

ORDER FOR SUPPLIES OR SERVICES

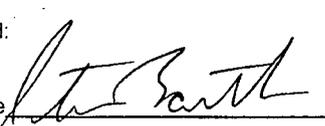
PAGE OF PAGES
1 28

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

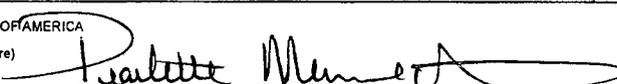
BPA NO.

1. DATE OF ORDER 5/25/2011		2. CONTRACT NO. (if any)		6. SHIP TO:	
3. ORDER NO. NRC-HQ-11-P-33-0121		4. REQUISITION/REFERENCE NO. OIS-11-364		a. NAME OF CONSIGNEE U.S. Nuclear Regulatory Commission	
5. ISSUING OFFICE (Address correspondence to) U.S. Nuclear Regulatory Commission Div. of Contracts Attn: PMerriweather 301.492.3614 Mail Stop: TWB-01-B10M Washington, DC 20555				b. STREET ADDRESS	
7. TO:		c. CITY Washington		d. STATE DC	e. ZIP CODE 20555
a. NAME OF CONTRACTOR MEDIASPACE ONLINE SERVICES		f. SHIP VIA		8. TYPE OF ORDER	
b. COMPANY NAME		<input checked="" type="checkbox"/> a. PURCHASE		<input type="checkbox"/> b. DELIVERY	
c. STREET ADDRESS 8687 RESEARCH DR STE 100		REFERENCE YOUR Please furnish the following on the terms and conditions specified on both sides of this order and on the attached sheet, if any, including delivery as indicated.		Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.	
d. CITY IRVINE	e. STATE CA	f. ZIP CODE 926184203			
9. ACCOUNTING AND APPROPRIATION DATA Obligate: \$129,328.75 2011-10-51-138 J1301 252A 31X0200.110 FSS: 112564 DUNS: 013511376 NAICS: 519130		10. REQUISITIONING OFFICE OIS			
11. BUSINESS CLASSIFICATION (Check appropriate box(es)) <input checked="" type="checkbox"/> a. SMALL <input type="checkbox"/> b. OTHER THAN SMALL <input type="checkbox"/> c. DISADVANTAGED <input type="checkbox"/> d. WOMEN-OWNED <input type="checkbox"/> e. HUBZone <input type="checkbox"/> f. SERVICE-DISABLED VETERAN-OWNED <input type="checkbox"/> g. WOMEN-OWNED SMALL BUSINESS (WOSB) <input type="checkbox"/> h. ECONOMICALLY DISADVANTAGED WOMEN-OWNED SMALL BUSINESS (EDWOSB) UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM				12. F.O.B. POINT N/A	
13. PLACE OF		14. GOVERNMENT B/L NO.		15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date) 6/8/2013	
a. INSPECTION FOB DESTINATION		b. ACCEPTANCE FOB DESTINATION		16. DISCOUNT TERMS NA	

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	The Contractor shall provide services and equipment in accordance with the statement of work. The period of performance is 6/9/2011 - 6/8/2013. Accepted: Signature:  Date: 5/26/2011 Print Name/Title: Steven Barth Executive Vice President					

18. SHIPPING POINT		19. GROSS SHIPPING WEIGHT		20. INVOICE NO.		\$129, 328.75	17(h) TOTAL (Cont. pages)
SEE BILLING INSTRUCTIONS ON REVERSE		21. MAIL INVOICE TO:					
a. NAME Department of Interior / NBC NRCPayments@nbc.gov		b. STREET ADDRESS (or P.O. Box) Attn: Fiscal Services Branch - D2770 7301 W. Mansfield Avenue		c. CITY Denver		\$129, 328.75	17(i) GRAND TOTAL
d. STATE CO		e. ZIP CODE 80235-2230					

22. UNITED STATES OF AMERICA BY (Signature) 		23. NAME (Typed) Pearlette Merriweather TITLE: CONTRACTING/ORDERING OFFICER	
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OPTIONAL FORM 347 (REV. 1/2011)
PRESCRIBED BY GSA/FAR 48 CFR 53.213(f)

TEMPLATE - ADM001

SUNSI REVIEW COMPLETE

JUN 2 2011

ADM002

SCHEDULE

Item No.		Qty	Unit	Unit Price	Amount
1001	Base Period of Performance: 06/09/2011–06/08/2013 Hosted Search Service with the functionality of a Google Search Appliance GB-7007 (with an initial indexing capacity of 1 million documents/files)	1	LT	\$56,968.75	\$56,968.75
1002	Technical support and maintenance of all hardware, software, and associated connectivity	1	LT	\$62,400.00	\$62,400.00
1003	Documentation, online logs/reports, and scheduled backups	1	LT	\$9,960.00	\$9,960.00
Base Period Total:					\$129,328.75
2001	Option Period of Performance: 06/09/2013 – 06/08/2015 Hosted Search Service with the functionality of a Google Search Appliance GB-7007 (with an initial indexing capacity of 1 million documents/files)	1	LT	\$56,968.75	\$56,968.75
2002	Technical support and maintenance of all hardware, software, and associated connectivity	1	LT	\$62,400.00	\$62,400.00
2003	Documentation, online logs/reports, and scheduled backups	1	LT	\$9,960.00	\$9,960.00
Option Period Total:					\$129,328.75
Option to Increase Quantity for Additional Search may be exercised during Base and Optional Periods of Performance					
3001	Up to 2 Million Documents	48	Month	\$2,083.00	\$99,996.00
3002	Up to 3 Million Documents	48	Month	\$4,166.00	\$199,968.00
3003	Up to 5 Million Documents	48	Month	\$8,333.00	\$399,984.00

**** The monthly costs outlined above are billed from date exercised through contract completion. The monthly costs are not to be combined, but replaced upon upgrade. Document limits can only be upgraded in quantities specified above. For example, upgrading from 3M documents must jump to 5M documents and pricing would jump from an additional \$4,166/mo to \$8,333/mo.**

**U.S. Nuclear Regulatory Commission
Statement of Work for
Public Website Search Service
May 9, 2011**

Introduction

The U.S. Nuclear Regulatory Commission (NRC or agency) seeks to maintain the existing search service for searching Web content at NRC public-facing Web sites.

Purpose and Objectives

The purpose of the acquisition described in this Statement of Work (SOW) is to obtain leased access to Contractor hardware and software services to host a search service for the NRC Public Web Site (<http://www.nrc.gov>). This hosted service shall reside outside the NRC infrastructure. The content indexed and searched by this search service shall include the NRC Public Web Site delivered across the Internet under contract to Akamai. See "Site Delivery through Akamai" for more information on the interaction of this project with the Akamai delivery service.

Scope

The primary objective of the search service is to increase the efficiency of agency Web search services by fully automating the process for managing the search interface for the NRC Public Web Site, thereby minimizing maintenance costs as the site grows in size, complexity, and popularity. This automation will enable the NRC

- a) to manage system-wide changes to Web search page formats by access to standard template and searching technologies centrally hosted at an Application Services Provider (ASP);
- b) to obtain and schedule reports on the state of all system artifacts, including search administrative logins, the usage of Web search collections, search interface changes, and system performance;
- c) to ensure all site content complies with requirements of the U.S. Office of Management and Budget (OMB) and the National Archives and Records Administration (NARA) for security, currency, accuracy, referential integrity, historical preservation, and access by alternate viewing technologies; and
- d) to accomplish all the above objectives through a secure Web interface at anytime from anywhere without a specialized knowledge of HyperText Markup Language (HTML) or other Web coding languages and without reliance on NRC infrastructure.

This section summarizes the scope of services to be provided under this SOW. Detailed requirements for each of these service categories are provided in Section 5.

It is important to understand that the NRC seeks services commensurate with the scope and complexity of its Public Web Site. The NRC is a small, independent agency of the Federal Government with a simple publishing process for Web content and a limited budget. The agency's Public Web Site contains approximately 100,000 Web pages and 800,000 files in Adobe Portable Document Format (PDF). No design assistance is sought except as stated herein.

The Contractor shall provide a Web-based search function for up to 1 million files in multiple formats for the NRC Web Site. There shall be no contractual limit to the number of concurrent user sessions or the number of search interfaces available to the NRC. The search capability shall extend through "spidering" to external sites of the NRC's choice in so far as the technical requirements of such services do not exceed the scope of this statement of work.

The Contractor shall provide secure and direct access across the Internet to a leased search application that will allow NRC to publish, maintain, index, and administer search indexes and associated Web interface pages, and obtain reports on the usage of Web search collections at the NRC Web Site through a Web interface at anytime from anywhere (without knowledge of HTML or other Web coding languages).

All hardware and software purchased and maintained by the Contractor in the fulfillment of this contract remain the property of the Contractor at the termination of the contract. All data collected from the NRC in the fulfillment of this contract remain the property of the NRC and shall be returned to the NRC or destroyed by the Contractor (solely at the NRC's option) upon request at the termination of the contract.

The Contractor shall provide both the hosting environment and automated software tools for the search service. The computer server(s) hosting the search service shall be dedicated to NRC service and shall not be used for other non-NRC purposes. The facilities for the hosting environment shall be provided by the Contractor either directly or through subcontract with an Application Services Provider (ASP). However, the Contractor shall serve as the sole point of contact to resolve all issues, inquiries, and concerns regarding both the search service and the ASP environments in which it is hosted.

