

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

BPA NO.

1. CONTRACT ID CODE

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2. AMENDMENT/MODIFICATION NO. M002

3. EFFECTIVE DATE September 15, 2011

4. REQUISITION/PURCHASE REQ. NO. ASB-11-026 ASB-11-015

5. PROJECT NO. (if applicable)

6. ISSUED BY CODE 3100

U.S. Nuclear Regulatory Commission Div. of Contracts Attn: Michael Turner Mail Stop: TWB-01-B10M Washington, DC 20555

7. ADMINISTERED BY (if other than Item 6) CODE 3100

U.S. Nuclear Regulatory Commission Div. of Contracts Mail Stop: TWB-01-B10M Washington, DC 20555

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)

AVAYA GOVERNMENT SOLUTIONS INC.

12730 FAIR LAKES CIR FAIRFAX VA 220334901

(X) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

10A. MODIFICATION OF CONTRACT/ORDER NO. GS35F4366G NRC-DR-21-10-496

10B. DATED (SEE ITEM 13) X 09-15-2010

CODE 151770955

FACILITY CODE

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-17-4-107 JOB CODE#: N7307 BOC#: 252A APPN#: 31X0200 FPS#: RQ113807 DUNS#: 151770955 OBLIGATION AMOUNT: \$250,000.00 NAICS#: 541511

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 data, etc.) SET FORTH IN ITEM 14, 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) Mutual Agreement of the Parties FAR 52.217-9, Option to Extend the term of the Contract

E. IMPORTANT: Contractor is not, X 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.)

The purpose of this modification is to:

- 1. Provide for a within scope change to delete all efforts associated with DDMS at the Las Vegas Facility
2. Decrease the delivery order overall cost ceiling
3. Exercise Option Year 1, ending the period of performance through 9/14/2012
4. Provide incremental funding in the amount of \$250,000.00

Total contract ceiling: \$2,689,101.37 (changed)
Total obligated amount: \$1,150,000.00 (changed)
Period of Performance: 9/15/2010-9/14/2012 (changed)

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) Tracie Carrier Sr. Contracts Administrator

16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Michael A. Turner Contracting Officer

15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign) Tracie Carrier

15C. DATE SIGNED 14 Sep. 2011

16B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer) Michael A. Turner

16C. DATE SIGNED 9/14/2011

The purpose of this modification is to:

- (1) Provide for a within scope change to delete from the statement of work all references to the Las Vegas Hearing facility (LVHF) and all efforts associated with operating the Digital Data Management System (DDMS) in the LVHF beginning in Option Year 1 through Option Year 4 of the delivery order. As a result of this action, Option Years 1-4 are revised to reflect a downward adjustment as follows: Option Year 1 from \$1,767,332.48 to \$1,199,565.39; Option Year 2 from \$1,801,387.97 to \$1,125,807.76; Option Year 3 from \$2,195,945.72 to \$1,492,393.49; and Option Year 4 from \$1,942,854.98 to \$1,236,610.15, thereby decreasing the overall cost ceiling of the delivery order from \$9,329,057.17 to \$6,702,912.77 (inclusive of performance incentives of \$165,000.00).
- (2) Exercise Option Year 1 of the delivery order in accordance with Federal Acquisition Regulation Clause 52-217-9, entitled, "Option to Extend the Term of the Contract," thereby extending the period of performance through September 14, 2012. As a result of this action, the total estimated amount (ceiling) of the delivery order is increased by \$1,199,565.39 from \$1,489,535.98 to \$2,689,101.37.
- (3) Increase the obligated amount of the contract by \$250,000.00 from \$900,000.00 to \$1,150,000.00.

Accordingly, the following changes are hereby made:

- A. Section A.3, "CONTRACT TYPE," is deleted in entirety and substituted with the following in lieu thereof:

"This contract will contain firm fixed price tasks and time and materials tasks. See attachment 1, entitled: Price Schedule for details.

