified and obtain approval before resolving them. The Contractor shall also regularly review information provided by the manufacturer about known operating system failures and apply corrections to the software once approval is given by the PWS TOM.

D.2.2.2 Web Server Manager

The Contractor shall monitor the Web server manager that runs on the Brick-II server on a daily basis to identify and resolve any problems or issues that may arise. The Contractor shall notify the PWS TOM about problems identified and obtain approval before resolving them.

D.2.2.3 Security Manager

The Contractor shall monitor the security manager that runs on the Brick-II server on a daily basis to identify and resolve problems or issues that may arise. The Contractor shall notify the PWS TOM about any problems identified and obtain approval before resolving them.

D.2.2.4 PERL Programs

The Contractor shall monitor all of the Perl programs that run on the Brick-II server on a daily basis to identify and resolve any problems or issues that may arise. The contractor shall notify the PWS TOM about any problems identified and obtain approval before resolving them.

D.2.2.5 Common Gateway Interface (CGI) Scripts

The Contractor shall monitor all of the CGI scripts that run on the Brick-II server on a daily basis to identify and resolve problems or issues that may arise. The Contractor shall notify the PWS TOM about any problems identified and obtain approval before resolving them. The Contractor shall also regularly review information provided by the manufacturer about known operating system failures and apply corrective software updates once approval is given by the PWS TOM.

D.2.2.6 Administrative Software Utility

The Contractor shall monitor the use of the administrative software utility provided by Sage, Inc., called ADMIN, on a regular basis to identify and resolve any problems or issues that may arise. The Contractor shall notify the PWS TOM about any problems identified with the ADMIN utility and obtain approval before resolving them.

D.2.3 Identify and Resolve Document Database System Hardware Problems

The Contractor shall monitor the daily performance of the DDS hardware to identify and resolve any problems that may arise. The Contractor shall notify the PWS TOM about problems identified and obtain approval before resolving them.

D.2.4 Identify and Resolve Document Database Systems Software Problems

The Contractor shall monitor these software items on a daily basis and identify and resolve problems that may arise. The Contractor shall notify the PWS TOM about the problems identified and obtain approval before resolving them.

The DDS is comprised of the following software items.

D.2.4.1 REDHAT LINUX Operating System

The Contractor shall monitor the REDHAT LINUX operating system that runs on the DDS on a daily basis to identify and resolve problems that may arise. The Contractor shall notify the PWS TOM about any problems identified and obtain approval before resolving them. The Contractor shall also regularly review information provided by the NRC and the system manufacturer about potential problems in the operating system and apply corrective software updates once approval is given by the PWS TOM.

D.2.4.2 MYSQL Database Management System

The Contractor shall monitor the MYSQL DBMS that runs on the DDS on a daily basis to identify and resolve problems that may arise. The Contractor shall notify the PWS TOM about any problems identified and obtain approval before resolving them. The Contractor shall also regularly review information provided by the NRC and the database manufacturer about potential problems and apply corrective software updates once approval is given by the PWS TOM.

D.2.4.3 Automatic FTP Upload Software

The Contractor shall monitor the automatic FTP upload software that runs on the DDS on a daily basis to identify and resolve problems or issues that may arise. The Contractor shall notify the PWS TOM about any problems identified and obtain approval before resolving them.

D.2.4.4 PERL Programs

The Contractor shall monitor the Perl programs that run on the DDS on a daily basis to identify and resolve problems or issues that may arise. The Contractor shall notify the PWS TOM about any problems identified and obtain approval before resolving them.

D.2.4.5 C Programs

The Contractor shall monitor the C program that runs on the DDS to encrypt incoming data on the Brick-II server daily to identify and resolve problems or issues that may arise. The Contractor shall notify the PWS TOM about any problems identified and obtain approval before resolving them.

D.3 MAINTAIN CONTRACTED SYSTEMS

The Contractor shall be responsible for making necessary changes to ensure that identified problems with a system/module are corrected and the system is returned to production in the shortest amount of time possible.

Maintenance Requests:

The NRC TOM/client shall notify the Contractor of system maintenance requests using the Rational ClearQuest change request system, in accordance with the Delivery Order, Statement Of Work, Section C.3, Subsections 3.1 "Maintenance" and 3.2 "Maintenance Change Request Process." The Contractor shall follow the procedures contained in the "OIS Application Change Request System Guide using Rational ClearQuest" to document all maintenance work performed and completed.