The NRC Web Site searched under this SOW shall consist of the publicly visible NRC Site hosted on the NRC's content delivery network under contract to Akamai Technologies except as stated herein. However, the scope of the search service does not include the capability to handle the traffic requirements associated with public access to the NRC Public Web Site. All public access to NRC Web content at the NRC domain name www.nrc.gov (i.e. the NRC Public Web Site) will be directed through the NRC's content delivery network hosted under contract by Akamai Technologies, unless an alternate environment is designated in advance by the NRC.

All information stored in the search service database or any resulting Web site or passed between the search user and the NRC shall be neither safeguards, sensitive, nor classified. No information kept at the Contractor's facility shall be stored or retrieved in a manner subject to the Privacy Act.

While the immediate goal of the search service is to provide for the indexing and display of search results for the NRC Public Web Site, nothing stated herein shall be construed as preventing the NRC from using or expanding these services in the future to search additional content in so far as the technical requirements of such services do not exceed the scope of this statement of work. Such services shall be requested in units as prepaid, fixed-cost deliverables.

Services and Tasks Excluded from Scope

The scope of the search service shall not include assurance of network connectivity outside the physical control of the Contractor or its subcontractor(s). However, the Contractor shall monitor and work with other NRC network vendors (such as Akamai) and outside telecommunications firms and governmental sponsors responsible for Internet traffic routing to resolve any connectivity issues outside its control as quickly as practicable to ensure the performance criteria in this statement of work are met.

No software development shall be included in this project. The NRC shall receive direct access to all specified services at contract inception. Performance Criteria shall be evaluated by periodic Inspection by the Project Officer.

Services and Associated Requirements

Table 1. Summary of Services and Associated Requirements		
Service	Requirement	Performance Criterion
Provide Search Service for the NRC Web Site		
	1 Location	Publicly accessible domain name for search forms and results without client-side technology (e.g. javascript)
	2 Maintenance	All hardware and software maintained current according to the manufacturer's specification.
	3 Indexing Capacity	1M doc capacity; 1GB crawl rate/30 minutes; Match functionality of current site search Support for increased doc capacity as a contract option
	4 Response Time	For anonymous public access: <ul style="list-style-type: none"> • 10 Mb/sec (burstable) data exchange with Akamai, supporting 5M requests/month (1TB volume/month) • Page display within 5 seconds of request For administrative access, page display within 6 seconds of request for 5 concurrent users

Table 1. Summary of Services and Associated Requirements

Service	Requirement	Performance Criterion
	5 Availability and Continuity of Operations	99.95% available 24x365 days/year excluding planned outages** no alteration or destruction of data without NRC approval
	6 Electronic Connectivity with NRC Users and Infrastructure	Site search function physically and logically separate from the NRC's physical IT infrastructure
	7 Public Search Interface	No invalid links Support for 508 compliancy
	8 Search Administration Interface	Enable NRC to control and delegate all search administration functions securely All connections secured by ID, password, FIPS 140-2 digital certificate, and SSL encryption Interface compatible across browsers Up to 100 IDs, passwords, and certificates issued and kept current by contractor.
	9 Online Logs and Reports	Reports display in browser within 30 seconds of request Scheduled reports email received within 1 hour of the scheduled time
	10 Scheduled Backup of All Associated Records and Logs	All logs backed up; 100% current and accurate Search performance unaffected by backup processes
Provide technical support		
	11 Knowledge and responsiveness of contract technical support	Responses to email requests within 1 hour of request Responses to telephone and pager requests within 1 hour of request
Provide project documentation		
	12 Content standards for documentation	Meet content standards in Section 7, "Documentation Standards for Format, Grammar, and Mechanics" Reviewed in draft for compliance

Service: Provide search service for the NRC Web Site

Requirement 1: Search Product and Location

The Contractor shall provide the search service for the NRC Web Site to render search forms and search results at a publicly visible Uniform Resource Locator (URL) domain name.

The Contractor shall include hosted functionality for a Google Search Appliance GB-7007 or equivalent.

The Contractor shall purchase, configure, and maintain all search hardware and software on their infrastructure by June 9, 2011.

Performance Criterion 1: The search forms and associated results pages needed for public access to the search service shall be available at a publicly visible Uniform Resource Locator (URL) domain name that can be accessed without client-side rendering technology (e.g. javascript) by NRC's content delivery network contractor to be displayed at the primary domain name established for this purpose by the NRC (e.g. search.nrc.gov).

Requirement 2: Maintenance

The Contractor shall maintain the search architecture, including all hardware, software, and associated connectivity for the search service for the NRC Web Site for optimum performance, stability, and security, including all software patches and updates from the original vendors.

The Contractor shall maintain the configuration of search collections and related public Web interfaces for all content areas searched at the current NRC Public Web Site.

The production search capability shall match all aspects of the capability provided through the search function for the existing NRC Public Web Site.

Document all configuration, implementation, and integration services and any changes thereto on all aspects of the search tool. Documentation shall conform to the standards in the section "Documentation Standards for Format, Grammar, and Mechanics."

Performance Criterion 2: All hardware and software associated with the search service shall be maintained current according to the manufacturer's specification.

Requirement 3: Indexing Capacity

The site search capability shall include the ability to index 1,000,000 documents in HTML, XML, Adobe Portable Document Format, Microsoft Word, Microsoft PowerPoint, Microsoft Excel, and Corel WordPerfect formats. The Contractor shall provide fixed-price options to increase index capacity of the search function, along with any supporting server hardware and connectivity.

The site search shall be able to "crawl" external Web sites to add content to an existing search collection.

The NRC system administrator shall have access through a secure Web interface to create, schedule, configure, modify, and delete search collections; and to configure and schedule search index updates.

Performance Criterion 3: The search service shall provide the capability to index 1,000,000 documents at a rate of at least 1 GB of content each 30 minutes from any combination of publicly available Uniform Resource Locators (URLs) identified by the NRC. These indexed documents shall be available for inclusion in all search collections and results pages configured using the search service.

Performance Criterion 4: The NRC Web Site search collections in the NRC Web Site shall be configured to match or exceed the functionality and format of the site search collections of the current NRC Web Site structure except as modified with the approval of the NRC Project Officer.

The search service shall enable the NRC to add indexing capacity to the site limited only by the physical capacity of the server hosting the search service. The Contractor shall provide fixed-price options to increase the indexing capacity of the search function, along with any supporting server hardware and connectivity.

The search service shall enable multiple search collections or search interfaces to be managed from a single repository of search index data.

Requirement 4: Response Time

The search service for the NRC Web Site Environment shall support the timely delivery of Web search forms and search results to the Akamai server network.

Performance Criterion 5: For anonymous public access, the search service for the NRC Web Site shall support the exchange of content with the Akamai network in manner consistent with NRC security requirements at a rate of at least 10 Mb per second (burstable) and supporting at least 5,000,000 page requests (1 TB of volume) per month in a dedicated manner with a response time not to exceed 3 seconds.

Performance Criterion 6: For anonymous public access, the search service for the NRC Web Site shall respond to each HTTP request for search results by displaying a search results page within 5 seconds of request by a user of the NRC Public Web Site.

Performance Criterion 7: For secure administrative access, the search service shall present each appropriate screen in a secure manner within 6 seconds of request for 5 concurrent users without affecting the response time for anonymous public access.

Requirement 5: Availability and Continuity of Operations

The Contractor shall make every reasonable effort to ensure that no lapse in service occurs as a result of hardware or software failures at the hosting facilities. The Contractor shall document in the Concept of Operations all measures taken to ensure such lapses are minimized or mitigated.

The Contractor shall provide facilities for hosting the search service for the NRC Web Site throughout the term of this contract. The facility and all hardware and software necessary to provide all services specified in this SOW shall comply with requirements and controls for a Moderate system as defined in the Federal Information Security Management Act of 2002 (FISMA) (the NRC reserves the right to modify this statement based on changes in the security environment and threats). **The facilities shall include a dedicated, physical computer server, associated server software, and necessary connectivity to meet the performance criteria in this document.** If this service is provided through a third party hosting vendor, the Contractor shall maintain relationships with multiple hosting vendors to provide assurance that there will be no lapse in service should the fiduciary relationship with the current hosting vendor be terminated at any time for any reason.

The NRC reserves the right to select among the designated alternate hosting vendors in the event of such a transfer. The Contractor shall make every reasonable effort to notify the NRC Project Officer at least 30 days in advance if such a transfer becomes necessary.

The Contractor shall serve as the sole point of contact to resolve all issues, inquiries, and concerns regarding both the search service and the environment in which it is hosted.

The contractor shall ensure integrity controls protect data from accidental or malicious alteration or destruction.

The contractor shall provide documented procedures to implement the system and information integrity policy and associated system and information integrity control.

Performance Criterion 8: The search service for the NRC Web Site environment shall be available to NRC users and to the Akamai content indexing function 99.95% of the time 24 hours per day, 365 days per year, excluding planned outages (see "System Availability and Planned Outages").

Performance Criterion 9: The Contractor shall ensure that no data is destroyed or altered as a result of accidental or malicious actions. This requirement shall not extend to alterations made for any reason by users authorized and authenticated to use the system by the NRC.

