

NRC Contract No. NRC-10-04-416

This RFPA requests the following modifications be made to the NRC contract with Online Video Service, Inc. for webcast support under NRC-10-04-416, effective with the execution of the Mod-1 which will implement these changes under the subject contract:

1. Add Bob Miller as alternate NRC Project Officer under this contract.
2. Replace the original SOW for the contract with the revised SOW attached (attached SOW reflects a marked-up version of the original SOW in order to clearly identify to all parties the changes being requested).

All other terms and conditions are to remain the same.

A/1

B.1 DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

"Broadcasting NRC Commission Meetings On The Internet"

I. BACKGROUND:

One of the primary goals of the Nuclear Regulatory Commission (NRC) is to make available to the public, full and complete information on NRC's activities to assist the public in making informed judgements regarding NRC activities. The primary means of keeping the public informed about the regulatory activities and programs of the NRC is through the news media. The NRC informs the media by: issuing and posting on the Web news releases, speeches and fact sheets; distributing reports, decisions and other documents reflecting NRC actions; giving press conferences and talking with editorial boards of major newspapers around the country; responding to media questions after Commission meetings, staff meetings with licensees, plant visits, special inspections and other significant meetings; and talking to the media in person or by telephone.

Since March of 2000, NRC has offered the public, industry, and other NRC stakeholders access to monitoring Commission meetings over the Internet (webcasting). Under this initiative, designated Commission meetings are made available for remote access by Internet viewers "live" (as they take place) and/or "archived" (digital recordings of previously held meetings). NRC currently obtains webcasting support described herein under an Interagency Agreement (IA) with the National Institutes of Health (NIH), IA number NRC-10-02-144.

II. CONTRACT OBJECTIVE:

The contractor shall provide experienced staff to support the creation and maintenance of the NRC webcast website and management of the technical aspects of NRC's webcasts. The Contractor shall also provide the hardware, software, and telecommunication services to achieve complete and clear webcasting of NRC meetings via the Internet **in accordance with Federal computer security legislation and guidance**. The contractor shall monitor all equipment remotely and shall not maintain a presence at NRC facilities.

III. SCOPE OF WORK:

The contractor shall capture the audio and video content of Commission meetings from NRC's Commission Hearing Room audiovisual system, encode the content, and transmit the content to the contractor's technical infrastructure from which the Contractor shall make it available to the public, free of charge. The contractor shall

have a commitment to quality, customer service and providing the greatest number of viewers the fastest access possible to the NRC webcasts via the Internet.

The contract support shall include: (webpage development & maintenance, technical expertise, hardware, software, telecommunications services, internet bandwidth, primary and backup servers, backup power, **computer security**, ~~“viewing software” user-Licenses~~, etc.) required to provide all interested parties with reliable access to NRC webcasts during the contract period.

The NRC estimates that a total of 40-meetings annually will be webcast “live”, with an average length of support for each “live” webcast of 4-hours, including:

- A. 1-hour of pre-meeting testing the day before each webcast;
- B. 1-hour of pre-meeting testing the day of the webcast (just before the start of the actual meeting);
- C. 2-hour usual duration of the actual meeting.

Upon completion of each “live” webcast, the Contractor shall add the webcast to the webcast webpage as an “archived” webcast, and provide viewers access to it on an “on-demand” basis, 24-hours-a-day, 7-days-a-week, for up to 12-months.

The contractor shall provide information security such that the webcast content cannot be altered from its originally captured content, while within the contractor’s control.

Occasionally, NRC will provide the Contractor a video (in either VHS, CD Rom or DVD format) of an NRC event that was not webcast “live” and require the Contractor to add it to the list of archived webcasts on the webpage, for viewers to access on an “on-demand” basis.

IV. SPECIFIC TASKS: The contractor shall accomplish the following tasks which are essential in webcasting NRC meetings over the Internet.

Task-1 PROVIDE WEBCAST INFRASTRUCTURE INCLUDING MAINTENANCE & SUPPORT:

Requirement: The contractor shall provide Internet webcast services (streaming audio/video) from NRC's Commission Hearing Room, 11555 Rockville Pike, Rockville MD 20852-2738, to a worldwide audience of Internet users (webcast viewers) from the contractor's servers.

