

2. AMENDMENT/MODIFICATION NO. M002 3. EFFECTIVE DATE See Block 16C 4. REQUISITION/PURCHASE REQ. NO. ASB-11-012; FFS: 112347 5. PROJECT NO.(if applicable)

6. ISSUED BY CODE U.S. Nuclear Regulatory Commission
Division of Contracts
Attn: Valerie Whipple
Contract Management Branch No. 3
Washington DC 20555-0001
7. ADMINISTERED BY (if other than item 6) CODE U.S. Nuclear Regulatory Commission
Div of Contracts
Mail Stop TWB - 01-B10M
Washington, DC 20555-0001

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) NATIONAL CAPITOL CONTRACTING, LLC
200 N. GLEBE ROAD, SUITE 710
ARLINGTON, VA 22203
CODE DUNS: 125132048 FACILITY CODE
9A. AMENDMENT OF SOLICITATION NO. (X)
9B. DATED (SEE ITEM 11)
10A. MODIFICATION OF CONTRACT/ORDER NO. NRC-21-10-498
10B. DATED (SEE ITEM 13) 08-12-2010

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

12. ACCOUNTING AND APPROPRIATION DATA (If required) B&R: 2011-7D-51-F-191 JC: N7027 BOC: 252P APP:31X0200 FFS: ASL 112347 \$24,887.60

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

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

E. IMPORTANT: Contractor is not, is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)
SEE PAGE 2 FOR MODIFICATION DETAILS

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.
15A. NAME AND TITLE OF SIGNER (Type or print) Lorene Eberhardt, Director of Operations
16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Valerie M. Whipple Contracting Officer
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign) [Signature] 15C. DATE SIGNED 5/6/2011
16B. UNITED STATES OF AMERICA BY [Signature] 16C. DATE SIGNED 5/6/11

TEMPLATE - ADM002 SUNSI REVIEW COMPLETE MAY 06 2011 ADM002

The purpose of this modification is (1) to add incremental funds in the amount of \$24,887.60, (2) to add applicable Section 508 clause, (3) to modify Sections C.4.4 and C.4.5 of the Statement of Work and to add Section C.14 entitled "Cancellation Fees", and (4) to revise the price schedule to reduce estimated quantities of CLIN 002 Real-time Remote Captioning and add CLIN 006 Cancellation Fees.

Accordingly, the following changes are hereby made:

1. Section B.1 CONSIDERATION AND OBLIGATION—DELIVERY ORDERS, paragraph (d) is deleted in its entirety and replaced with the following:

(d) The amount presently obligated with respect to this contract is **\$174,887.60**. The Contracting Officer may issue orders for work up to the amount presently obligated. This obligated amount may be unilaterally increased from time to time by the Contracting Officer by written modification to this contract. The obligated amount shall, at no time, exceed the maximum ordering limitation (MOL) as specified in paragraph a above. When and if the amount(s) paid and payable to the Contractor hereunder shall equal the obligated amount, the Contractor shall not be obligated to continue performance of the work unless and until the Contracting Officer shall increase the amount obligated with respect to this contract. Any work undertaken by the Contractor in excess of the obligated amount specified above is done so at the Contractor's sole risk.

2. The contract is revised to add Section C. 21 entitled "COMPLIANCE WITH SECTION 508 OF THE REHABILITATION ACT OF 1973, AS AMENDED" which shall read as follows:

C.21 COMPLIANCE WITH SECTION 508 OF THE REHABILITATION ACT OF 1973, AS AMENDED

In 1998, Congress amended the Rehabilitation Act of 1973 (29 U.S.C. 794d) as amended by the Workforce Investment Act of 1998 (P.L. 105 - 220), August 7, 1998 to require Federal agencies to make their electronic and information technology (EIT) accessible to people with disabilities. Inaccessible technology interferes with an ability to obtain and use information quickly and easily. Section 508 was enacted to eliminate barriers in information technology, open new opportunities for people with disabilities, and encourage development of technologies that will help achieve these goals. The law applies to all Federal agencies when they develop, procure, maintain, or use electronic and information technology. Under Section 508 (29 U.S.C. 794 d), agencies must give disabled employees and members of the public access to information that is comparable to access available to others.