Requirement 6: Electronic Connectivity with NRC Users and Infrastructure

Performance Criterion 10: The site search function for the NRC Web Site shall operate physically and logically separate from the NRC's physical IT infrastructure.

The requirements for an NRC user to interact with the site search function shall be limited to the following:

- access rights granted by the NRC search administrator
- personal computer with a connection to the Internet
- Microsoft Internet Explorer 6.0+ (supporting 128-bit secure sockets layer connectivity)
- Contractor-provided FIPS 140-2-compliant digital certificate installed in the Web browser

User Interface Requirements

Requirement 7: Public Search Interface

Anonymous users of the NRC Public Web Site shall be able to use the search service to conduct full-text searches of the NRC Public Web Site.

All search forms and associated search results pages shall be

1. displayed in a manner that complies with Section 508 of the Workforce Rehabilitation Act, as amended;

2. displayed without the need for persistent tracking technologies to be stored on the computer of the site search user;
3. branded as NRC content, with no reference (copyright or otherwise) to the search service vendor or other commercial enterprise except as required by NRC.

The site search shall enable the end user to refine search results in "multiple passes" by maintaining state.

There shall be no contractual limit to the number of search requests made.

There shall be no contractual limit to the number of site users who are permitted connect to the site, whether simultaneously or serially, to perform searches.

The Contractor shall provide complete online help within the search service's Web-based user interface.

Performance Criterion 11: The results page displayed by the site search function for the NRC Web Site shall contain no invalid links. This requirement excludes Web content added, modified, or removed after the start of the previous index session for the search collection being searched.

Performance Criterion 12: Web content shall be evaluated for 508 compliancy by the NRC, as coordinated by the NRC Project Officer. Professional judgment is required to determine compliancy. All Web content (100%) shall comply with this standard except as exempted by the NRC.

Requirement 8: Search Administration Interface

The NRC search administrator shall be able to perform all administrative functions through a secure Web interface. Administrative functions available to the NRC shall include the following tasks.

1. Add or remove search collection managers or modify their roles at any time;
2. Assign a search collection manager to one or many search collections and associated Web search interfaces (front end templates);
3. Configure (or delegate configuration authority to a search collection manager for) an unlimited number of search collections associated with the search indexing capability described in Section 5;
4. Configure the HTML search results page for each search collection through page templates; and
5. Address each site search collection through a standard HTML <form> tag to render one or more pages of linked search results.

The contractor shall provide and maintain all necessary infrastructure for the digital certificates and associated encrypted connections to the search service specified herein.

Performance criterion 13: The search service administration tools shall enable the NRC Administrator to control and delegate all aspects of the search collections and associated interfaces and administer the roles of search collection managers through a secure, web-based interface.

Performance criterion 14: Each connection to the Web interface for the search configuration utility shall require a login ID, password, FIPS 140-2-compliant digital certificate, and 128-bit Secure Sockets Layer (SSL) encryption to the NRC user's browser.

Performance criterion 15: All functions performed by the site search administrator shall be conducted through a secure Web interface. The secure Web interface shall be fully compliant with the Microsoft Internet Explorer 6.0 and Netscape 6.0 Web browsers.

Performance Criterion 16: The contractor shall provide the designated NRC contact with a unique account ID, password, and digital certificate for each individual (up to a maximum of 100 individuals) identified by the NRC as requiring access to the Web-based search configuration utility over a Secure Sockets Layer (SSL) connection using 128-bit encryption. Each digital certificate shall comply with FIPS 140-2 standards for encryption. The periodic renewal, modification, or resetting of an account credential or associated digital certificate for the same individual shall not count as an additional account.

Requirement 9: Online Logs and Reports

The search service shall enable an authorized user to generate and view site-wide reports of all search artifacts through a Web browser interface. After a report instance has been created and scheduled, search service shall gather and present all data to the user without additional user intervention.

All search service reports shall be available at an ad hoc basis for viewing in a Web browser or as scheduled events that result in a report being emailed to a designated group of recipients. All reports shall be fully configurable by the NRC system administrator or other designated user through a Web interface.

The search service shall provide reports on all types of artifacts created within it or tracked thereby. Report topics shall include as a minimum the following types of artifacts

- Last Logins
- Most Active Users
- Least Active Users
- Login Alerts (patterns of anomalies, such as when different browsers are attempting to login)
- Recent Tasks
- FTP and other Connectivity Errors
- System Summary (overview of storage, number of pages managed, users, and other statistics)
- System Audit (record of all user interactions with the search service interface, including time of login, all activity, and time of log out)

Performance Criterion 17: The search service shall display Web Site reports in real-time at the request of NRC administrators. A requested report shall appear within 30 seconds of request by an NRC administrator through a Web-based interface.

Performance Criterion 18: The search service shall email a requested Web Site report within 1 hour of the ad hoc or scheduled request for the report.

Requirement 10: Scheduled Backup of All Associated Records and Logs

All services described in this requirement shall be provided for Web content and related records and logs maintained and generated by the search service for the NRC Web Site.

All search interface configuration files shall be fully backed up to electronic media once each week.

All content at all instances of the search service for the NRC Web Site in all environments shall remain the property of the NRC throughout the term of this contract.

The Contractor shall return all content to the NRC on demand or when the contract is terminated for any reason. The Contractor shall make every reasonable effort to ensure the transfer occurs in a timely manner to avoid a lapse in service of the NRC Web Site. The content shall be provided to the NRC Project Officer in its current file format at the search service for the NRC Web Site (HTML, XML, etc.) on magnetic tape or other media negotiated with the NRC at the time of transfer.

Performance Criterion 19: All logs backed up shall be verified 100% accurate and current.

Performance Criterion 20: The conduct of backup activities shall affect neither the availability nor the rate of system response of any services identified in this statement of work beyond their respective performance criteria.

Service: Provide technical support

Requirement 11: Contract support staff knowledge

Contract support staff shall demonstrate knowledge of all search service technical components and services procured under this contract and shall perform all written and aural communication with the NRC in American English.

Performance Criterion 21: Wait time for email responses for email support requests shall not exceed 1 hour. Automated generic email responses shall not be considered to meet this criterion.

Performance Criterion 22: Wait time (including call-back time for pager messages) for telephone support calls shall not exceed 5 minutes. Automated generic telephone responses shall not be considered to meet this criterion.

Service: Provide project documentation

Requirement 12: Content standards for documentation

All project documentation shall conform to the standards stated in Section 7, "Documentation Standards for Format, Grammar, and Mechanics."

Performance Criterion 23. All materials shall be reviewed in draft by the NRC Project Officer for approval and compliance with all content standards in Section 7, "Documentation Standards for Format, Grammar, and Mechanics."

Scope of Documentation

Documentation shall address all aspects of the functional and security requirements associated with this effort.

Documentation due at completion of the implementation phase of this project:

- System Architecture / System Concept of Operations
- Search Administrative Manual
- Search User Manual
- Context-sensitive online user help screens available within the search tool on all aspects of the user's interactions with the search tool

Periodic reports:

- **Cost Reports.** As required in FAR 52.232.22, "Limitation of Funds," the Contractor shall notify the Contracting Officer in writing whenever it has reason to believe that the costs it expects to incur under this contract in the next 30 days, when added to all costs previously incurred, will exceed 75 percent.
- **Problem Reports.** The Contractor shall bring problems or potential problems affecting performance to the attention of the Project Officer as soon as possible. Verbal reports will be followed up with written reports when directed by the Project Officer.
- Additional written reports may be required and negotiated.

Delivery Instructions

All deliverables shall be delivered to the Project Officer (or to the Contracting Officer, if so stated in the specific requirement) no later than the date specified in this statement of work. Deliverables are to be transmitted with a cover letter, on the prime Contractor's letterhead, describing the contents.

Documentation Standards for Format, Grammar, and Mechanics

Requirement: Deliverable File Formats

The Contractor shall provide all documentation in all the following formats, except as specifically stated herein: paper, Microsoft Word (version 2003), and Adobe PDF (version 7.0) formats. The NRC reserves the right to waive or modify the specific format requirements with changes in technology.

Requirement: Standard for Grammar and Mechanics

All documentation submitted by the Contractor shall conform to the *Chicago Manual of Style*, as amended by any applicable NRC format templates and requirements.

Requirement: Draft and Final Submission

All documentation shall be submitted in draft form for comment by the NRC Project Manager.

The Contractor shall incorporate into the final documentation any NRC PM comments received on the draft documentation.

Performance Criterion 24. The NRC Project Officer will review all draft documents submitted as part of contract deliverables for conformity to the standards referenced in this requirement. Any changes required after the first revision cycle shall be completed at no cost to the Government. The first revision cycle for a deliverable shall be complete when the Contractor submits a revised deliverable incorporating any comments and suggestions made by the NRC Project Officer on his review of the initial draft.

Place of Performance

Service Hosting, Technical Support, and Other Services

The place of performance shall be at the Contractor's facility and shall be within the continental United States. The Contractor should have broadband access and computers for all personnel working on these or subsequent efforts. The Contractor may have its employees work at their location or the employee's home (provided the employee's home has broadband access and the required IT equipment). Occasional travel to the NRC Headquarters offices located in Rockville, Maryland may be required. Local travel expenses will not be paid by the NRC. Parking on-site is not available.

Schedule of Deliverables

Service: Provide Search Service for the NRC Web Site

The Contractor shall fulfill all requirements associated with the search service within one business day of contract award. Services shall be maintained throughout the period of performance.