Task Number	Task Title	Contract Type
Task 1	Operations and Maintenance (General, daily and weekly tasks):	Firm Fixed Price
Task 1a	Operations and Maintenance "As needed tasks"	Time and Materials
Task 2	IT Security Related Activities	Time and Materials
Task 3	Hearing / Meeting Support	Time and Materials
Task 4	Application Enhancements, Development and Test Environment	Time and Materials
Optional Task 6a	Technology Refresh of Rockville Audio Visual Sub-System	Time and Materials
Optional Task 6b	Technology Refresh of Rockville Audio Visual Sub-System	Time and Materials
Optional task 7	Transition Task	Firm Fixed Price"

- B. The "SCHEDULE OF SUPPLIES/SERVICES," Attachment No. 1 of the delivery order is revised to reflect new pricing under Option Years 1-4 as reflected under Attachment No. 1 to this modification. Pricing under the base period remains unchanged.
- C. The "STATEMENT OF WORK," Attachment No. 2 of the delivery order is deleted in its entirety and replaced with Attachment No. 2 to this modification.
- D. The period of performance under "Block B, of the Standard Form 347," is revised to reflect the following:

"Period of Performance: September 15, 2010, through September 14, 2012."

- E. Subsection A.4 – CONSIDERATION AND OBLIGATION – DELIVERY ORDERS, is deleted in its entirety and substituted with the following in lieu thereof:

"(a) The total estimated amount of this contract (ceiling) for the products/services ordered, delivered, and accepted under this contract is \$2,689,101.37. The Contracting Officer may unilaterally increase this amount as necessary for orders to be placed with the contractor during the contract period provided such orders are within any maximum ordering limitation prescribed under this contract.

(b) The amount presently obligated with respect to this contract is \$1,150,000.00. 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 contract ceiling 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."

A summary of obligations for this delivery order from award date through the date of this action is given below:

Total FY'10 Obligation Amount	\$900,000.00
Total FY'11 Obligation Amount	\$250,000.00

Cumulative Total of NRC Obligations: \$1,150,000.00.

This modification obligates FY'11 funds in the amount of \$250,000.00.

All other terms and conditions under this delivery order remains unchanged.

Summary of all tasks and years

Attachment No. 1

Task Number	Task Title	Contract Type	OP 1	OP2	OP3	OP4	Total all years
Task 1	Operations and Maintenance (General, daily and weekly tasks):	FFP	\$ 185,180.24	\$ 192,255.99	\$ 199,293.14	\$ 206,598.16	\$ 783,327.51
Task 1a	Operations and Maintenance "As needed tasks"	T&M	\$ 176,914.06	\$ 185,319.93	\$ 193,837.26	\$ 202,843.84	\$ 758,915.09
Task 2	IT Security Related Activities	T&M	\$ 172,658.50	\$ 152,720.38	\$ 144,121.37	\$ 149,399.73	\$ 618,899.97
Task 3	Hearing / Meeting Support	T&M	\$ 392,597.80	\$ 313,026.00	\$ 323,774.80	\$ 222,683.37	\$ 1,252,081.98
Task 4	Application Enhancements, Development and Test Environment	T&M	\$ 272,214.80	\$ 282,485.46	\$ 292,710.92	\$ 336,919.61	\$ 1,184,330.80
Optional Task 6a	Technology Refresh of Rockville Data Processing sub-system	T&M	\$ -	\$ -	\$ 160,803.32	\$ -	\$ 160,803.32
Optional Task 6b	Technology Refresh of Rockville Audio Visual Sub-System	T&M	\$ -	\$ -	\$ 177,852.68	\$ -	\$ 177,852.68
Optional Task 7	Transition Task	FFP	\$ -	\$ -	\$ -	\$ 145,165.44	\$ 145,165.44
			\$ 1,199,565.39	\$ 1,125,807.76	\$ 1,492,393.49	\$ 1,263,610.15	\$ 5,081,376.79