The contractor shall have the webcast system “fully operational” including completion of the installation, connection, configuration and testing of all infrastructure (hardware, software, technical support staffing, webcasting webpage creation, telecommunication lines, primary and backup servers, backup power, ~~webcast viewing software user-Licenses~~, etc.) required to perform all

requirements of the contract. The contractor shall monitor the webcast system performance from the contractor's offsite location.

To be "fully operational" the contractor's infrastructure shall:

1. Provide, concurrently with the actual meeting, viewer access to each NRC "live" webcast without significant delays (more than 20-seconds between the events in the actual meeting and the webcast seen by Internet viewers).
2. Have capacity to support up to one-hundred-thousand (100,000) "web-page-hits" per day.
3. Have capacity to support up to one-hundred (100) concurrent webcast viewers at 150kbps.
4. Provide all webcast viewers with the capability of choosing to view NRC webcasts in two (2) software formats, one of which shall be RealNetworks. The second media player software format is up to the webcast vendor, but both software formats shall comply with all of the SOW requirements. ~~For both software formats, the~~ For the second media player (besides RealNetworks), the contractor shall utilize media player software that has been made available by the owner for "free" download and use, and shall notify NRC which software format will be used as the second format. ~~provide all webcast viewers with "free" (no cost to the viewer) software for download to their computer, which enables them to monitor the NRC meetings being webcast.~~ The second viewing software shall provide the viewer with an equivalent quality of video image and sound as the "RealNetworks" software currently used for the NRC's webcasting program. ~~The Contractor shall ensure that all required licensing arrangements are completed in order to make the webcast viewing software available for free download by NRC webcast viewers from the contractor's webcast website. At all times, the webcast vendor shall support at least 100 concurrent viewers in any combination of users between the two software formats of media players. The contractor shall establish a "link" on the contractor's webcast webpage which enables viewers to transfer to the NRC Home-page at <http://www.nrc.gov/site-help/plugin-ins.html> , where NRC will provide the capability for the viewer to download the "free" webcast viewing software.~~
5. Not include any "gateway" or other type of advertising in order for the NRC webcast content to be accessed by any viewer without prejudice or the appearance of endorsement.
6. Include a connection to the NRC Headquarters videotape system in Rockville, Maryland to receive the "live" signal feed, encode the NRC webcast content and transmit it to the contractor's off-site webcast infrastructure.

7. Enable all webcasts to be viewed at 150Kbps, 56Kbps and 28.8Kbps targeted transmission rates with appropriate adjustments made to optimize the webcast viewed via each rate.
8. Have capacity to concurrently support up to 120 archived webcasts during the contract period (each averaging 3-hours in duration).
9. Provide capability for webcast viewers to use a "link" on the webcast webpage labeled "Webcast Interest Survey" to transfer to the NRC Home page where they can respond to the NRC's "viewer survey" at "<http://www.nrc.gov/public-involve/public-meetings/feedback.html>", and use a second "link" on the webcast webpage labeled "Contact Us About Webcasts" to transfer to the NRC Home page where they can respond to NRC with comments or questions regarding the NRC's webcast program at "<http://www.nrc.gov/public-involve/public-meetings/contact-webcasts.html>".
10. Provide capability to collect and report data to NRC on the number of "unique" viewers that access the "live" and "archived" webcast version of each meeting.
11. Provide capacity to host the NRC's webcast webpage.
12. Provide viewers with access to a webcast in which viewers can easily identify the participants at the meeting, understand the meeting's discussions, read the closed-caption text and any exhibits used during the meeting.
13. The Contractor shall provide the NRC-PO with a toll-free telephone number and an e-mail address for the NRC-PO's use in placing orders to the Contractor for upcoming "test", "live" and "archived" webcast support services.

Date of Delivery: Within 30-days of the date of contract award.

Task-1.a. NRC Measure: The Contractor shall provide the "fully operational" webcast infrastructure system within 30-days of the date of award.

Task-1.a. NRC Standard: For initial acceptance of the system, the Contractor shall conduct a "test" webcast of an NRC meeting and any other tests necessary to clearly demonstrate to NRC the system's full compliance with the requirements stated herein in Task-1 for being "fully operational". During the test webcast there shall be no interruption in the availability of the webcast to viewers.

Task-1.a. NRC Quality Assurance:

The NRC-PO will inspect the initial "test" webcast and also participate in testing the required system capacities and viewer feedback features that are required by NRC under Task-1, for the system to be "fully operational".