Service: Provide technical support

The Contractor shall fulfill all requirements associated with technical support within one business day of contract award and upon request for assistance as specified in Requirement 11: "Knowledge and responsiveness of contract technical support." Service shall be maintained throughout the period of performance.

Service: Provide project documentation

Maintain and update documentation as changes are made to all services and supporting infrastructure. Services shall be maintained throughout the period of performance.

System Availability and Planned Outages

Planned Outages

Without prior approval from the NRC Project Officer, the contractor shall render the search service unavailable for planned system maintenance no more than four hours per contract month, with no single maintenance period lasting more than two hours and no more than one maintenance period occurring in a single 24-hour period. No planned maintenance outage shall be conducted between 6 a.m. and 6 p.m. (East Coast Time) unless specifically approved by the NRC Project Officer in advance on a case-by-case basis. A message regarding a planned outage shall be displayed prominently on each NRC user's login screen at least 1 government business day in advance of the start of the outage unless approved in advance by the NRC Project Officer.

System Availability

System availability is the ratio of the time the system is available to the time remaining in the current contract year of 365 days after subtracting all approved, planned monthly maintenance outages that were actually taken to date during the current contract year. Unused time for planned system outages shall not accrue from month to month. The lack of a planned system outage during a contract month shall not decrease the percentage of system availability required for the contract year.

Site Delivery through Akamai

The NRC contracts with Akamai Technologies to deliver the NRC Public Web Site on a global network of over 60,000 servers in over 1,100 networks in over 77 countries. The site search capability in this contract shall interact with the NRC Public Web Site (<http://www.nrc.gov>) through the Akamai delivery service unless otherwise directed by the NRC.

The Akamai network handles tens of billions of hits per day. Akamai builds, operates, updates, manages, and maintains all software operating on this platform, and employs sophisticated network mapping technologies to effectively eliminate single points of failure. Failure of any server, set of servers, data center, or entire backbone provider does not interrupt services for customers or their end users. Akamai's top priority is full resilience to faults or compromises. In the event of a network fault, the Akamai Network Operations Command Center detects the fault and uses mapping technologies and sophisticated algorithms to automatically adapt to the health and status of the Internet, without requiring any manual effort to continue operation.

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

The firm fixed price of this contract is \$129,328.75. If Option Period I and the Option to Increase Quantity is exercised the estimated maximum value of this contract is \$658,641.50.

A.2 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (JUN 2010)

(a) Inspection/Acceptance. The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The Government reserves the right to inspect or test any supplies or services that have been tendered for acceptance. The Government may require repair or replacement of nonconforming supplies or reperformance of nonconforming services at no increase in contract price. If repair/replacement or reperformance will not correct the defects or is not possible, the Government may seek an equitable price reduction or adequate consideration for acceptance of nonconforming supplies or services. The Government must exercise its post-acceptance rights-

(1) Within a reasonable time after the defect was discovered or should have been discovered; and

(2) Before any substantial change occurs in the condition of the item, unless the change is due to the defect in the item.

(b) Assignment. The Contractor or its assignee may assign its rights to receive payment due as a result of performance of this contract to a bank, trust company, or other financing institution, including any Federal lending agency in accordance with the Assignment of Claims Act (31 U.S.C. 3727). However, when a third party makes payment (e.g., use of the Governmentwide commercial purchase card), the Contractor may not assign its rights to receive payment under this contract.

(c) Changes. Changes in the terms and conditions of this contract may be made only by written agreement of the parties.

(d) Disputes. This contract is subject to the Contract Disputes Act of 1978, as amended (41 U.S.C. 601-613). Failure of the parties to this contract to reach agreement on any request for equitable adjustment, claim, appeal or action arising under or relating to this contract shall be a dispute to be resolved in accordance with the clause at FAR 52.233-1, Disputes, which is incorporated herein by reference. The Contractor shall proceed diligently with performance of this contract, pending final resolution of any dispute arising under the contract.

(e) Definitions. The clause at FAR 52.202-1, Definitions, is incorporated herein by reference.

(f) Excusable delays. The Contractor shall be liable for default unless nonperformance is caused by an occurrence beyond the reasonable control of the Contractor and without its fault or negligence such as, acts of God or the public enemy, acts of the Government in either its sovereign or contractual capacity, fires, floods, epidemics, quarantine restrictions, strikes, unusually severe weather, and delays of common carriers. The Contractor shall notify the Contracting Officer in writing as soon as it is reasonably possible after the commencement of any excusable delay, setting forth the full particulars in connection therewith, shall remedy such occurrence with all reasonable dispatch, and shall promptly give written notice to the Contracting Officer of the cessation of such occurrence.

(g) Invoice.

(1) The Contractor shall submit an original invoice and three copies (or electronic invoice, if authorized) to the address designated in the contract to receive invoices. An invoice must include-

(i) Name and address of the Contractor;

(ii) Invoice date and number;

- (iii) Contract number, contract line item number and, if applicable, the order number;
- (iv) Description, quantity, unit of measure, unit price and extended price of the items delivered;
- (v) Shipping number and date of shipment, including the bill of lading number and weight of shipment if shipped on Government bill of lading;
- (vi) Terms of any discount for prompt payment offered;
- (vii) Name and address of official to whom payment is to be sent;
- (viii) Name, title, and phone number of person to notify in event of defective invoice; and
- (ix) Taxpayer Identification Number (TIN). The Contractor shall include its TIN on the invoice only if required elsewhere in this contract.
- (x) Electronic funds transfer (EFT) banking information.

(A) The Contractor shall include EFT banking information on the invoice only if required elsewhere in this contract.

(B) If EFT banking information is not required to be on the invoice, in order for the invoice to be a proper invoice, the Contractor shall have submitted correct EFT banking information in accordance with the applicable solicitation provision, contract clause (e.g., 52.232-33, Payment by Electronic Funds Transfer-- Central Contractor Registration, or 52.232-34, Payment by Electronic Funds Transfer--Other Than Central Contractor Registration), or applicable agency procedures.

(C) EFT banking information is not required if the Government waived the requirement to pay by EFT.

(2) Invoices will be handled in accordance with the Prompt Payment Act (31 U.S.C. 3903) and Office of Management and Budget (OMB) prompt payment regulations at 5 CFR part 1315.

(h) Patent indemnity. The Contractor shall indemnify the Government and its officers, employees and agents against liability, including costs, for actual or alleged direct or contributory infringement of, or inducement to infringe, any United States or foreign patent, trademark or copyright, arising out of the performance of this contract, provided the Contractor is reasonably notified of such claims and proceedings.

(i) Payment.-

(1) Items accepted. Payment shall be made for items accepted by the Government that have been delivered to the delivery destinations set forth in this contract.

(2) Prompt payment. The Government will make payment in accordance with the Prompt Payment Act (31 U.S.C. 3903) and prompt payment regulations at 5 CFR part 1315.

(3) Electronic Funds Transfer (EFT). If the Government makes payment by EFT, see 52.212-5(b) for the appropriate EFT clause.

(4) Discount. In connection with any discount offered for early payment, time shall be computed from the date of the invoice. For the purpose of computing the discount earned, payment shall be considered to have been made on the date which appears on the payment check or the specified payment date if an electronic funds transfer payment is made.

(5) Overpayments. If the Contractor becomes aware of a duplicate contract financing or invoice payment or that the Government has otherwise overpaid on a contract financing or invoice payment, the Contractor shall--

(i) Remit the overpayment amount to the payment office cited in the contract along with a description of the overpayment including the--

(A) Circumstances of the overpayment (e.g., duplicate payment, erroneous payment, liquidation errors, date(s) of overpayment);

(B) Affected contract number and delivery order number, if applicable;

(C) Affected contract line item or subline item, if applicable; and

(D) Contractor point of contact.

(ii) Provide a copy of the remittance and supporting documentation to the Contracting Officer.

(6) Interest.

(i) All amounts that become payable by the Contractor to the Government under this contract shall bear simple interest from the date due until paid unless paid within 30 days of becoming due. The interest rate shall be the interest rate established by the Secretary of the Treasury as provided in Section 611 of the Contract Disputes Act of 1978 (Public Law 95-563), which is applicable to the period in which the amount becomes due, as provided in (i)(6)(v) of this clause, and then at the rate applicable for each six-month period as fixed by the Secretary until the amount is paid.

(ii) The Government may issue a demand for payment to the Contractor upon finding a debt is due under the contract.

(iii) Final decisions. The Contracting Officer will issue a final decision as required by 33.211 if--

(A) The Contracting Officer and the Contractor are unable to reach agreement on the existence or amount of a debt within 30 days;

(B) The Contractor fails to liquidate a debt previously demanded by the Contracting Officer within the timeline specified in the demand for payment unless the amounts were not repaid because the Contractor has requested an installment payment agreement; or

(C) The Contractor requests a deferment of collection on a debt previously demanded by the Contracting Officer (see 32.607-2).

(iv) If a demand for payment was previously issued for the debt, the demand for payment included in the final decision shall identify the same due date as the original demand for payment.

(v) Amounts shall be due at the earliest of the following dates:

(A) The date fixed under this contract.

(B) The date of the first written demand for payment, including any demand for payment resulting from a default termination.