Specifically, Section 508 of that Act requires that when Federal agencies **develop, procure, maintain, or use** EIT, Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

Unless an exception at FAR 39.204 applies to this acquisition, as evidenced by citation of that exception in the space below, all EIT that the government acquires by purchase or by lease/rental under this acquisition must meet the applicable accessibility standards at 36 CFR Part 1194. (36 CFR 1194 implements Section 508 of

the Rehabilitation Act of 1973, as amended, and is viewable at: <http://www.access-board.gov/sec508/standards.htm>)

Exception from FAR 39.204 that applies:

(contracting officer: indicate which exceptions applies, if applicable)

- The EIT will be acquired by a contractor and will be incidental to contract performance
- The EIT will be located in spaces frequented only by service personnel for maintenance, repair or occasional monitoring of equipment

The following accessibility standards from 36 CFR 1194 have been determined to be applicable to this contract/order. See www.section508.gov for more information:

(contracting officer: Unless an exception is indicated in the paragraph above to apply, indicate which of the following standards apply. See www.section508.gov for more information.)

- 1194.21 Software applications and operating systems.
- 1194.22 Web-based intranet and internet information and applications. 16 rules.
- 1194.23 Telecommunications products.
- 1194.24 Video and multimedia products.
- 1194.25 Self contained, closed products.
- 1194.26 Desktop and portable computers.
- 1194.31 Functional performance criteria.
- 1194.41 Information, documentation, and support.

[END-OF-CLAUSE]

A summary of obligations under this contract, from date of award through this modification, is given below:

Total FY10 obligation amount:	\$150,000.00
Total FY11 obligation amount:	<u>\$ 24,887.60</u>
Total obligation amount:	\$174,887.60

3. The Statement of Work is hereby deleted in its entirety and replaced with the attached, revised Statement of Work dated May, 2011.

4. The price schedule is hereby deleted in its entirety and replaced with the attached revised Schedule of Supplies/Services dated May, 2011.

This modification obligates **\$24,887.60** in FY11 funds.

All other terms and conditions under this contract, including the current ceiling of \$174,887.60, remain unchanged.

STATEMENT OF WORK: REAL-TIME VERBATIM CAPTIONING/REPORTING SERVICES REVISED MAY, 2011

C.1 BACKGROUND

In keeping with the U.S. Nuclear Regulatory Commission's (NRC) mission to protect the public health and safety in the nuclear reactor, materials and (high and low level) waste arenas, the Office of the Commission (Commission) and the NRC Headquarter Offices (Agency) hold meetings as part of the decision making process of licensing nuclear facilities. One of the strategic goals of the NRC is to increase public confidence in the transparency and fairness of the regulatory process by assuring that the stakeholders and the public are well informed and involved in the process.

Aside and separate from the Commission and Agency meetings, the Atomic Safety and Licensing Board Panel (ASLBP) conduct many adjudicatory hearings for the Commission on licensing and enforcement matters. The ASLBP judges hear and render decisions on intervenor petitions challenging public health, safety, and environmental issues arising from requests for license action filed by applicants. They also hold adjudicatory hearings on subjects, such as construction and operation of nuclear power plants, reactor and materials licenses, independent spent fuel storage installations and the Department of Energy's proposed license to store radioactive high-level waste at a geological repository site in Yucca Mountain, Nevada. As with the Commission and agency meetings, the primary means of keeping the public informed about these hearing activities is to open the proceedings to a wider audience by using real-time captioning/reporting. The real-time reporting captionist will also be required to interact with an agency digital information retrieval and display system know as the Digital Data Management System (DDMS). The DDMS will be operational in hearing room facilities located in Rockville, Maryland, and in various other locations throughout the United States.

The subject matter to be captioned during these meetings is very complex and of a highly technical nature. There can be frequent changes of speakers and, on many occasions, more than one speaker speaking at a time. Some meetings are less technical but equally demanding, and often extremely informal. These activities are an extremely important and closely scrutinized part of the NRC's daily operations.