Task-1.b. NRC Measure: During each calendar-month period of the contract, the Contractor shall ensure the entire system is kept “fully operational” during each “test” and “live” webcast.

Task-1.b. NRC Standard: During “test” and “live” webcasts, the Contractor shall ensure the system continuously complies with all requirements for being “fully operational”. No complaints shall be received from webcast viewers that the NRC-PO determines are a result of the system failing to be kept “fully operational”. No inspections by the NRC-PO shall reveal the system is not being kept “fully operational”.

Task-1.b. NRC Quality Assurance: The NRC-PO will inspect each “test” and “live” webcast by monitoring the entire webcast via the Internet, in order to verify the entire system is kept “fully operational” and without interruptions in webcast access to viewers. Further, the NRC-PO will investigate each complaint received from webcast viewers to determine if the complaint results from the webcast system failing to be “fully operational”.

Task-1.c. NRC Measure: During each calendar-month period, the Contractor shall ensure that viewers:

- A. Have access to the “archived” webcasts;
- B. Are able to use the “link” on the webcast webpage to transfer to the NRC Homepage and provide NRC with comments/questions about NRC webcasts at [“http://www.nrc.gov/public-involve/public-meetings/contact-webcasts.html”](http://www.nrc.gov/public-involve/public-meetings/contact-webcasts.html); and
- C. Are able to use the “link” on the webcast webpage to transfer to the NRC Homepage and respond to the NRC webcast survey at [“http://www.nrc.gov/public-involve/public-meetings/feedback.html”](http://www.nrc.gov/public-involve/public-meetings/feedback.html).

Further, the contractor shall collect data on webcast viewer activity, viewer survey responses and viewer comments and/or questions. During these periods, the Contractor shall ensure that interruptions to the webcast system’s status of being “fully operational” are kept to a minimum.

Task-1.c. NRC Standard: During each calendar-day (24-hours), the Contractor shall ensure that viewers can access the archived webcasts, provide NRC with comments/questions about NRC webcasts and respond to the NRC survey during at least 23-hours out of the 24-hours in each calendar-day. Further, the Contractor shall ensure that interruptions to the webcast system’s collection of “unique viewer” activity data shall not exceed a total of 1-hour out of the 24-hours in each calendar-day.

Task-1.c. NRC Quality

Assurance: The NRC-PO will investigate any complaint received from webcast viewers to determine if the cause of the complaint is due to the contractor's webcast infrastructure failing to comply with the NRC requirements for being "fully operational".

Guidance: None

Task-2 DEVELOP/HOST WEBPAGE AND PROVIDE MAINTENANCE & SUPPORT:

Requirement: Develop and host a webpage. The webpage shall be the host site for NRC webcast viewers to gain access to "live" and/or "archived" webcasts of NRC meetings via the Internet during the contract period. To ensure compatibility and a consistent appearance and functionality of the Contractor's webcast webpage with NRC's other webpages, the Contractor shall use the current webcast webpage developed by NIH as the model for developing the new webcast webpage. (Visit www.nrc.gov, and click on "Live NRC Meeting Webcast" and "Webcast Archive.")

To be "fully operational" the webpage shall:

1. Be written in "standard HTML" that complies with section 508 of the Rehabilitation Act (for specific guidance refer to <http://www.access-board.gov/sec508/guide/1194.22.htm>), and have no "HTML-links" that begin with a "dot-slash" or "dot-dot-slash" (e.g. ./ or ../).
2. Provide the user (webcast viewers) with a webpage (including URL address) that will provide dynamically-generated content as follows:
 - a. During scheduled times when there is no webcast in progress, a message so indicating, displayed for several seconds followed by an automatic transfer back to the prior (NRC) webpage;
 - b. During scheduled times when an NRC-originated webcast is in progress, a message so indicating, displayed for several seconds followed by an automatic launch of the webcast url and then a transfer back to the prior (NRC) webpage;
 - c. In either case (a & b) above, the automated launch and transfers shall also be provided as ordinary HTML hyperlinks, for users with browsers which do not process automated transfers.
3. Accurately identify all NRC meetings available for viewing including whether the meeting is an upcoming or current "live" webcast, or an "archive" version of a previous meeting or webcast. For each upcoming "live" webcast, the Contractor shall use information provided by the NRC-PO to notify viewers of the scheduled date, time and description of the meeting to be webcast.

4. Allow any other Web-site to "link" to the NRC meeting webcast webpage without any "charge" (cost). Sites that could be expected to seek such a link are the major news organizations such as CNN, ABC news, MSNBC, etc.