(vi) The interest charge shall be computed for the actual number of calendar days involved beginning on the due date and ending on--

(A) The date on which the designated office receives payment from the Contractor;

(B) The date of issuance of a Government check to the Contractor from which an amount otherwise payable has been withheld as a credit against the contract debt; or

(C) The date on which an amount withheld and applied to the contract debt would otherwise have become payable to the Contractor.

(vii) The interest charge made under this clause may be reduced under the procedures prescribed in 32.608-2 of the Federal Acquisition Regulation in effect on the date of this contract.

(j) Risk of loss. Unless the contract specifically provides otherwise, risk of loss or damage to the supplies provided under this contract shall remain with the Contractor until, and shall pass to the Government upon:

(1) Delivery of the supplies to a carrier, if transportation is f.o.b. origin; or

(2) Delivery of the supplies to the Government at the destination specified in the contract, if transportation is f.o.b. destination.

(k) Taxes. The contract price includes all applicable Federal, State, and local taxes and duties.

(l) Termination for the Government's convenience. The Government reserves the right to terminate this contract, or any part hereof, for its sole convenience. In the event of such termination, the Contractor shall immediately stop all work hereunder and shall immediately cause any and all of its suppliers and subcontractors to cease work. Subject to the terms of this contract, the Contractor shall be paid a percentage of the contract price reflecting the percentage of the work performed prior to the notice of termination, plus reasonable charges the Contractor can demonstrate to the satisfaction of the Government using its standard record keeping system, have resulted from the termination. The Contractor shall not be required to comply with the cost accounting standards or contract cost principles for this purpose. This paragraph does not give the Government any right to audit the Contractor's records. The Contractor shall not be paid for any work performed or costs incurred which reasonably could have been avoided.

(m) Termination for cause. The Government may terminate this contract, or any part hereof, for cause in the event of any default by the Contractor, or if the Contractor fails to comply with any contract terms and conditions, or fails to provide the Government, upon request, with adequate assurances of future performance. In the event of termination for cause, the Government shall not be liable to the Contractor for any amount for supplies or services not accepted, and the Contractor shall be liable to the Government for any and all rights and remedies provided by law. If it is determined that the Government improperly terminated this contract for default, such termination shall be deemed a termination for convenience.

(n) Title. Unless specified elsewhere in this contract, title to items furnished under this contract shall pass to the Government upon acceptance, regardless of when or where the Government takes physical possession.

(o) Warranty. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.

(p) Limitation of liability. Except as otherwise provided by an express warranty, the Contractor will not be liable to the Government for consequential damages resulting from any defect or deficiencies in accepted items.

(q) Other compliances. The Contractor shall comply with all applicable Federal, State and local laws, executive orders, rules and regulations applicable to its performance under this contract.

(r) Compliance with laws unique to Government contracts. The Contractor agrees to comply with 31 U.S.C. 1352 relating to limitations on the use of appropriated funds to influence certain Federal contracts; 18 U.S.C. 431

relating to officials not to benefit; 40 U.S.C. 3701, et seq., Contract Work Hours and Safety Standards Act; 41 U.S.C. 51-58, Anti-Kickback Act of 1986; 41 U.S.C. 265 and 10 U.S.C. 2409 relating to whistleblower protections; 49 U.S.C. 40118, Fly American; and 41 U.S.C. 423 relating to procurement integrity.

(s) Order of precedence. Any inconsistencies in this solicitation or contract shall be resolved by giving precedence in the following order:

(1) The schedule of supplies/services.

(2) The Assignments, Disputes, Payments, Invoice, Other Compliances, and Compliance with Laws Unique to Government Contracts paragraphs of this clause.

(3) The clause at 52.212-5.

(4) Addenda to this solicitation or contract, including any license agreements for computer software.

(5) Solicitation provisions if this is a solicitation.

(6) Other paragraphs of this clause.

(7) The Standard Form 1449.

(8) Other documents, exhibits, and attachments

(9) The specification.

(t) Central Contractor Registration (CCR).

(1) Unless exempted by an addendum to this contract, the Contractor is responsible during performance and through final payment of any contract for the accuracy and completeness of the data within the CCR database, and for any liability resulting from the Government's reliance on inaccurate or incomplete data. To remain registered in the CCR database after the initial registration, the Contractor is required to review and update on an annual basis from the date of initial registration or subsequent updates its information in the CCR database to ensure it is current, accurate and complete. Updating information in the CCR does not alter the terms and conditions of this contract and is not a substitute for a properly executed contractual document.

(2)(i) If a Contractor has legally changed its business name, "doing business as" name, or division name (whichever is shown on the contract), or has transferred the assets used in performing the contract, but has not completed the necessary requirements regarding novation and change-of-name agreements in FAR subpart 42.12, the Contractor shall provide the responsible Contracting Officer a minimum of one business day's written notification of its intention to (A) change the name in the CCR database; (B) comply with the requirements of subpart 42.12; and (C) agree in writing to the timeline and procedures specified by the responsible Contracting Officer. The Contractor must provide with the notification sufficient documentation to support the legally changed name.

(ii) If the Contractor fails to comply with the requirements of paragraph (t)(2)(i) of this clause, or fails to perform the agreement at paragraph (t)(2)(i)(C) of this clause, and, in the absence of a properly executed novation or change-of-name agreement, the CCR information that shows the Contractor to be other than the Contractor indicated in the contract will be considered to be incorrect information within the meaning of the "Suspension of Payment" paragraph of the electronic funds transfer (EFT) clause of this contract.

(3) The Contractor shall not change the name or address for EFT payments or manual payments, as appropriate, in the CCR record to reflect an assignee for the purpose of assignment of claims (see Subpart 32.8, Assignment of Claims). Assignees shall be separately registered in the CCR database. Information provided to

the Contractor's CCR record that indicates payments, including those made by EFT, to an ultimate recipient other than that Contractor will be considered to be incorrect information within the meaning of the "Suspension of payment" paragraph of the EFT clause of this contract.

(4) Offerors and Contractors may obtain information on registration and annual confirmation requirements via the internet at <http://www.ccr.gov> or by calling 1-888-227-2423 or 269-961-5757.

A.3 52.212-5 CONTRACT TERMS AND CONDITIONS REQUIRED TO IMPLEMENT STATUTES OR EXECUTIVE ORDERS--COMMERCIAL ITEMS (APR 2011)

(a) The Contractor shall comply with the following Federal Acquisition Regulation (FAR) clauses, which are incorporated in this contract by reference, to implement provisions of law or Executive orders applicable to acquisitions of commercial items:

(1) 52.222-50, Combating Trafficking in Persons (FEB 2009) (22 U.S.C. 7104(g)).

Alternate I (AUG 2007) of 52.222-50 (22 U.S.C. 7104 (g)).

(2) 52.233-3, Protest After Award (Aug 1996) (31 U.S.C. 3553).

(3) 52.233-4, Applicable Law for Breach of Contract Claim (Oct 2004) (Pub. L. 108-77, 108-78)

(b) The Contractor shall comply with the FAR clauses in this paragraph (b) that the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or Executive orders applicable to acquisitions of commercial items:

(1) 52.203-6, Restrictions on Subcontractor Sales to the Government (Sept 2006), with Alternate I (Oct 1995) (41 U.S.C. 253g and 10 U.S.C. 2402).

(2) 52.203-13, Contractor Code of Business Ethics and Conduct (APR 2010)(Pub. L. 110-252, Title VI, Chapter 1 (41 U.S.C. 251 note)).

(3) 52.203-15, Whistleblower Protections under the American Recovery and Reinvestment Act of 2009 (JUN 2010) (Section 1553 of Pub. L. 111-5). (Applies to contracts funded by the American Recovery and Reinvestment Act of 2009.)

(4) 52.204-10, Reporting Executive Compensation and First-Tier Subcontract Awards (JUL 2010) (Pub. L. 109-282) (31 U.S.C. 6101 note).

(5) 52.204-11, American Recovery and Reinvestment Act-Reporting Requirements (JUL 2010) (Pub. L. 111-5).

(6) 52.209-6, Protecting the Government's Interest When Subcontracting with Contractors Debarred, Suspended, or Proposed for Debarment (DEC 2010) (31 U.S.C. 6101 note). (Applies to contracts over \$30,000). (Not applicable to subcontracts for the acquisition of commercially available off-the-shelf items).

(7) 52.219-3, Notice of Total HUBZone Set-Aside or Sole-Source Award (JAN 2011) (15 U.S.C. 657a).

(8) 52.219-4, Notice of Price Evaluation Preference for HUBZone Small Business Concerns (JAN 2011) (if the offeror elects to waive the preference, it shall so indicate in its offer) (15 U.S.C. 657a).