The systems that are targeted to be contracted for maintenance support through this SOW include a Web appliance called the Brick-II server and a DDS support system. The tasks that are described under Task 3.3 are the activities required to maintain those systems.

D.3.1 Maintain Brick-II Server Hardware

The Contractor shall maintain the Brick-II server hardware on a regular basis to ensure continual and reliable PWS operation. The term "maintain" includes all of the various activities associated with repair, modification, and enhancement of the Brick-II server hardware.

D.3.2 Maintain Brick-II Server Software

The Contractor shall maintain these software items on a regular basis to ensure continual and reliable PWS operation. The term "maintain" includes all of the various activities associated with repair, modification, and enhancement of the Brick-II server software. The Contractor shall also regularly review information provided by the NRC and SAGE about potential problems in the system software and apply corrective software updates once approval is given by the PWS TOM.

The SAGE Web appliance is comprised of the following software.

D.3.2.1 SAGE Proprietary Operating System

The Contractor shall maintain the SAGE proprietary operating system on the Brick-II server to ensure continual and reliable PWS operation. The Contractor shall keep the operating system software upgraded with the

latest software updates provided by SAGE, Inc. The Contractor shall also regularly review information provided by SAGE about potential problems in the operating system and apply corrective software updates once approval is given by the PWS TOM.

D.3.2.2 Web Server Manager

The contractor shall maintain the Web server manager software on the Brick-II server to ensure continual and reliable PWS operation. The Contractor shall obtain approval from the PWS TOM before applying any changes to the Web server manager software.

D.3.2.3 Security Manager

The Contractor shall maintain the security manager software on the Brick-II server to ensure continual and reliable PWS operation. The Contractor shall obtain approval from the PWS TOM before applying any software changes to the security manager software.

D.3.2.4 PERL Programs

The Contractor shall maintain every Perl program used on the Brick-II server to ensure continual and reliable PWS operation. The Contractor shall obtain approval from the PWS TOM before applying any software changes to any of the Perl programs.

D.3.2.5 Common Gateway Interface (CGI) Scripts

The Contractor shall maintain all of the CGI scripts used on the Brick-II server to ensure continual and reliable PWS operation. The Contractor shall obtain approval from the PWS TOM before applying changes to any of the scripts used.

D.3.2.6 Administrative Software Utility

The Contractor shall maintain the SAGE administrative software utility tool called ADMIN by regularly reviewing information provided by the manufacturer about available software upgrades for the tool. The Contractor shall upgrade the ADMIN utility once approval is given by the PWS TOM.

D.3.3 Maintain Document Database System Hardware

The Contractor shall maintain the DDS hardware on a regular basis to ensure continual and reliable PWS operation. The term "maintain"

includes all of the activities associated with the repair, modification, or enhancement of the DDS hardware.

D.3.4 Maintain Document Database System Software

The Contractor shall maintain these software items on a regular basis to ensure continual and reliable PWS operation. The term "maintain" includes all of the various activities associated with the repair, modification, or enhancement of the DDS software.

The DDS is comprised of the following software items.

D.3.4.1 REDHAT LINUX Operating System

The Contractor shall maintain the REDHAT LINUX operating system on the DDS to ensure continual and reliable PWS operation. The Contractor shall keep the DDS operating system software upgraded with the latest software updates provided by the manufacturer. The Contractor shall also regularly review information provided by the manufacturer about potential problems in the DDS operating system and apply corrective software updates once approval is given by the PWS TOM.

D.3.4.2 MYSQL Database Management System

The Contractor shall maintain the MYSQL DBMS on the DDS to ensure continual and reliable PWS operation. The Contractor shall obtain approval from the PWS TOM before applying any changes to the MYSQL DBMS on the DDS

D.3.4.3 Automatic FTP Upload Software

The Contractor shall maintain the automatic FTP upload software on the DDS to ensure continual and reliable PWS operation. The Contractor shall obtain approval from the PWS TOM before applying any changes to the automatic FTP upload software on the DDS.