5. The Contractor shall include in the webcast webpage an option for webcast viewers to use a "link" on the webcast webpage labeled "Webcast Interest Survey" to transfer to the NRC Home-page where they can respond to the NRC's "viewer survey" at "<http://www.nrc.gov/public-involve/public-meetings/feedback.html>". ~~voluntarily respond to the NRC's "viewer survey". The Contractor shall collect the data from each response and provide it to the NRC/PO within 10 days after the end of each calendar-month. The NRC reserves the right to determine what information is to be collected by the survey. The current survey provides the viewer an opportunity to express their level of interest in both "live" and "archived" meeting webcasts, and also lists various "viewer affiliation categories" that the viewer can select to identify their affiliation including:~~

- ~~A. Categories of viewer affiliation (such as licensee, utility, general public, media, NRC staffer, federal/state/local official, public interest group, industry, international).~~
- ~~B. Level of viewer interest in having "live" NRC meetings available for internet access (categorized by very interested, interested, slightly interested, and no interest).~~
- ~~C. Level of viewer interest in having "archived" NRC meetings available for internet access (categorized by very interested, interested, slightly interested, and no interest).~~

6. The Contractor shall include in the webcast webpage an option for webcast viewers to use a second "link" on the webcast webpage labeled "Contact Us About Webcasts" to transfer to the NRC Home-page where they can respond to NRC with comments or questions regarding the NRC's webcast program at "<http://www.nrc.gov/public-involve/public-meetings/contact-webcasts.html>". ~~submit comments/questions on the NRC webcasting program. The Contractor shall forward each viewer comment/question to the NRC at STREAMING@NRC.GOV, within 24 hours of its receipt.~~

7. The Contractor shall ensure the webcast webpage never contains "inappropriate language or references" (offensive or intentionally misleading).

8. To establish the initial list of "archived" webcasts on the Contractor 's new webcast webpage, the NRC-PO will provide the Contractor those previously archived webcasts that are still of interest to viewers and the Contractor shall add the previous NRC webcasts to the Contractor 's new webcast webpage (provided to the Contractor by the NRC-PO in CD-Rom format from the list of archived webcasts on the NRC's current webcast webpage supported by NIH).

9. The webcast webpage shall only include the information provided by NRC.

10. The webcast webpage shall be “fully operational” during all “live” webcasts and shall be fully operational at least 23-hours out of each 24-hours in a calendar-day during periods when “live” webcasts are not being webcast.

11. The webcast webpage shall comply with all requirements of the Privacy Act, including never using “persistent” cookies to collect data on webcast viewers, and no information is being retrieved from the information being collected on webcast viewers by a viewers name or other personal identifier.

12. The webcast webpage shall comply with all NRC “Requirements for Publishing Content at NRC’s External Web Site Using a Non-NRC.gov Domain” (See Attachment A).

13. The webcast webpage shall include “In Page” navigation, so that webcast viewers can easily get to the second table on the page (this is important for when the first table of archived webcasts grows in size from new webcasts being added).

14. The webcast webpage shall continuously comply with the “Platform for Privacy Preference Project (P3P)” guidance provided in Attachment-B.

Date of Delivery: Within 30-days of the date of contract award.

Task-2.a. NRC Measure: The Contractor shall provide a webcast webpage that meets all of the NRC’s requirements within the specified delivery time.

Task-2.a. NRC Standard: The webpage complies with all NRC requirements.

Task-2.a. NRC Quality

Assurance: Initially, the NRC-PO will inspect the webcast webpage upon notification by the Contractor of its completion, including inspecting the addition of the previous NRC webcasts that establishes the current “archived” webcast availability list. During the contract period, the NRC-PO will inspect the webcast webpage prior to each “live” webcast and also after each webcast is added as an “archived” webcast. Further, the NRC-PO will investigate any complaint received from viewers that the webpage is not “fully operational”.

Guidance: Upon award of the contract, NRC will provide the Contractor with a CD-ROM version of the previous NRC webcasts that NRC determines are still of interest to viewers and the Contractor shall add these previous webcasts to the new webcast webpage (approximately 30 3-hour webcasts). NRC requires webcasts to remain available as an archived version until NRC is satisfied they have served their intended purpose (usually for 12-months after the “live” webcast of the meeting or the date the webcast was added to the webcast website, whichever was later).