REVISED BACK-UP**Task 1a O&M (as needed tasks) Time and materials**

Contract Type - Time and Materials

Optional Year 1 (FY 12) September 15, 2011 - September 14, 2012

Labor Category	Rate	Discount	Discounted Rate	Hours	Total
GSA Schedule Period of Performance	12/1/2010	11/30/2011			
Administrative Staff	\$44.70	0.00%	\$44.70	0	\$0.00
Functional Expert	\$233.10	0.00%	\$233.10	0	\$0.00
Information Systems Analyst I	\$115.94	0.00%	\$115.94	128	\$14,840.32
Information Systems Analyst II	\$129.57	0.00%	\$129.57	112	\$14,511.84
Information Systems Analyst III	\$149.85	0.00%	\$149.85	0	\$0.00
Information Systems Engineer I	\$69.83	0.00%	\$69.83	0	\$0.00
Information Systems Engineer II	\$75.90	0.00%	\$75.90	0	\$0.00
Information Systems Engineer III	\$90.38	0.00%	\$90.38	0	\$0.00
Information Systems Engineer IV	\$104.45	0.00%	\$104.45	0	\$0.00
Information Systems Technician	\$55.98	0.00%	\$55.98	0	\$0.00
Program Manager	\$183.35	0.00%	\$183.35	3	\$550.05
Project Manager	\$163.18	0.00%	\$163.18	0	\$0.00
Functional Expert	\$233.10	0.00%	\$233.10	20	\$4,662.00
Information Systems Analyst III	\$149.85	0.00%	\$149.85	40	\$5,994.00
Functional Expert	\$233.10	0.00%	\$233.10	20	\$4,662.00
Information Systems Analyst III	\$149.85	0.00%	\$149.85	40	\$5,994.00
Administrative Staff	\$44.70	0.00%	\$44.70	0	\$0.00
GSA Schedule Period of Performance	12/1/2011	11/30/2012			
Administrative Staff	\$46.67	0.00%	\$46.67	0	\$0.00
Functional Expert	\$243.36	0.00%	\$243.36	0	\$0.00
Information Systems Analyst I	\$121.05	0.00%	\$121.05	395	\$47,814.75
Information Systems Analyst II	\$135.27	0.00%	\$135.27	352	\$47,615.04
Information Systems Analyst III	\$156.44	0.00%	\$156.44	0	\$0.00
Information Systems Engineer I	\$72.90	0.00%	\$72.90	0	\$0.00
Information Systems Engineer II	\$79.24	0.00%	\$79.24	0	\$0.00
Information Systems Engineer III	\$94.36	0.00%	\$94.36	0	\$0.00
Information Systems Engineer IV	\$109.04	0.00%	\$109.04	0	\$0.00
Information Systems Technician	\$58.44	0.00%	\$58.44	0	\$0.00
Program Manager	\$191.42	0.00%	\$191.42	9	\$1,722.78
Project Manager	\$170.36	0.00%	\$170.36	0	\$0.00
Labor Subtotal					\$148,366.78
Other Direct Costs					
Parking in Rockville, MD					\$408.00
Car Travel - Fairfax, VA to/from Rockville, MD					\$1,200.00
Rockville A-V Maintenance					\$23,148.00
General and Administrative & Material Handling Costs if applicable					\$2,589.48
Travel	Trips	People	Days		
Phoenix, AZ/Rockville, MD	1	1	2		\$1,088.00
General and Administrative Costs if applicable					\$113.80
ODC-SubTotal					\$28,547.28
Total					\$176,914.06