C.2. SCOPE OF WORK

The Contractor shall provide stenographic-based captioning services for real-time verbatim captioning for broadcasting (media streaming) Commission and agency meetings to the world-wide-web (Internet) with accompanying electronic copies of transcripts. **It is mandatory that the captionist for the Commission and Agency meetings perform on-site at or near the Rockville, MD headquarters buildings.** The Contractor will also provide real-time captioning services remotely for ASLBP hearings to be held at the NRC Headquarters in Rockville, Maryland and various locations throughout the United States. Additional hearings may be held anywhere in the U.S. at a town or city where there is a nuclear power plant.

If in the event live captioning has failed, the Contractor will be required to have the captions added to a videotape after a meeting has been held. The Contractor will also receive frequent requests to have captions added to previously recorded meetings.

C.3 OBJECTIVE

The objective of this contract is to provide the necessary industry-standard equipment, cables, software, computer and personnel trained in stenography to support the tasks outlined in this statement of work.

C.4 WORK REQUIREMENTS / DESCRIPTION OF SERVICES

C.4.1 Office of the Commission and NRC Headquarter Offices Caption Services

The contractor shall supply the computer-aided-transcription (CAT) software that is compatible with the NRC PDR885 encoder manufactured by Link, Incorporated. The NRC will provide the RS232 line to feed the text from the contractor's computer to the NRC's encoder. The NRC estimates the use of these on-site services for approximately 100 meetings to be held at the NRC headquarters located at 11545 Rockville Pike, Rockville, Maryland during the base year. A Small fraction of these meetings may be held at hotels in the nearby vicinity. Most of these meetings will be approximately two to six hours in duration. There will also be approximately 20 previously recorded DVD's to be captioned.

At the opening and close of each of the NRC meetings, the contractor shall provide the following credit, the substance of which applies to the Contractor's actions as well:

“Captioning Made Possible by (insert Contractor's name) in Cooperation with the United States Nuclear Regulatory Commission. Any use of the Captioning Coverage of these meetings for Political or Commercial Purposes is Expressly Prohibited by the U.S. Nuclear Regulatory Commission.”

C.4.2 Real-Time Transcripts

1. All real-time court reporter transcripts will mark all speaker appearances with ">>"
2. All occurrences of speakers are marked even if spoken word was not completely/correctly captured. (e.g. if court reporter misses what a speaker says in real-time, must still mark the occurrence of the speaker with ">>" as a place holder since subsequent polished transcript will have that speaker occurrence filled in.
3. Real-time and final transcripts should indicate the SAME number of speaker appearances excluding entries for "NOT SPOKEN".
4. Speaker names must be used at all times. "Q" and "A" may not be used.
5. The occurrence of pre-filed testimony needs to be marked in the initial transcript prior to its insertion into the final PDF transcript. The start of the prefiled testimony shall be denoted by ">> PREFILED START:"

C.4.3 Transcript Format for Commission and Agency Meetings

In preparing the transcript for the Commission and Agency meetings, the Contractor shall utilize the following formatting guidelines. A sample transcript is provided in Appendix A

1. A cover page
2. Each line shall be numbered - 25 lines per page
3. The page number shall appear in the upper right corner of each page on an unnumbered line.
4. There shall be no headers or footers.
5. Title Page
 - a. The title page must include the keyword word "BEFORE:" on a separate line.
 - b. On the following lines, the Commissioners are to be listed as follows: Commissioner's or Chairmans' Name, followed by a comma, followed by their title. Each name must be on its own line. The Agency transcripts will not include this page.
6. The next page must begin with the keyword "APPEARANCES:" followed by a block of information for EACH individual represented.
 - a. List office name, if applicable.
 - b. List that participants from that office on individual lines, followed by a comma, followed by their title.
 - c. Also Present (Optional) - There can be an additional category called "Also Present:".

C.4.4 ASLBP Caption Services

The NRC estimates the use of remote captioning services for approximately 30 hearing days. These will be held at the NRC headquarters located at 11545 Rockville Pike, Rockville, Maryland, and any other ASLBP designated hearing facilities throughout the United States which could last all day and into the evening.

The contractor shall provide real-time stenographic captioning that will be simultaneously integrated into the government-provided DDMS video feed using Line 21 that is connected to a Line 21 encoder (the industry-standard track for a video used by close-captioning systems to embed the text onto the video signal) that will be displayed on the NRC provided courtroom monitors. The court reporter shall provide closed-captioning text stream that is compatible with an eeg encoder, Model EN370 DT, and a Link Electronics encoder, model PCE-845. The connection to those devices shall be made using a government provided 9 pin serial cable.