Task-3 PROVIDE SUPPORT FOR NRC "LIVE" WEBCASTS:

Requirement: The contractor shall broadcast the NRC Commission meetings over the Internet as they take place. For those meetings that NRC elects to webcast "live" (while the actual meeting is taking place), NRC will video-tape the meeting's events, add closed-captioned text of the meeting's discussions to "line-21" of the meeting's video image and create a combined feed of the meeting's content (video/audio & closed-caption text). The Contractor shall capture the combined feed via the Contractor's connection to the NRC video-system at the NRC Headquarter's location in Rockville, Maryland, and:

1. encode the content to protect it from alteration and/or corruption;
2. transmit the content from the NRC Headquarter's location to the contractor's offsite webcasting infrastructure;
3. connect the content to the contractor's webcasting webpage;
4. provide free access to the "live" webcast content to all interested parties via the webcast webpage.

During each "live" webcast, the Contractor shall continuously monitor the webcast to ensure any disruptions in the availability of viewing-access to the webcast by internet viewers are prevented. In the event of a problem with the webcast infrastructure, the Contractor shall immediately respond to minimize the impact of the problem on the webcast viewers ability to access the NRC webcasts.

If the NRC-PO requests, the contractor shall provide support to perform tests of the webcast system at any time between 6:00am-6:00pm EST each weekday. In addition, beginning one-hour prior to the actual scheduled start of an NRC meeting to be webcast "live", the contractor shall continuously test the webcast system infrastructure to ensure the system is "fully operational" and ready to generate a high-quality webcast when the meeting begins.

Date of Delivery: The contractor shall establish the capability to support NRC "live" webcasts within 30-days after contract award, and thereafter shall provide support for NRC "test" and "live" webcasts with 24-hours of advance notice from the NRC-PO.

Task-3.a. NRC Measure: The contractor shall provide viewers with access to a high-quality webcast during each NRC "test" and "live" webcast.

Task-3.a. NRC Standard: The contractor shall provide uninterrupted viewer access for each NRC "test" and "live" webcast, when NRC provides at least 24-hours of advance notice. The contractor shall prevent any interruption in the availability of the webcast to viewers or alteration of the webcast content received from NRC. The Contractor shall ensure the webcast is optimized for Internet viewers video/audio clarity, including any adjustments needed to enhance the clarity of the closed-caption text.

Task-3.a. NRC Quality

Assurance: The NRC-PO will inspect each "test" and "live" webcast by monitoring the webcast via the Internet during the entire webcast.

Guidance: NRC will determine which NRC meetings will be webcast "live" and/or which will be webcast as an "archived" version. For each "live" webcast, NRC will provide the Contractor with access to a "live" feed of the meeting from the NRC videotape system.

In the event of a disruption or unavailability of the NRC's "live" feed, NRC will provide the Contractor with a VHS tape of the meeting for use in adding the meeting to the webpage as an archived webcast.

As part of the pre-webcast setup before each "live" webcast, NRC reserves the right to schedule the Contractor to perform a "test" webcast (usually the day before each scheduled "live" webcast). During the test webcast, the Contractor shall demonstrate to NRC ~~establish a separate URL address for NRC personnel to view the test webcast via the internet in order to verify that all systems are working at optimum levels, and if not, to allow time before the scheduled "live" webcast for the Contractor to make any necessary system adjustments.~~ Additionally, the day of each scheduled NRC "live" webcast, the Contractor shall participate in another similar test webcast, to enable NRC to provide a test feed to the Contractor as part of the setup for the actual "live" webcast, beginning 60-minutes before the scheduled start of the meeting. This will enable NRC personnel to verify via the internet that all systems are still working at optimum levels and ensure the connection carrying the "live" feed from NRC to the Contractor is working properly before the actual meeting begins.

Task-4 PROVIDE SUPPORT FOR NRC "ARCHIVED" WEBCASTS:

Requirement: Provide conversion of approximately 40 NRC "live" webcasts annually (each averaging 3-hours in duration) into an "archived" format to allow any user on the Internet the ability to view previous NRC webcasts on an "on-demand" basis, 24-hours a day, 7-days-week, during the contract period.

Provide capacity to concurrently support up to 120 NRC archived webcasts during the contract period (each averaging 3-hours in duration).

The Contractor shall provide viewers with uninterrupted "on-demand" access to any meeting at any time during the contract.