Task 1a O&M (as needed tasks) Time and materials

Contract Type - Time and Materials

Optional Year 2 (FY 13) September 15, 2012 - September 14, 2013

Labor Category	Rate	Discount	Discounted Rate	Hours	Total
GSA Schedule Period of Performance					
	12/1/2011	11/30/2012			
Administrative Staff	\$46.67	0.00%	\$46.67	0	\$0.00
Functional Expert	\$243.36	0.00%	\$243.36	0	\$0.00
Information Systems Analyst I	\$121.05	0.00%	\$121.05	128	\$15,494.40
Information Systems Analyst II	\$135.27	0.00%	\$135.27	112	\$15,150.24
Information Systems Analyst III	\$156.44	0.00%	\$156.44	0	\$0.00
Information Systems Engineer I	\$72.90	0.00%	\$72.90	0	\$0.00
Information Systems Engineer II	\$79.24	0.00%	\$79.24	0	\$0.00
Information Systems Engineer III	\$94.36	0.00%	\$94.36	0	\$0.00
Information Systems Engineer IV	\$109.04	0.00%	\$109.04	0	\$0.00
Information Systems Technician	\$58.44	0.00%	\$58.44	0	\$0.00
Program Manager	\$191.42	0.00%	\$191.42	3	\$574.26
Project Manager	\$170.36	0.00%	\$170.36	0	\$0.00
Functional Expert	\$243.36	0.00%	\$243.36	20	\$4,867.20
Information Systems Analyst III	\$156.44	0.00%	\$156.44	40	\$6,257.60
Functional Expert	\$243.36	0.00%	\$243.36	20	\$4,867.20
Information Systems Analyst III	\$156.44	0.00%	\$156.44	40	\$6,257.60
Administrative Staff	\$46.67	0.00%	\$46.67	0	\$0.00
GSA Schedule Period of Performance					
	12/1/2012	11/30/2013			
Administrative Staff	\$48.40	0.00%	\$48.40	0	\$0.00
Functional Expert	\$252.36	0.00%	\$252.36	0	\$0.00
Information Systems Analyst I	\$125.53	0.00%	\$125.53	395	\$49,584.35
Information Systems Analyst II	\$140.27	0.00%	\$140.27	352	\$49,375.04
Information Systems Analyst III	\$162.23	0.00%	\$162.23	0	\$0.00
Information Systems Engineer I	\$75.60	0.00%	\$75.60	0	\$0.00
Information Systems Engineer II	\$82.17	0.00%	\$82.17	0	\$0.00
Information Systems Engineer III	\$97.85	0.00%	\$97.85	0	\$0.00
Information Systems Engineer IV	\$113.07	0.00%	\$113.07	0	\$0.00
Information Systems Technician	\$60.60	0.00%	\$60.60	0	\$0.00
Program Manager	\$198.50	0.00%	\$198.50	9	\$1,786.50
Project Manager	\$176.66	0.00%	\$176.66	0	\$0.00
Labor Subtotal					\$154,214.39
Other Direct Costs					
Parking in Rockville, MD					\$408.00
Car Travel - Fairfax, VA to/from Rockville, MD					\$1,200.00
Rockville A-V Maintenance					\$25,464.00
General and Administrative & Material Handling Costs if applicable					\$2,831.73
Travel	Trips	People	Days		
Phoenix, AZ/Rockville, MD	1	1	2		\$1,088.00
General and Administrative Costs if applicable					\$113.80
ODC-SubTotal					\$31,105.54
Total					\$185,319.93