D.3.4.4 PERL Programs

The Contractor shall maintain every Perl program used on the DDS to ensure continual and reliable PWS operation. The Contractor shall obtain approval from the PWS TOM before applying any software changes to any of the Perl programs on the DDS.

D.3.4.5 C Programs

The Contractor shall maintain all of the C programs used on the DDS to ensure continual and reliable PWS operation. The Contractor shall obtain approval from the PWS TOM before applying changes to any of the C programs on the DDS.

D.3.5. Manage Contracted Systems

The systems that are targeted to be contracted for maintenance support through this SOW include a Web appliance called the Brick-II server and a DDS support system. The tasks that are described under Task 3.4 are activities required to manage those systems.

D.3.5.1 Program Reviews

The Contractor shall conduct formal program reviews monthly with the PWS TOM during the life of the contract to discuss issues concerning project schedule, budget, resources, equipment, goals, milestones, and any other problem or issue that needs attention.

D.3.5.2 Monthly Activity Reports

The Contractor shall provide monthly activity reports to the PWS TOM during the life of the contract to describe in detail the prior month's activities, including a detailed status of the activities surrounding user account authorization.

D.3.5.3 System Documentation

Currently, there is no formal documentation for the PWS, with the exception of a system security plan. Immediately following contract award, the Contractor shall provide formal documentation for the PWS system. The Contractor shall prepare and deliver an updated Security Plan, a System User Guide, and a System Administration Guide. If it becomes necessary during the contract, the PWS TOM will issue additional requests for documentation to the Contractor during monthly program review meetings (see Task 3.4.1 for additional information).

D.3.5.4 System-Related NRC-Sponsored Activities

Occasionally, NSIR will sponsor various activities with PWS stakeholders and users, such as meetings and presentations. The Contractor shall support these types of activities if requested by the PWS TOM.

D.3.5.5 User Training

The Contractor shall be prepared to provide PWS user training if requested to by the PWS TOM.

D.4 MONITOR INTERFACES

For the PWS to operate properly, the system must depend on certain of the following interfaces:

1. SID
2. Email System
3. Backup System

The SID is the system responsible for transmitting SID reports to the PWS so users can access the report from the Web site. Without it, the PWS would have no information to present to its user audience.

The agency email system is responsible for providing PWS system administrators with results from SID report file transmissions and DDS file upload processes to the PWS. It also provides a generic system-level mailbox that allows PWS administrators and users to communicate. Without the agency email system, administrator capabilities would be adversely impacted and existing procedures to administer the system would not function properly. In the future, after the PWS is brought in-house at the NRC, the agency's operations support staff will perform daily, weekly, and monthly backups of both the Brick-II server and the DDS. Currently, Contractor support staff is responsible for running a full backup each night of the PWS system to a rewriteable compact disc. Without backups being performed, there would be no way to recover the PWS in the event of catastrophic failures.

The PWS interfaces are important to the overall success of the PWS, and because of that, Task D.4 describes the required activities to monitor the various interfaces on a daily basis.

D.4.1 Identify and Report HOO/Hero SID Problems

The Contractor shall monitor the daily status of SID report transmissions by checking the PWS email box for transmission result notifications and by checking in with the SID support contractors to determine whether they are experiencing any problems. The Contractor shall notify the PWS TOM about problems identified and provide assistance to the SID support contractors, if necessary, to resolve the problem.

D.4.2 Identify and Report Brick-II Server Backup Problems

The Contractor shall monitor the daily status of the Brick-II server backup process by checking with the NRC operations support staff about problems that may arise. The Contractor shall notify the PWS TOM about problems identified and provide assistance to the operations support staff, if necessary, to resolve the problem.

D.4.3. Identify and Report Document Database System Backup Problems

The Contractor shall monitor the daily status of the DDS backup process by checking with the NRC operations support staff about problems that may arise. The Contractor shall notify the PWS TOM about the problems identified and provide assistance to the operations support staff, if necessary, to resolve the problem.

D.4.4 Identify and Report PWS Email Box Problems

The Contractor shall monitor the daily status of the PWS Email box through daily use. The Contractor shall notify the PWS TOM about problems identified and refer the matter to the NRC Help Desk for resolution.