(9) [Reserved]

- (10)(i) 52.219-6, Notice of Total Small Business Set-Aside (June 2003) (15 U.S.C. 644).
- (ii) Alternate I (Oct 1995) of 52.219-6.
- (iii) Alternate II (Mar 2004) of 52.219-6.
- (11)(i) 52.219-7, Notice of Partial Small Business Set-Aside (June 2003) (15 U.S.C. 644).
- (ii) Alternate I (Oct 1995) of 52.219-7.
- (iii) Alternate II (Mar 2004) of 52.219-7.
- (12) 52.219-8, Utilization of Small Business Concerns (JAN 2011) (15 U.S.C. 637(d)(2) and (3)).
- (13)(i) 52.219-9, Small Business Subcontracting Plan (JAN 2011) (15 U.S.C. 637(d)(4)).
- (ii) Alternate I (Oct 2001) of 52.219-9.
- (iii) Alternate II (Oct 2001) of 52.219-9.
- (iv) Alternate III (JUL 2010) of 52.219-9.
- (14) 52.219-14, Limitations on Subcontracting (Dec 1996) (15 U.S.C. 637(a)(14)).
- (15) 52.219-16, Liquidated Damages--Subcontracting Plan (Jan 1999) (15 U.S.C. 637(d)(4)(F)(i)).
- (16)(i) 52.219-23, Notice of Price Evaluation Adjustment for Small Disadvantaged Business Concerns (OCT 2008) (10 U.S.C. 2323) (if the offeror elects to waive the adjustment, it shall so indicate in its offer.)
- (ii) Alternate I (June 2003) of 52.219-23.
- (17) 52.219-25, Small Disadvantaged Business Participation Program--Disadvantaged Status and Reporting (DEC 2010) (Pub. L. 103-355, section 7102, and 10 U.S.C. 2323).
- (18) 52.219-26, Small Disadvantaged Business Participation Program--Incentive Subcontracting (Oct 2000) (Pub. L. 103-355, section 7102, and 10 U.S.C. 2323).
- (19) 52.219-27, Notice of Total Service-Disabled Veteran-Owned Small Business Set-Aside (May 2004) (15 U.S.C. 657 f).
- (20) 52.219-28, Post Award Small Business Program Rerepresentation (APR 2009) (15 U.S.C. 632(a)(2)).
- (21) 52.219-29 Notice of Total Set-Aside for Economically Disadvantaged Women-Owned Small Business (EDWOSB) Concerns (APR 2011).
- (22) 52.219-30 Notice of Total Set-Aside for Women-Owned Small Business (WOSB) Concerns Eligible Under the WOSB Program (APR 2011).
- (23) 52.222-3, Convict Labor (June 2003) (E.O. 11755).
- (24) 52.222-19, Child Labor--Cooperation with Authorities and Remedies (JUL 2010) (E.O. 13126).
- (25) 52.222-21, Prohibition of Segregated Facilities (Feb 1999).

- (26) 52.222-26, Equal Opportunity (Mar 2007) (E.O. 11246).
- (27) 52.222-35, Equal Opportunity for Veterans (SEP 2010) (38 U.S.C. 4212).
- (28) 52.222-36, Affirmative Action for Workers with Disabilities (Oct 2010) (29 U.S.C. 793).
- (29) 52.222-37, Employment Reports on Veterans (SEP 2010) (38 U.S.C. 4212).
- (30) 52.222-40, Notification of Employee Rights Under the National Labor Relations Act (DEC 2010) (E.O. 13496).
- (31) 52.222-54, Employment Eligibility Verification (Jan 2009). (Executive Order 12989). (Not applicable to the acquisition of commercially available off-the-shelf items or certain other types of commercial items as prescribed in 22.1803.)
- (32)(i) 52.223-9, Estimate of Percentage of Recovered Material Content for EPA-Designated Items (May 2008) (42 U.S.C.6962(c)(3)(A)(ii)). (Not applicable to the acquisition of commercially available off-the-shelf items.)
- (ii) Alternate I (MAY 2008) of 52.223-9 (42 U.S.C. 6962(i)(2)(C)). (Not applicable to the acquisition of commercially available off-the-shelf items.)
- (33) 52.223-15, Energy Efficiency in Energy-Consuming Products (DEC 2007)(42 U.S.C. 8259b).
- (34)(i) 52.223-16, IEEE 1680 Standard for the Environmental Assessment of Personal Computer Products (DEC 2007) (E.O. 13423).
- (ii) Alternate I (DEC 2007) of 52.223-16.
- (35) 52.223-18, Contractor Policy to Ban Text Messaging while Driving (SEP 2010) (E.O. 13513).
- (36) 52.225-1, Buy American Act--Supplies (FEB 2009) (41 U.S.C. 10a-10d).
- (37)(i) 52.225-3, Buy American Act--Free Trade Agreements-- Israeli Trade Act (JUN 2009) (41 U.S.C. 10a-10d, 19 U.S.C. 3301 note, 19 U.S.C. 2112 note, 19 U.S.C 3805 note, Pub. L. 108-77, 108-78, 108-286, 108-302, 109-53 and 109-169, 109-283, and 110-138).
- (ii) Alternate I (Jan 2004) of 52.225-3.
- (iii) Alternate II (Jan 2004) of 52.225-3.
- (38) 52.225-5, Trade Agreements (AUG 2009) (19 U.S.C. 2501, et seq., 19 U.S.C. 3301 note).
- (39) 52.225-13, Restrictions on Certain Foreign Purchases (JUN 2008) (E.O.'s, proclamations, and statutes administered by the Office of Foreign Assets Control of the Department of the Treasury).
- (40) 52.226-4, Notice of Disaster or Emergency Area Set-Aside (Nov 2007) (42 U.S.C. 5150).
- (41) 52.226-5, Restrictions on Subcontracting Outside Disaster or Emergency Area (Nov 2007) (42 U.S.C. 5150).
- (42) 52.232-29, Terms for Financing of Purchases of Commercial Items (Feb 2002) (41 U.S.C. 255(f), 10 U.S.C. 2307(f)).

(43) 52.232-30, Installment Payments for Commercial Items (Oct 1995) (41 U.S.C. 255(f), 10 U.S.C. 2307(f)).

(44) 52.232-33, Payment by Electronic Funds Transfer--Central Contractor Registration (Oct 2003) (31 U.S.C. 3332).

(45) 52.232-34, Payment by Electronic Funds Transfer--Other than Central Contractor Registration (May 1999) (31 U.S.C. 3332).

(46) 52.232-36, Payment by Third Party (FEB 2010) (31 U.S.C. 3332).

(45) 52.239-1, Privacy or Security Safeguards (Aug 1996) (5 U.S.C. 552a).

(46)(i) 52.247-64, Preference for Privately Owned U.S.-Flag Commercial Vessels (Feb 2006) (46 U.S.C. Appx. 1241(b) and 10 U.S.C. 2631).

(ii) Alternate I (Apr 2003) of 52.247-64.

(c) The Contractor shall comply with the FAR clauses in this paragraph (c), applicable to commercial services, that the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or Executive orders applicable to acquisitions of commercial items:

(1) 52.222-41, Service Contract Act of 1965 (Nov 2007) (41 U.S.C. 351, et seq.).

(2) 52.222-42, Statement of Equivalent Rates for Federal Hires (May 1989) (29 U.S.C. 206 and 41 U.S.C. 351, et seq.).

Employee Class

Monetary Wage-Fringe Benefits

(3) 52.222-43, Fair Labor Standards Act and Service Contract Act--Price Adjustment (Multiple Year and Option Contracts) (Sep 2009) (29 U.S.C. 206 and 41 U.S.C. 351, et seq.).

(4) 52.222-44, Fair Labor Standards Act and Service Contract Act--Price Adjustment (Sep 2009) (29 U.S.C. 206 and 41 U.S.C. 351, et seq.).

(5) 52.222-51, Exemption from Application of the Service Contract Act to Contracts for Maintenance, Calibration, or Repair of Certain Equipment--Requirements (Nov 2007) (41 U.S.C. 351, et seq.).

(6) 52.222-53, Exemption from Application of the Service Contract Act to Contracts for Certain Services--Requirements (FEB 2009) (41 U.S.C. 351, et seq.).

(7) 52.226-6, Promoting Excess Food Donation to Nonprofit Organizations. (MAR 2009)(Pub. L. 110-247)

(8) 52.237-11, Accepting and Dispensing of \$1 Coin (SEP 2008) (31 U.S.C. 5112(p)(1)).

(d) Comptroller General Examination of Record. The Contractor shall comply with the provisions of this paragraph (d) if this contract was awarded using other than sealed bid, is in excess of the simplified acquisition threshold, and does not contain the clause at 52.215-2, Audit and Records--Negotiation.

(1) The Comptroller General of the United States, or an authorized representative of the Comptroller General, shall have access to and right to examine any of the Contractor's directly pertinent records involving transactions related to this contract.

(2) The Contractor shall make available at its offices at all reasonable times the records, materials, and other evidence for examination, audit, or reproduction, until 3 years after final payment under this contract or for any shorter period specified in FAR Subpart 4.7, Contractor Records Retention, of the other clauses of this contract. If this contract is completely or partially terminated, the records relating to the work terminated shall be made available for 3 years after any resulting final termination settlement. Records relating to appeals under the disputes clause or to litigation or the settlement of claims arising under or relating to this contract shall be made available until such appeals, litigation, or claims are finally resolved.

(3) As used in this clause, records include books, documents, accounting procedures and practices, and other data, regardless of type and regardless of form. This does not require the Contractor to create or maintain any record that the Contractor does not maintain in the ordinary course of business or pursuant to a provision of law.

(e)(1) Notwithstanding the requirements of the clauses in paragraphs (a), (b), (c), and (d) of this clause, the Contractor is not required to flow down any FAR clause, other than those in this paragraph (e)(1) in a subcontract for commercial items. Unless otherwise indicated below, the extent of the flow down shall be as required by the clause--

(i) 52.203-13, Contractor Code of Business Ethics and Conduct (APR 2010) (Pub. L. 110-252, Title VI, Chapter 1 (41 U.S.C. 251 note)).