The Contractor shall add all NRC "live" webcasts to the webcast webpage within 24-hours after the "live" webcast's completion. If NRC designates a meeting is to be converted into "archived" format on an "urgent" basis, the contractor shall complete the archival of the meeting and make it available for viewers to access

within 4-hours after either the completion of the "live" webcast or the Contractor receiving a VHS-tape of the meeting from NRC.

The contractor shall notify the NRC-PO by e-mail when each webcast has been successfully converted into an "archived" format and is ready for viewers to access from the webcast webpage.

As in the current NRC webcast webpage, archived webcasts shall be listed on the webpage in chronological order with the most recent webcast listed first.

Provide long-term archival of NRC webcasts consisting of transferring each meeting's webcast onto a Compact Disk (CD) within 30-calendar-days of the initial "live" webcast of the meeting, ~~after the conclusion of its usual 12-month period of availability on the Webpage as an archived webcast,~~ and including delivery of the CD to the NRC-PO.

While each webcast is available for viewing from the webcast Web Page, the Contractor shall collect data on the number of NRC and non-NRC "unique viewers" accessing the webcast during each calendar month that the meeting is available for "archived" viewing.

Date of Delivery: The contractor shall establish the capability to convert NRC meetings into an archived format for "on-demand" viewing from the webcast webpage within 30-days after contract award. All NRC "live" webcasts shall be converted and added to the webcast webpage's "archived" access within 24-hours of the "live" webcast's completion. For "urgent" conversions into the "archived" access availability, the Contractor shall provide "archived" viewing access to the webcast within 4-hours after either the completion of the "live" webcast or the Contractor receiving a VHS-tape of a meeting and/or event from NRC (in case the meeting or event was not webcast "live" originally, or there was any interruption or disruption in the "live" feed from NRC).

Deliver an "archived" version of each webcast to the NRC-PO, stored in a CD-ROM format, within 30-calendar-days of the initial "live" webcast of the meeting.

Task-4.a. NRC Measure: The contractor shall convert all NRC "live" webcasts, and other NRC meetings designated for conversion by NRC, and make them available for "on-demand" viewing from the webcast webpage.

Task-4.a. NRC Standard: The Contractor shall convert meetings and make them available within the standard 24-hour time frame or the 4-hour "urgent" time frame, as designated by the NRC-PO. Each "archived" webcast shall be available for uninterrupted "on-demand" viewing access for at least 23-hours out of the 24-hours in each calendar-day.

Task-4.a. NRC Quality

Assurance: The NRC-PO will inspect each archived webcast upon notification by the contractor of the completion of the meeting's conversion into "archived" format availability. The NRC-PO will also investigate any complaints received from viewers regarding their inability to access any NRC "archived" webcast in order to determine whether the contractor failed to comply with the minimum 23-hour per calendar-day level of "on-demand" access availability required by NRC.

Guidance: In the event of a disruption in the "live" webcast feed, NRC will provide the Contractor a VHS-tape of the meeting for use in archiving the webcast.

NRC will require most "live" webcasts to be converted to an "archived" version and added to the webcasting webpage within 24-hours of the actual meeting's conclusion. Occasionally, NRC will require a "live" webcast or other NRC meeting to be converted to an "archived" format and added to the webcast webpage on an "urgent" basis (within 4-hours of the Contractor receiving either the "live" feed of the webcast or a VHS tape of the meeting).

The NRC will determine the length of time each webcast is kept available for viewing from the webcast webpage.

NOTE: NRC will provide the Contractor with an archived version of the previous NRC webcasts (approximately thirty (30) 3-hour meetings) in CD-ROM format for inclusion in the new webcast webpage. NRC requires webcasts to remain available as an archived version until NRC is satisfied they have served their intended purpose (usually for 12-months after the "live" webcast of the meeting or the date the webcast was added to the webcast website, whichever was later).

References: Visit the NRC Website: at <http://www.nrc.gov/>

Task-5 NETWORK SECURITY

Requirement: The contractor shall provide "Maximum Network Security" for NRC webcasts including full webcast system compliance with Federal Information Security Act (FISMA) requirements, all **mandatory** National Institute of Standards (NIST) federal Information Technology (IT) Federal Information Processing Systems (FIPS) publications including full compliance with NIST FIPS publication FIPS-140 mandatory requirements for use of cryptographic technology and submission of a "webcast security plan" which complies with all NRC requirements detailed in NRC Management Directive (MD) 12.5 "NRC Automated Information Security Program" (Attachment-C) including compliance of the security plan's format and content with the attached generic sample for a security plan covering a "Listed System" (see Attachment-D), to the NRC-PO

within 2-weeks of the date of award, which explains the methodology to be used by the contractor to consistently achieve it. If upon NRC's review, a weakness is revealed in the Contractor's proposed "webcast security plan", the Contractor shall make the necessary adjustments required to mitigate the weakness.