D.5 MANAGE INTERFACES

For the PWS to operate properly, the system must depend on certain of the following interfaces:

1. SID
2. Agency Email System
3. Agency Backup System

The SID is the system responsible for transmitting SID reports to the PWS so users can access the report from the Web site. Without it, the PWS would have no information to present to its user audience.

The agency email system is responsible for providing PWS system administrators with results from SID report file transmissions and DDS file upload processes to the PWS. It also provides a generic system-level mailbox that allows PWS administrators and users to communicate. Without the agency email system, administrator capabilities would be adversely impacted and existing procedures to administer the system would not function properly.

In the future, when the PWS is brought in-house at NRC, the agency's operations support staff will perform daily, weekly, and monthly backups of both the Brick-II server and the DDS. Currently, Contractor support staff is

responsible for running a full backup each night of the PWS system to a rewriteable CD. Without backups being performed, there would be no way to recover the PWS in the event of catastrophic failures.

The PWS interfaces are important to the overall success of the PWS and, because of that, Task 3.6 describes the required activities to manage the various interfaces on a daily basis.

D.5.1 Conduct Program Reviews with OCIMS and OIS Staff

The Contractor shall conduct quarterly program reviews with the PWS TOM, the interface support staff from OIS, and the NRC TOM and Contractor support personnel assigned to support the Operations Center Information Management System (OCIMS).

D.5.2. Provide Input to the Monthly Activity Reports

The Contractor shall provide a section of information in the PWS monthly activity report that is entirely devoted to the prior month's activities as they relate to PWS system interfaces.

D.5.3. Support System-Related NRC Sponsored Activities

D.5.4 Provide System Documentation

Currently, there is no formal documentation for the PWS. The Contractor shall provide formal PWS system documentation that will include technical information about the system interfaces. Immediately following contract award, the Contractor shall prepare and deliver an updated security plan, a PWS User Guide, and a PWS System Administrator Guide to the PWS TOM.

D.5.5 Support AECIUMS/OIS Training Activities

The Contractor shall be prepared to provide PWS user training as it pertains to PWS interfaces, if requested by the PWS TOM.

E. Orders, Terms, and Conditions

E.1 PLACE OF PERFORMANCE

The place of performance shall be at NRC Headquarters located at 11545 Rockville Pike, Rockville, Maryland, 20852.

E.2 TRAVEL

Travel outside of the Washington, DC area shall be approved by the Government. No travel requirements are anticipated.

E.3 REPORTING REQUIREMENTS

E.3.1 Biweekly Reports

The Contractor shall provide a biweekly status report to the NRC TOM in accordance with the schedule provided by the delivery order. Each biweekly report shall contain a summary of work performed during the reporting period for each task, including appropriate statistics and plans for the next reporting period; a discussion of project plans, hardware problems, current operational problems, and the proposed corrective action, as well as an analysis of the impact on other tasks within the scope of the SOW; and a status of expenditures under the order for the reporting period, cumulative expenditures to date, funds obligated to date, and balance of funds required to complete the order.

Occasionally, NSIR will sponsor various activities with PWS stakeholders and users, such as meetings and presentations. The Contractor shall support these types of activities, if requested by the PWS TOM. When Contractor support is requested, the Contractor shall coordinate and confirm the availability of each PWS interface through the various organizations supporting each interface.

E.4 SECURITY

In connection with the performance of the work under this contract, the Contractor may be furnished, or may develop or acquire, proprietary data (trade secrets) or confidential or privileged technical, business, or financial information, including Commission plans, policies, reports, financial plans, internal data protected by the Privacy Act of 1974 (Pub. L. 93-579), or other information which has not been released to the public or has been determined by the Commission to be otherwise exempt from disclosure to the public. The Contractor agrees to hold the information in confidence and not to directly or indirectly duplicate, disseminate, or disclose the information in whole or in part to any other person or organization except as may be necessary to perform the work under this contract. The Contractor agrees to return the information to the Commission or otherwise dispose of it at the direction of the Contracting Officer. Failure to comply with this clause is grounds for termination of this contract.

E.5 ROLE OF THE NRC

The NRC TOM will provide overall program direction and review and will approve all plans and deliverables, including all deliverable documents, training,

and system preventative and corrective maintenance within the scope of the contract.