Task 1a O&M (as needed tasks) Time and materials

Contract Type - Time and Materials

Optional Year 3 (FY 14) September 15, 2013 - September 14, 2014

Labor Category	Rate	Discount	Discounted Rate	Hours	Total
GSA Schedule Period of Performance	12/1/2012	11/30/2013			
Administrative Staff	\$48.40	0.00%	\$48.40	0	\$0.00
Functional Expert	\$252.36	0.00%	\$252.36	0	\$0.00
Information Systems Analyst I	\$125.53	0.00%	\$125.53	128	\$16,067.84
Information Systems Analyst II	\$140.27	0.00%	\$140.27	112	\$15,710.24
Information Systems Analyst III	\$162.23	0.00%	\$162.23	0	\$0.00
Information Systems Engineer I	\$75.60	0.00%	\$75.60	0	\$0.00
Information Systems Engineer II	\$82.17	0.00%	\$82.17	0	\$0.00
Information Systems Engineer III	\$97.85	0.00%	\$97.85	0	\$0.00
Information Systems Engineer IV	\$113.07	0.00%	\$113.07	0	\$0.00
Information Systems Technician	\$60.60	0.00%	\$60.60	0	\$0.00
Program Manager	\$198.50	0.00%	\$198.50	3	\$595.50
Project Manager	\$176.66	0.00%	\$176.66	0	\$0.00
Functional Expert	\$252.36	0.00%	\$252.36	20	\$5,047.20
Information Systems Analyst III	\$162.23	0.00%	\$162.23	40	\$6,489.20
Functional Expert	\$252.36	0.00%	\$252.36	20	\$5,047.20
Information Systems Analyst III	\$162.23	0.00%	\$162.23	40	\$6,489.20
GSA Schedule Period of Performance	12/1/2013	11/30/2014			
Administrative Staff	\$50.19	0.00%	\$50.19	0	\$0.00
Functional Expert	\$261.70	0.00%	\$261.70	0	\$0.00
Information Systems Analyst I	\$130.17	0.00%	\$130.17	395	\$51,417.15
Information Systems Analyst II	\$145.47	0.00%	\$145.47	352	\$51,205.44
Information Systems Analyst III	\$168.23	0.00%	\$168.23	0	\$0.00
Information Systems Engineer I	\$78.39	0.00%	\$78.39	0	\$0.00
Information Systems Engineer II	\$85.21	0.00%	\$85.21	0	\$0.00
Information Systems Engineer III	\$101.47	0.00%	\$101.47	0	\$0.00
Information Systems Engineer IV	\$117.26	0.00%	\$117.26	0	\$0.00
Information Systems Technician	\$62.84	0.00%	\$62.84	0	\$0.00
Program Manager	\$205.85	0.00%	\$205.85	9	\$1,852.65
Project Manager	\$183.20	0.00%	\$183.20	0	\$0.00
Labor Subtotal					\$159,921.62
Other Direct Costs					
Parking in Rockville, MD					\$408.00
Car Travel - Fairfax, VA to/from Rockville, MD					\$1,200.00
Rockville A-V Maintenance					\$28,008.00
General and Administrative & Material Handling Costs if applicable					\$3,097.83
Travel	Trips	People	Days		
Phoenix, AZ/Rockville, MD	1	1	2		\$1,088.00
General and Administrative Costs if applicable					\$113.80
ODC-SubTotal					\$33,915.64
Total					\$193,837.26

Task 1a O&M (as needed tasks) Time and materials

Contract Type - Time and Materials

Optional Year 4 (FY 15) September 15, 2014 - September 14, 2015

Labor Category	Rate	Discount	Discounted Rate	Hours	Total
GSA Schedule Period of Performance	12/1/2013	11/30/2014			
Administrative Staff	\$50.19	0.00%	\$50.19	0	\$0.00
Functional Expert	\$261.70	0.00%	\$261.70	0	\$0.00
Information Systems Analyst I	\$130.17	0.00%	\$130.17	128	\$16,661.76
Information Systems Analyst II	\$145.47	0.00%	\$145.47	112	\$16,292.64
Information Systems Analyst III	\$168.23	0.00%	\$168.23	0	\$0.00
Information Systems Engineer I	\$78.39	0.00%	\$78.39	0	\$0.00
Information Systems Engineer II	\$85.21	0.00%	\$85.21	0	\$0.00
Information Systems Engineer III	\$101.47	0.00%	\$101.47	0	\$0.00
Information Systems Engineer IV	\$117.26	0.00%	\$117.26	0	\$0.00
Information Systems Technician	\$62.84	0.00%	\$62.84	0	\$0.00
Program Manager	\$205.85	0.00%	\$205.85	3	\$617.55
Project Manager	\$183.20	0.00%	\$183.20	0	\$0.00
Functional Expert	\$261.70	0.00%	\$261.70	20	\$5,234.00
Information Systems Analyst III	\$168.23	0.00%	\$168.23	40	\$6,729.20
Functional Expert	\$261.70	0.00%	\$261.70	20	\$5,234.00
Information Systems Analyst III	\$168.23	0.00%	\$168.23	40	\$6,729.20
GSA Schedule Period of Performance	12/1/2014	11/30/2015			
Administrative Staff	\$52.04	0.00%	\$52.04	0	\$0.00
Functional Expert	\$271.38	0.00%	\$271.38	0	\$0.00
Information Systems Analyst I	\$134.99	0.00%	\$134.99	395	\$53,321.05
Information Systems Analyst II	\$150.85	0.00%	\$150.85	352	\$53,099.20
Information Systems Analyst III	\$174.46	0.00%	\$174.46	0	\$0.00
Information Systems Engineer I	\$81.29	0.00%	\$81.29	0	\$0.00
Information Systems Engineer II	\$88.37	0.00%	\$88.37	0	\$0.00
Information Systems Engineer III	\$105.23	0.00%	\$105.23	0	\$0.00
Information Systems Engineer IV	\$121.60	0.00%	\$121.60	0	\$0.00
Information Systems Technician	\$65.17	0.00%	\$65.17	0	\$0.00
Program Manager	\$213.46	0.00%	\$213.46	9	\$1,921.14
Project Manager	\$189.98	0.00%	\$189.98	0	\$0.00
Labor Subtotal					\$165,839.74
Other Direct Costs					
Parking in Rockville, MD					\$408.00
Car Travel - Fairfax, VA to/from Rockville, MD					\$1,200.00
Rockville A-V Maintenance					\$30,804.00
General and Administrative & Material Handling Costs if applicable					\$3,390.30
Travel	Trips	People	Days		
Phoenix, AZ/Rockville, MD	1	1	2		\$1,088.00
General and Administrative Costs if applicable					\$113.80
ODC-SubTotal					\$37,004.10
Total					\$202,843.84