Date of Delivery: The Contractor shall provide a "webcast security plan" to the NRC-PO within 2-weeks after the date of award, and establish "Maximum Network Security" for the webcast infrastructure within 30-days after the date of contract award.

Task-5.a. NRC Measure: The contractor shall comply with the NRC requirement for "Maximum Network Security".

Task-5.a. NRC Standard: "Maximum Network Security" is achieved during the contract period by:

- a. Prevention of any interruption in the availability of NRC "live" webcasts to Internet viewers;
- b. Prevention of any interruption in the availability of NRC "archived" webcasts to Internet viewers, during at least 23-hours out of the 24-hours in each calendar-day, and;
- c. Prevention of any corruption or alteration of NRC webcast data by unauthorized sources.
- d. Full webcast system compliance with all National Institute of Standards (NIST) federal Information Technology (IT) **mandatory** Federal Information Processing Systems (FIPS) publications and submission of a "webcast security plan" which complies with all NRC requirements detailed in NRC Management Directive (MD) 12.5 "NRC Automated Information Security Program" including compliance of the security plan's format and content with the attached generic sample for a security plan covering a "Listed System" (see Attachment-D).

Task-5.a. NRC Quality Assurance:

The NRC-PO will coordinate an NRC review of the Contractor's "webcast security plan" and provide the Contractor any comments/questions and/or weaknesses found. Further, the NRC-PO will inspect each "live" webcast during the webcast to verify the webcast is not interrupted, corrupted and/or altered in any way by unauthorized sources. The NRC-PO will investigate any complaint from viewers that could be a result of the Contractor failing to maintain "Maximum Network Security", during the contract period.

Guidance: None

Task-6 DATA COLLECTION AND REPORTING

Requirement: During each "live" webcast, the Contractor shall collect data on the number of NRC and non-NRC "unique viewers" who access the webcast during the meeting (the tracking of "unique viewers" does not count the same viewer more than once if they access the same "live" webcast multiple times) and provide the data to the NRC-PO within 24-hours of the conclusion of the webcast.

For each "archived" webcast, the Contractor shall collect data on the number of "unique viewers" accessing the webcast during each calendar-month period, and provide the data to the NRC-PO within 10-calendar-days after conclusion of the month.

~~For each e-mail response received from viewers with comments and/or questions on the NRC webcast program, the Contractor shall forward the viewer responses to the NRC-PO within 24-hours of receipt from the viewer.~~

~~For each viewer webcast survey response submitted, the Contractor shall forward the survey response to the NRC-PO within 24-hours of receipt from the viewer.~~

Date of Delivery: Provide the webcast viewer data ~~and/or responses~~ by e-mail to the NRC-PO within the delivery-time specified above in Task-6, for each type of information.

Task-6.a. NRC Measure: The Contractor shall accurately collect the viewer data/~~responses~~ and forward them to the NRC-PO within the specified delivery-time.

Task-6.a. NRC Standard: "Unique viewer" data provided to the NRC-PO shall accurately reflect the viewing audience of NRC webcasts. ~~All viewer questions, comments and survey responses received by the Contractor shall be forwarded to the NRC-PO within the designated time frame and complete.~~

Task-6.a. NRC Quality Assurance: The NRC-PO will inspect all viewer data ~~and viewer responses~~ received from the Contractor.

V. OVERALL PERFORMANCE STANDARDS AND DEDUCTION SCHEDULE:

The following processes will be used by NRC to motivate successful performance of the contract requirements stated herein:

Failure by the Contractor to comply with any of the procedures and/or contract requirements stated herein shall constitute a “**valid-deficiency**” under this contract, unless the failure can be shown to be caused by circumstances beyond the Contractor’s control.

No more than one (1) contract-deficiency shall be allowed by NRC per calendar-month period, in which the NRC-PO determines the discrepancy is a “valid-deficiency” for non-compliance with any Contract Requirements.