At the opening and close of each of the hearings, the contractor shall provide the following credit, the substance of which applies to the Contractor's actions as well:

"Captioning Made Possible by the (insert Contractor's name) in Cooperation with the United States Nuclear Regulatory Commission. Any use of the Captioning Coverage of these Meetings for Political or Commercial Purposes is Expressly Prohibited by the Nuclear Regulatory Commission."

Indexing transcripts for ASLBP proceedings

Indexing the transcript of a ASLBP proceeding: the title page showing name, docket number, date of proceedings, appearances, location, etc., shall be followed by a page or pages indexing the witnesses and exhibits. Each transcript shall include one complete index of witnesses and exhibits. The index shall state the pages devoted to the testimony of the witness, the party for whom testifying, and the page at which direct, cross, redirect, recross, and ASLBP examination begins. The index shall also identify the exhibits by number and/or letter showing the page and party where identified for the record, and the page where admitted, denied admittance, or withdrawn, and give a brief description of the nature of the exhibit. Other documentary material bound into the transcript, as required by the Presiding Official, shall also be indexed in the same fashion.

C.4.5 Office of the Commission and NRC Headquarter Offices Electronic Transcript Delivery Schedule

The contractor will furnish a "next day" electronic transcript which accurately reflects the full and complete transcribed verbatim record, which encompasses a record verbatim of everything spoken or presented during a meeting. This electronic version of the transcript in PDF and a Word Processing (MS Word) format shall be submitted via e-mail to the NRC Project Officer. There will be no cost to the NRC for a disk or electronic media versions of the transcript. If there are consecutive days of meeting each transcript is due the next day as is outlined in the Performance Standards. The original of the transcript shall be authenticated by an original signature of the Official Reporter reporting the hearing by a certificated page at the end of the transcript that states:

"This is to certify that the attached proceeding before the United States Nuclear Regulatory Commission (NRC) in the matter of:

(Title of Meeting)
(Place of Proceeding)

was held as herein appears, and that this is the original transcript; therefore, the record of the NRC taken by me and thereafter reduced to the written word under the direction of the court reporting company, and that the transcript is a true and accurate record of the foregoing proceeding:

/S/
(Signature Typed)
Official Reporter
Reporter's Affiliation"

Electronic Transmission of Files

The contractor will be required to provide an electronic version of the ASLBP transcripts in Portable Document Format (PDF) format. The submitted PDF document must adhere to the NRC's Guidance for Submission of Electronic Docket materials under 10 CFR Part 2, Subpart J (<http://www.nrc.gov/site-help/e-submittals.html>). The PDF version shall also include any prefiled testimony introduced during the session

embedded in the PDF document transcript. Additionally, this PDF version will be submitted via the NRC's Electronic Information Exchange (EIE) System (see <http://www.nrc.gov/site-help/e-submittals/adjudicatory-sub.html>).

C.5 REPORTING FOR ASSIGNMENTS

It shall be the responsibility of the Contractor to furnish complete transcripts/electronic files, as ordered which accurately reflect the full and complete verbatim record of the hearings.

At least twenty-four hours prior to an event, the Contractor or the assigned reporter shall contact the NRC Project Officer and the appropriate NRC contact listed on the work order to confirm the time and location as provided on the original request. If mutually agreed to by the reporter and NRC contact, the beginning or ending time of a meeting can be adjusted by as much as an hour.

The assigned reporter shall report to the meeting room or hearing facility no less than 45 minutes prior to the scheduled commencement of a hearing and present himself/herself to the Presiding Official to receive any pertinent instructions from the Presiding Official, and to install and have any necessary equipment fully operational prior to the time set for commencement of the meeting. To the maximum extent practical, the Contractor shall assign the same reporter or, in the case of lengthy hearings or meetings, the same group of reporters to the events lasting more than one (1) day.

The assigned reporter shall at all times be governed by the instructions of the Presiding Officer or the event coordinator in matters affecting the composition of the record. Any changes or additions to the original work request shall be communicated and approved by the Project Officer or their authorized representatives.