(ii) 52.219-8, Utilization of Small Business Concerns (DEC 2010) (15 U.S.C. 637(d)(2) and (3)), in all subcontracts that offer further subcontracting opportunities. If the subcontract (except subcontracts to small business concerns) exceeds \$650,000 (\$1.5 million for construction of any public facility), the subcontractor must include 52.219-8 in lower tier subcontracts that offer subcontracting opportunities.

(iii) [Reserved]

(iv) 52.222-26, Equal Opportunity (Mar 2007) (E.O. 11246).

(v) 52.222-35, Equal Opportunity for Veterans (SEP 2010) (38 U.S.C. 4212).

(vi) 52.222-36, Affirmative Action for Workers with Disabilities (Oct 2010) (29 U.S.C. 793).

(vii) 52.222-40, Notification of Employee Rights Under the National Labor Relations Act (DEC 2010) (E.O. 13496). Flow down required in accordance with paragraph (f) of FAR clause 52.222-40.

(viii) 52.222-41, Service Contract Act of 1965 (Nov 2007) (41 U.S.C. 351, et seq.).

(ix) 52.222-50, Combating Trafficking in Persons (FEB 2009) (22 U.S.C. 7104(g)).

Alternate I (AUG 2007) of 52.222-50 (22 U.S.C. 7104(g)).

(x) 52.222-51, Exemption from Application of the Service Contract Act to Contracts for Maintenance, Calibration, or Repair of Certain Equipment--Requirements "(Nov 2007)" (41 U.S.C. 351, et seq.).

(xi) 52.222-53, Exemption from Application of the Service Contract Act to Contracts for Certain Services-Requirements (FEB 2009)(41 U.S.C. 351, et seq.).

(xii) 52.222-54, Employee Eligibility Verification (JAN 2009)

(xiii) 52.226-6, Promoting Excess Food Donation to Nonprofit Organizations. (MAR 2009)(Pub. L. 110-247). Flow down required in accordance with paragraph (e) of FAR clause 52.226-6.

(xiv) 52.247-64, Preference for Privately Owned U.S.-Flag Commercial Vessels (Feb 2006) (46 U.S.C. Appx. 1241(b) and 10 U.S.C. 2631). Flow down required in accordance with paragraph (d) of FAR clause 52.247-64.

(2) While not required, the contractor may include in its subcontracts for commercial items a minimal number of additional clauses necessary to satisfy its contractual obligations.

A.4 52.217-6 OPTION FOR INCREASED QUANTITY (MAR 1989)

The Government may increase the quantity of supplies called for in the Schedule at the unit price specified. The Contracting Officer may exercise the option by written notice to the Contractor within 5 before required delivery date. Delivery of the added items shall continue at the same rate as the like items called for under the contract, unless the parties otherwise agree.

A.5 52.217-8 OPTION TO EXTEND SERVICES (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 10 days before the current period of performance ends.

A.6 52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within ; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 30 days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed

A.7 2052.215-71 PROJECT OFFICER AUTHORITY (NOVEMBER 2006)

(a) The contracting officer's authorized representative (hereinafter referred to as the project officer) for this contract is:

Name: Jeffery Main – Jeffrey.Main@nrc.gov or 301.415.6845

(b) Performance of the work under this contract is subject to the technical direction of the NRC project officer. The term "technical direction" is defined to include the following:

(1) Technical direction to the contractor which shifts work emphasis between areas of work or tasks, authorizes travel which was unanticipated in the Schedule (i.e., travel not contemplated in the Statement of Work

(SOW) or changes to specific travel identified in the SOW), fills in details, or otherwise serves to accomplish the contractual SOW.

(2) Provide advice and guidance to the contractor in the preparation of drawings, specifications, or technical portions of the work description.

(3) Review and, where required by the contract, approval of technical reports, drawings, specifications, and technical information to be delivered by the contractor to the Government under the contract.

(c) Technical direction must be within the general statement of work stated in the contract. The project officer does not have the authority to and may not issue any technical direction which:

(1) Constitutes an assignment of work outside the general scope of the contract.

(2) Constitutes a change as defined in the "Changes" clause of this contract.

(3) In any way causes an increase or decrease in the total estimated contract cost, the fixed fee, if any, or the time required for contract performance.

(4) Changes any of the expressed terms, conditions, or specifications of the contract.

(5) Terminates the contract, settles any claim or dispute arising under the contract, or issues any unilateral directive whatever.

(d) All technical directions must be issued in writing by the project officer or must be confirmed by the project officer in writing within ten (10) working days after verbal issuance. A copy of the written direction must be furnished to the contracting officer. A copy of NRC Form 445, Request for Approval of Official Foreign Travel, which has received final approval from the NRC must be furnished to the contracting officer.

(e) The contractor shall proceed promptly with the performance of technical directions duly issued by the project officer in the manner prescribed by this clause and within the project officer's authority under the provisions of this clause.

(f) If, in the opinion of the contractor, any instruction or direction issued by the project officer is within one of the categories as defined in paragraph (c) of this section, the contractor may not proceed but shall notify the contracting officer in writing within five (5) working days after the receipt of any instruction or direction and shall request the contracting officer to modify the contract accordingly. Upon receiving the notification from the contractor, the contracting officer shall issue an appropriate contract modification or advise the contractor in writing that, in the contracting officer's opinion, the technical direction is within the scope of this article and does not constitute a change under the "Changes" clause.

(g) Any unauthorized commitment or direction issued by the project officer may result in an unnecessary delay in the contractor's performance and may even result in the contractor expending funds for unallowable costs under the contract.

(h) A failure of the parties to agree upon the nature of the instruction or direction or upon the contract action to be taken with respect thereto is subject to 52.233-1 -Disputes.

(i) In addition to providing technical direction as defined in paragraph (b) of the section, the project officer shall:

(1) Monitor the contractor's technical progress, including surveillance and assessment of performance, and recommend to the contracting officer changes in requirements.

(2) Assist the contractor in the resolution of technical problems encountered during performance.

(3) Review all costs requested for reimbursement by the contractor and submit to the contracting officer recommendations for approval, disapproval, or suspension of payment for supplies and services required under this contract.

(4) Assist the contractor in obtaining the badges for the contractor personnel.

(5) Immediately notify the Security Branch, Division of Facilities and Security (SB/DFS) (via e-mail) when a contractor employee no longer requires access authorization and return of any NRC issued badge to SB/DFS within three days after their termination.

(6) Ensure that all contractor employees that require access to classified Restricted Data or National Security Information or matter, access to sensitive unclassified information (Safeguards, Official Use Only, and Proprietary information) access to sensitive IT systems or data, unescorted access to NRC controlled buildings/space, or unescorted access to protected and vital areas of nuclear power plants receive approval of SB/DFS prior to access in accordance with Management Directive and Handbook 12.3.

(7) For contracts for the design, development, maintenance or operation of Privacy Act Systems of Records, obtain from the contractor as part of closeout procedures, written certification that the contractor has returned to NRC, transferred to the successor contractor, or destroyed at the end of the contract in accordance with instructions provided by the NRC Systems Manager for Privacy Act Systems of Records, all records (electronic or paper) which were created, compiled, obtained or maintained under the contract.

A.8 PLACE OF INSPECTION AND ACCEPTANCE (MAR 1987)

Inspection and acceptance of the deliverable items to be furnished hereunder shall be made by the Project Officer at the destination.

A.9 STANDARD OF PERFORMANCE AND ACCEPTANCE OF ADP EQUIPMENT (JUN 1988)

(a) General. This clause establishes a standard of performance which must be met before any ADP equipment delivered under this contract is accepted by the Government. This also includes replacement machines, substitute machines, and machines which are added or field modified (modifications of a machine from one model to another) after a successful performance period.

(b) Performance Period and Effectiveness Level. The performance period shall begin on the installation date and shall end when the equipment has met the standard of performance for a period of consecutive days by operating in conformance with the Contractor's technical specifications and functional descriptions, or as quoted in the Contractor's proposal, which must satisfy the requirements of this contract at an effectiveness level of percent or more.

(c) Continuance of Performance Period. If the equipment does not meet the standard of performance during the initial consecutive days, the performance period shall continue on a day-by-day basis until the standard of performance is met for a total of consecutive days.

(d) Failure to Meet Standard Performance. If the equipment fails to meet the standard of performance after calendar days from the installation date or start of the performance period, whichever is later, the Government may at its option request a replacement or terminate the contract and request the immediate removal of the equipment.

(e) Effectiveness Level Computations. The effectiveness level for a system is computed by dividing the operational use time by the sum of the operational use time plus system failure downtime.

(f) Changes in Equipment. The effectiveness level for machines added, field-modified, or substituted, or for a replacement machine is a percentage figure determined by dividing the operational use time of the machine by the sum of that time plus downtime resulting from equipment failure or the machine being tested.

(g) Operational Use Time for System. Operational use time for performance testing for a system is the accumulated time during which the Central Processing Unit is in actual operation, including any intervals of time between the start and stop of the processing of the programs.

(h) Operational Use Time for Equipment. Operational use time_ for performance testing for a machine added, field-modified, or substituted or for a replacement machine is defined as the accumulated time during which the machine is in actual use.