The Contractor shall invoice monthly with a single invoice that includes a breakdown of the cost of all support provided during the previous calendar-month’s period. For any month in which the Contractor fails to comply with the contract requirements stated herein, NRC reserves the right to deduct the following amounts from that month’s total monthly invoice payment:

- 0-1 Valid-deficiency’s per calendar-month period will result in no deduction;
- 2 Valid-deficiency’s per calendar-month period will result in 5% of the total monthly invoice being deducted;
- 3 Valid-deficiency’s per calendar-month period will result in 6% of the total monthly invoice being deducted;
- 4 Valid-deficiency’s per calendar-month period will result in 7% of the total monthly invoice being deducted;
- 5 Valid-deficiency’s per calendar-month period will result in 8% of the total monthly invoice being deducted;
- 6 Valid-deficiency’s per calendar-month period will result in 10% of the total monthly invoice being deducted.

NOTE: Under the Performance Incentives listed above, NRC will not deduct more than a total of 10% from the monthly invoice.

The deductions listed above do not prevent NRC from taking other appropriate actions to correct performance problems under this contract.

VI. MEETINGS AND TRAVEL:

The contractor shall attend an initial meeting with the NRC staff within 3-workdays after the contract is awarded. The meeting will take place at NRC headquarters to provide clarification of any questions, concerns and expectations.

VII. NRC FURNISHED MATERIAL AND EQUIPMENT:

The NRC shall video-tape the meetings to be webcast and provide the contractor with a combined signal feed (video, audio and closed-caption text) for the meetings designated by NRC for “live” webcasting. NRC will provide the webcast vendor with sufficient power and rack-space in the NRC AV control booth room (which is adjacent to the NRC

Hearing Room), for the vendor to install the necessary on-site equipment to encode the NRC webcast composite signal and transmit it to the vendor's off-site webcast infrastructure. NRC will provide a dedicated line (an RG-6 coaxial cable with an F-type connector suitable for transporting a composite signal riding on RF on it "an RF signal" or a Cat-5 type telephone line) between the control booth room and the P1-11 telephone room, for use by the webcast contractor to transmit the encoded webcast signal to the P1-11 telephone room location. At the P1-11 room location, the webcast vendor shall provide the dedicated line necessary to transmit the encoded webcast signal to the vendor's offsite webcast infrastructure.

For each any "live" webcast that experiences a problem during the webcast which makes the "live" feed version unsuitable for use as the "archived" version of the meeting, or for any meeting not "live" webcast which NRC desires to be added to the webpage as an "archived" webcast, if the contractor requests, NRC will provide the Contractor a VHS tape of the meeting for use in establishing enhancing the initial "archived" version of the meeting on the webcast webpage. At no cost to NRC, the contractor shall be responsible for providing NRC the appropriate self-addressed express-mail envelopes to ship each tape to the contractor.

For any meeting not "live" webcast which NRC desires to be added to the webpage as an "archived" webcast, NRC will provide the Contractor a VHS tape of the meeting for use in establishing the "archived" version of the meeting on the webcast webpage.

The contractor shall be responsible for providing and maintaining all other support to perform the requirements of this contract. The contractor shall monitor all contractor equipment located at the NRC site from an offsite location and shall not maintain a presence at NRC facilities. The on-site assistance NRC will provide the webcast vendor for NRC "test" or "Live" webcasts is limited to ensuring the vendor's equipment is "turned-on" prior to a webcast and ensuring it is "turned-off" after conclusion of each webcast, if the vendor requests such assistance.

NRC will use the contractor's assigned URL IP address to register a Domain Name for the contractor's webcast webpage. NRC will provide the contractor with the appropriate information required to differentiate between NRC and non-NRC webcast viewers.

VIII. RIGHTS IN DATA:

NRC shall retain non-exclusive ownership and rights for all NRC meeting webcasts and their contents.

IX. PERIOD OF PERFORMANCE:

The base period is 12-months from date of award with four one-year option periods.

X. INVOICES/BILLING:

Billing reports shall be submitted to the NRC PO monthly describing the services provided and the cost related to each service. The monthly bill shall be consistent with the contract "pricing schedule". In addition to the invoice specifying the line-item being billed, the invoice shall state the date(s) service performed. For each "live" webcast, the invoice shall include the date of the webcast, webcast description listed on the NRC Homepage, the length of the webcast and its total cost.

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