C.6 WORK ORDERS

Orders for services required hereunder will be placed or issued by the Project Officer or an authorized representative at least 48 hours in advance for Commission, Agency meetings, and ASLBP hearings. Work Orders will be electronically forwarded via the World Wide Web (Internet) E-mail Service or by fax machine to a predetermined Contractor's address. The Contractor shall review the work order and complete the appropriate acknowledgment and confirmation sections and return the electronic work order to the Project Officer.

Work Orders submitted by the Project Officer will state the time, date, place of the meeting; Presiding Officer and/or contact person; the title or subject of the proceeding; the estimated duration; pagination instructions to assure the continuation of pagination when applicable; and/or Internet E-mail address for direct electronic E-mailing of transcripts to recipients; and the name and phone numbers of the person placing the request with the date and other pertinent information as necessary.

Work Orders issued during the effective period of this contract and not completed within that time shall be completed by the Contractor within the time specified in the order, and the rights and obligations of the Contractor and the Commission respecting those orders shall be governed by the terms of this contract to the same extent as if completed during the effective period of this contract, provided that the Contractor shall not be required to make deliveries for orders requiring performance beyond ten (15) calendar days after the expiration of the contract, or any extension thereof.

The Contractor shall obtain written authorization (via the work order request) from the Contracting Officer prior to the selling of transcript copies, tapes, diskettes, video tapes of portions thereof covered by this contract.

The Contractor shall submit to the Contracting Officer and Project Officer quarterly reports of the name of the requesting organization and the number of duplicated copies or pages sold.

C.7 DELIVERABLES/SCHEDULE**Deliverables for the Office of the Commission and NRC Headquarters Offices**

Item	Delivery Schedule
PDF and Word Processing Transcript	The 1-day original must be delivered by 12:00 P.M. the next business day following a meeting unless the meeting begins at 2:00 P.M. or later in which case, delivery is by 12:00 P.M. the second business day after the meeting was held.
Disk/DVD's From Previously Recorded Meetings	The Captioned Disk/DVD must be returned by the 7th business day after receipt of Disk/DVD.

C.8 PERFORMANCE STANDARDS

The accuracy of the captioning services provided under this contract will be the sole responsibility of the contractor. The contractor will be responsible for maintaining up-to-date and accurate computerized dictionaries of NRC terminology and proper spelling of names. It is mandatory that the Contractor maintain the high level of accuracy capturing and translating the spoken word provided under this contract at not less than 98 percent accuracy at the average rate between 225 to 250 words per minute.

The nature of the services are such that delays, errors and other forms of unsatisfactory or poor performance will jeopardize the interest of the NRC and adversely impact its regulatory review process.

Performance Standards for the Office of the Commission and NRC Headquarter Offices Meetings

Performance Requirement	Format	Performance Standard	Surveillance Method
Real-time Captioning Services	Live Captioning	Real-time captioning of the spoken word to be performed with at least 98% accuracy of the spoken word	View live captioning to assure that it meets expected accuracy rate
100% Accurate Transcript	PDF/Word Processing Electronic Copy	The 1-day original must be delivered by 12:00 P.M. the next business day following a meeting unless the meeting begins at 2:00 P.M. or later in which case, delivery is by 12:00 P.M. the second business day after the meeting was held.	Compare of actual delivery with the time specified in the delivery order

Real-time Captioning Services	Add Captions to Disk/DVDs	Contractor must add captions to Disk/DVDs and return by the 7th business day after receipt of Disk/DVD.	Compare of actual delivery with the time specified in the delivery order
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Performance Standards for ASLBP Meetings

Performance Requirement	Format	Performance Standard	Surveillance Method
Real-time Captioning Services	Eclipse/ Accucap	Real-time captioning of the spoken word to be performed with at least 98% accuracy	View live captioning to assure that it meets expected accuracy rate

Failure to comply with these standard may be grounds for termination. The contractor shall be responsible for responding promptly to complaints or other notices or advice regarding inaccuracies in capturing the spoken word.

At least 24 hours prior to an event, the contractor shall confirm with the NRC Project Officer via e-mail or other agreed upon media, the status of the work orders scheduled for that week.

The Contractor shall promptly provide as many persons competent in the technique of captioning and maintain such staff and equipment as may be necessary for the furnishing of satisfactory transcripts thereof in accordance with the requirements of this contract.