(i) System Failure Downtime. System failure downtime is that period of time during which the scheduled productive workload, or simulated workload, being used for acceptance testing cannot be continued on the system due to machine(s) failure. If simulated workload is being used for acceptance testing, it must be consistent with the data processing requirements set forth elsewhere in this contract.

(j) Start of Downtime. Downtime for each incident shall start from the time the Government contacts the Contractor's designated representative at the prearranged contact point until the system(s) or machine(s) is (are) returned to the Government in proper operating condition, exclusive of actual travel time required by the Contractor's maintenance personnel but not in excess of one hour on each day such services were requested. However, at the request of the Contractor, the Government shall make available not only the failed equipment, but also those machines which must be used by the Contractor to accomplish such repairs. The Contractor shall provide an answering service or other continuous telephone coverage to permit the Government to make such contact.

(k) Equipment Use During System Downtime. During a period of system failure downtime, the Government may use operable equipment when such action does not interfere with maintenance of the inoperable equipment. The entire system will be considered down during such periods of use. Whenever the operable equipment is not released to the Contractor upon request, all such usage periods shall be considered system operational use time in computing the effectiveness level.

(l) Machine Failure Downtime. Machine failure downtime for a machine added, field-modified, or substituted, or for a replacement machine after the system has completed a successful performance period is that period of time when such machine is inoperable due to its failure.

(m) Minimum of Use Time. During the performance period for a system/machine, a minimum of hours of operational use time with scheduled productive or simulated work will be required as a basis for computation of the effectiveness level. However, in computing the effectiveness level, the actual number of operational use hours shall be used when that number exceeds the minimum of hours. Machines added, field modified and substitute machines are subject to the hours minimum use time requirement. However, the Government shall accept such machine(s) without the addition of simulated work solely to achieve the minimum of hours use time, provided the average effectiveness for the day acceptance period is equal to or better than the level_ specified in paragraph b above.

(n) Date of Acceptance. The Government shall not accept equipment and shall not pay charges until the standard of performance is met. The date of acceptance shall be the first day of the successful performance period.

(o) Daily Records. The Government shall maintain appropriate daily records to satisfy the requirements of this clause and shall notify the Contractor in writing of the date of the first day of the successful performance period.

(p) Measurement of Operational Use Time. Operational use time and downtime shall be measured in hours and whole minutes.

(q) Delay of Start of Performance Period. If necessary, the Government may delay the start of the performance period, but such delay shall not exceed consecutive days; therefore, the performance period must start not later than the day after the installation date. Should the Government delay the start of the performance period, rental charges shall accrue for that period of time between the installation date and the start of the performance period and shall be paid only upon completion of the successful performance period.

(r) Remote Devices. For remote devices the standard of performance shall be determined in accordance with paragraph m, above. A remote device is defined as any contractor-supplied device which is connected to the Central Processing Unit by way of data transmission lines rather than contractor-supplied direct cable connection. The effectiveness level for equipment supplied by the Contractor shall be computed in accordance with paragraph f, above, and shall exclude downtime attributable to related equipment, cables, transmission lines, wires, etc., not supplied by the Contractor.

A.10 APPROPRIATE USE OF GOVERNMENT FURNISHED INFORMATION TECHNOLOGY (IT) EQUIPMENT AND/ OR IT SERVICES/ ACCESS (MARCH 2002)

As part of contract performance the NRC may provide the contractor with information technology (IT) equipment and IT services or IT access as identified in the solicitation or subsequently as identified in the contract or delivery order. Government furnished IT equipment, or IT services, or IT access may include but is not limited to computers, copiers, facsimile machines, printers, pagers, software, phones, Internet access and use, and email access and use. The contractor (including the contractor's employees, consultants and subcontractors) shall use the government furnished IT equipment, and / or IT provided services, and/ or IT access solely to perform the necessary efforts required under the contract. The contractor (including the contractor's employees, consultants and subcontractors) are prohibited from engaging or using the government IT equipment and government provided IT services or IT access for any personal use, misuse, abuses or any other unauthorized usage.

The contractor is responsible for monitoring its employees, consultants and subcontractors to ensure that government furnished IT equipment and/ or IT services, and/ or IT access are not being used for personal use, misused or abused. The government reserves the right to withdraw or suspend the use of its government furnished IT equipment, IT services and/ or IT access arising from contractor personal usage, or misuse or abuse; and/ or to disallow any payments associated with contractor (including the contractor's employees, consultants and subcontractors) personal usage, misuses or abuses of IT equipment, IT services and/ or IT access; and/ or to terminate for cause the contract or delivery order arising from violation of this provision.

A.11 GOVERNMENT FURNISHED EQUIPMENT/PROPERTY - NONE PROVIDED (JUN 1988)

The Government will not provide any equipment/property under this contract.

A.12 WHISTLEBLOWER PROTECTION FOR NRC CONTRACTOR AND SUBCONTRACTOR EMPLOYEES (JULY 2006)

(a) The U.S. Nuclear Regulatory Commission (NRC) contractor and its subcontractor are subject to the Whistleblower Employee Protection public law provisions as codified at 42 U.S.C. 5851. NRC contractor(s) and subcontractor(s) shall comply with the requirements of this Whistleblower Employee Protection law, and the implementing regulations of the NRC and the Department of Labor (DOL). See, for example, DOL Procedures on Handling Complaints at 29 C.F.R. Part 24 concerning the employer obligations, prohibited acts, DOL procedures and the requirement for prominent posting of notice of Employee Rights at Appendix A to Part 24.

(b) Under this Whistleblower Employee Protection law, as implemented by regulations, NRC contractor and subcontractor employees are protected from discharge, reprisal, threats, intimidation, coercion, blacklisting or other employment discrimination practices with respect to compensation, terms, conditions or privileges of their employment because the contractor or subcontractor employee(s) has provided notice to the employer, refused to engage in unlawful practices, assisted in proceedings or testified on activities concerning alleged violations of the Atomic Energy Act of 1954 (as amended) and the Energy Reorganization Act of 1974 (as amended).

(c) The contractor shall insert this or the substance of this clause in any subcontracts involving work performed under this contract.

Attachment – A - Google Search Appliance GB-7007 or Equivalent Salient Characteristics

- a. Design suitability for large business, Intranet, website, or e-commerce
- b. Ability to operate in a hosted (off-premise) configuration outside the NRC infrastructure
- c. Indexing capacity and licensing scalable in units of 1 million documents/files, without replacing hardware or software, up to the maximum specified in this contract if all options were exercised.
- d. Ability to link multiple search appliances together to support larger document counts, or to integrate search across multiple websites, departments, or geographies
- e. Unlimited number of concurrent user sessions
- f. Unlimited number of collections, skins, and user/search interfaces
- g. Compliance with Section 508 of the Workforce Rehabilitation Act, as amended
- h. Multilingual capability
- i. Queries per minute ≥ 300
- j. Crawl rate $\geq 1\text{GB}/30$ minutes from any combination of publicly available uniform resource locators (URLs) identified by the NRC
- k. Ability to customize/brand the look-and-feel of the search results page (to add the NRC logo, Web page templates, search categories, etc.)
- l. Ability to integrate with third-party toolbars, deskbars, portals, and desktop search tools

- m. Ability to extend the search capability through "spidering" to external sites of the NRC's choice
- n. Continuous crawling
- o. Ability to crawl and index ≥220 file formats, including hypertext markup language (HTML), extensible markup language (XML), Microsoft Office, WordPerfect, Adobe Portable Document Format (PDF), ASCII text, comma-separated values (CSV), rich-text format (RTF), compressed (ZIP), image (.JPG, .GIF, .BMP, .TIFF, etc.), Microsoft Exchange and .pst, and SharePoint, regardless of whether they are web-enabled
- p. Ability to crawl and index content from RDBS and third-party feeds
- q. Ability to crawl and index internal and external sources with a single query
- r. Ability to integrate content from multiple sources (federated search)
- s. Cloud connect capability for integrated search of popular social media platforms
- t. Compatibility with the Google ranking algorithm and scripts used on the NRC's public Web site
- u. Ability to sort search results by relevance or date
- v. Advanced Search capability to enable users to restrict their searches by language, domain, exact phrase, and other relevant filters
- w. Dynamic navigation capability to filter search results with specific metadata attributes and exclude specific pages (and types of pages) from the search index by URL or patterns
- x. Ability to use the documents' inherent link structure to find all public site files on multiple servers (so that administrators don't have to enter individual document locations)
- y. Real-time, secure lookup of business applications and databases
- z. Ability to restrict searches to specific document collections
- aa. Ability to manage system-wide changes to search page formats by accessing standard search templates and technologies
- bb. Extensive reporting capability to provide information regarding how NRC staff are using the search appliance (total number of searches and unique queries, number of searches on a particular day, average number of searches at different hours of the day, top 100 keywords and queries, which URLs are include in the index, any errors/broken links encountered, what pages are in the crawler's queue, etc.)
- cc. Ability to obtain and schedule reports on the state of all system artifacts, including search administrative logins, usage of Web search collections, search interface changes, and system performance
- dd. Appliance monitoring via standard SNMP interface
- ee. Built-in fault-tolerance, based on RAID architecture with redundant components
- ff. Availability of comprehensive online help within the appliance's Web-based user interface
- gg. 2 years of 24x7 customer support and guaranteed hardware replacement coverage, with documentation, frequently asked questions (FAQs), software updates, and user forums