E.6 ROLE OF THE CONTRACTOR

The Contractor shall assume complete technical and administrative responsibility for maintenance of the PWS hardware and software described in the SOW.

E.7 DELIVERY SCHEDULE

The following delivery schedule shall be the Contractor's responsibility and followed accordingly.

Deliverable	Schedule
Transition Contract:	
Kick-off meeting	Within 3 working days after contract award
Contractor support meeting	Within 5 days after kick-off meeting
System review meeting(s)	Within 5 days after contractor support meeting
Monitor System:	
Hardware	Daily (during *normal business hours)
Software	Daily (during *normal business hours)
Interfaces	Daily (during *normal business hours)
Resolve Problems:	
Problem notification	Notify the NRC TOM within 1 hour after a problem is first identified
Problem resolution	As directed by the NRC TOM
Maintain System:	
Hardware	Daily as directed by the NRC TOM
Software	Daily as directed by the NRC TOM
Manage System:	
Program review meetings	Monthly
Activity reports	Monthly
System documentation	As directed by the NRC TOM
Support of system-related NRC-sponsored activities	As needed

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Deliverable	Schedule
User Training	As Needed
**Off-Hour Support:	
Problem resolution	Response within 2 hours Problem resolution as directed by the NRC TOM

*Normal business hours are 7:30 a.m.–4:00 p.m.
**Off-hour support is between the hours of 4:00 p.m. and 7:30 a.m.

E.8 PROJECT SCHEDULE

The PWS maintenance contract shall provide Contractor support for the PWS system on a 24x7 basis. Contractor personnel shall be committed to provide support during NRC's official hours of operation (7:30 a.m.–4:00 p.m. eastern standard time, Monday through Friday, except on Federal holidays) and provide a minimum 2-hour response to NRC calls at all other times.

E.9 REQUIRED SKILLS

The Contractor shall provide qualified, competent, and fully trained personnel to perform the hardware and software maintenance support activities delineated under this contract. The Contractor shall maintain qualified backup personnel so that continuity of service shall not be disrupted at any time. The Contractor's personnel shall act in a courteous, responsive, knowledgeable, and professional manner at all times.

The Contractor shall have the following work experience/expertise:

- demonstrated experience in project management and technical support
- demonstrated experience in software maintenance, analysis, design, and testing
- demonstrated competency in technical, oral, and written communication
- demonstrated experience with and knowledge of secure Web sites
- demonstrated experience with and knowledge of secure Web appliance hardware, and more specifically, Brick-II servers
- demonstrated experience with and knowledge of PC hardware

- demonstrated experience with and knowledge of secure Web appliance system-level software, and more specifically, the SAGE proprietary operating system, Web management software, and security management software

- demonstrated experience with and knowledge of system-level software used in secure PC environments, and more specifically, the REDHAT LINUX operating system, the MYSQL DBMS, and FTP

- demonstrated experience with and knowledge of software programming languages and scripting tools, and more specifically, PERL, C, and CGI scripting

E.10 SYSTEM DEVELOPMENT AND LIFE-CYCLE MANAGEMENT

The Contractor shall establish procedures for the work under this contract so that it conforms to the requirements set forth by the NRC PMM. This methodology establishes the minimum acceptable procedures for system, design, implementation, testing, documentation, and quality assurance for all NRC IT programs.

A report that outlines the approach that will be followed during the contract period to meet PMM requirements for this project shall be submitted by the Contractor to the NRC TOM within 120 days of contract award.

E.11 REPLACEMENT PARTS/BACKUP SYSTEM

In the event that a system failure requires the Contractor to acquire replacement parts (software or hardware) to resolve a problem, the Contractor must first receive approval from the NRC TOM to acquire replacement parts. This would also apply if the NRC TOM requests the Contractor to acquire new hardware and software to address operational issues.

F. Task Order Manager

The designated manager of this task order is Thomas Kardaras, (301) 415-6942.

SECTION A—CONTRACT DOCUMENTS, EXHIBITS, OR ATTACHMENTS

LIST OF EXHIBITS

EXHIBIT NUMBER	TITLE
1	PWS at Secure Contractor Facility
2	PWS at the NRC

EXHIBIT 1

(b)(2)High

EXHIBIT 2

(b)(2)High