The assigned reporter appearing at any session shall perform all work in a businesslike manner and according to the standards of the reporting profession. The reporter shall be properly attired consistent with professional protocol and shall conform to the standards set forth in the statement of work.

C.9 REDUCTION SCHEDULE

Failure to make delivery within the times required, furnish transcripts or other services in accordance with the provisions of the contract, or failure to promptly correct deliverables upon notice, and/or correct material deemed by the NRC Project Officer to be illegible or defective will result in a reduction in payment, as stated in the performance requirements summary, as follows:

If the real-time stenographic captioning is not performed at an accuracy rate of 98%, a reduction 15% of the hourly rate will be assessed for each hour the stenographic captioning is not performed at the 98% rate up to a maximum of 50% deduction.

If the 1-day delivery is not delivered by 12:00 P.M. on the next business (or on the second business day when meetings begin at 2:00 P.M. or later) day payment will be made at the 1-day rate less 10 percent per day, of the cost of the transcript (not the cost of the captioning) to a maximum reduction of 50 percent of the 1-day rate for each page, as applicable.

If the Contractor fails to secure a reporter or the reporter is a no-show, \$500 is to be deducted from a subsequent bill. If the reporter is up to one hour late, \$200 will be deducted from a subsequent bill. If the reporter is more than one hour late, an additional \$200 will be deducted from a subsequent bill. This does not preclude the requirement to caption a videotape or produce a transcript after the fact.

C.10 QUALITY ASSURANCE

The Contractor shall maintain a formal quality assurance program (QAP) that assures the accuracy and completeness of the required deliverables. The QAP shall include minimal effort requirements and escalating stages as needed to identify and correct deficiencies and errors. The NRC Project Officer will review and accept the QAP as applied to this contract.

C.11 SURVEILLANCE PLAN

The NRC Project Officer will evaluate the Contractor's performance by reviewing all deliverables to ensure quality, quantity, and timeliness. NRC personnel will record all surveillance observations, i.e., number of deliverables that have to be returned for correction/completion, late deliverables, late arrivals, and no-shows. Any action taken by the Contracting Officer as a result of deficiencies identified by NRC's quality assurance surveillance plan will be in accordance with Section C.8.

C.12 GOVERNMENT FURNISHED ITEMS

The following equipment will be furnished at each meeting/hearing:

1. PDR885 encoder manufactured by Link, Incorporated
2. RS232 line
3. DDMS workstation running the Total Eclipse Court Reporting/Closed Caption software
4. Meeting agendas are available on the NRC WEB site to facilitate building dictionaries

C.13 DEFINITIONS

1. Consecutive event days: Days in which events take place that are separated only by Saturdays, Sundays, or Federal holidays.
2. Non-consecutive event days: Days in which events or meetings take place that are separated by days other than Saturdays, Sundays, or Federal holidays.
3. Headquarters: Commission offices located at 11545 and 11555 Rockville Pike, Rockville, Maryland.
4. Hearings: Any and all types of adjudicatory proceedings conducted by the NRC that are open to the public.
5. Non-Regular Hours: Those hours worked after 6:00 p.m. on a given day through 8:30 a.m. the following day (local time at the place of proceeding) Monday through Friday, including all hours on Federal holidays, Saturdays, and Sundays.

6. **Regular Hours:** Those hours between 8:30 a.m. and 6:00 p.m. (local time at the place of proceeding) Monday through Friday excluding Federal holidays.
7. **Session:** A reporting unit or part of an event for which real-time transcription or a transcript is required.
8. **On-site Captioning:** To be physically located at the site of an event providing captions.
9. **Remote Captioning:** To provide captions from a different location other than where the event takes place.

C. 14 Cancellations

In the event that a hearing or meeting has been canceled or ends early, the NRC will notify the contractor immediately. NRC must notify the Contractor within 24 hours of the event in order to avoid paying a penalty. In the event that NRC is unable to provide the Contractor with 24 hours notification of the cancellation of the event specified in the Work Order Request, NRC will be responsible for any associated travel costs (if applicable) and actual costs to the Contractor for scheduled staff that the Contractor is unable to reassign, in an amount not to exceed the amount of the scheduled work order request.