Labor categories are proposed at differing rates due to the period of performances occurring in two different GSA IT70 time periods

REVISED BACK-UP**Task 2 IT Security Related Activities**

Contract Type - Time and Materials

Optional Year 1 (FY 12) September 15, 2011 - September 14, 2012

Labor Category

	Rate	Discount	Discounted Rate	Hours	Total
GSA Schedule Period of Performance	12/1/2010	11/30/2011			
Administrative Staff	\$44.70	0.00%	\$44.70	0	\$0.00
Functional Expert	\$233.10	0.00%	\$233.10	8	\$1,864.80
Information Systems Analyst I	\$115.94	0.00%	\$115.94	48	\$5,565.12
Information Systems Analyst II	\$129.57	0.00%	\$129.57	219	\$28,375.83
Information Systems Analyst III	\$149.85	0.00%	\$149.85	0	\$0.00
Information Systems Engineer I	\$69.83	0.00%	\$69.83	0	\$0.00
Information Systems Engineer II	\$75.90	0.00%	\$75.90	0	\$0.00
Information Systems Engineer III	\$90.38	0.00%	\$90.38	0	\$0.00
Information Systems Engineer IV	\$104.45	0.00%	\$104.45	40	\$4,178.00
Information Systems Technician	\$55.98	0.00%	\$55.98	0	\$0.00
Program Manager	\$183.35	0.00%	\$183.35	16	\$2,933.60
Project Manager	\$163.18	0.00%	\$163.18	0	\$0.00
GSA Schedule Period of Performance	12/1/2011	11/30/2012			
Administrative Staff	\$46.67	0.00%	\$46.67	0	\$0.00
Functional Expert	\$243.36	0.00%	\$243.36	24	\$5,840.64
Information Systems Analyst I	\$121.05	0.00%	\$121.05	108	\$13,073.40
Information Systems Analyst II	\$135.27	0.00%	\$135.27	694	\$93,877.38
Information Systems Analyst III	\$156.44	0.00%	\$156.44	0	\$0.00
Information Systems Engineer I	\$72.90	0.00%	\$72.90	0	\$0.00
Information Systems Engineer II	\$79.24	0.00%	\$79.24	0	\$0.00
Information Systems Engineer III	\$94.36	0.00%	\$94.36	0	\$0.00
Information Systems Engineer IV	\$109.04	0.00%	\$109.04	110	\$11,994.40
Information Systems Technician	\$58.44	0.00%	\$58.44	0	\$0.00
Program Manager	\$191.42	0.00%	\$191.42	18	\$3,445.56
Project Manager	\$170.36	0.00%	\$170.36	0	\$0.00
Labor Subtotal					\$171,148.73
Other Direct Costs					
Parking in Rockville, MD					\$346.80
Car Travel - Fairfax, VA to/from Rockville, MD					\$1,020.00
General and Administrative & Material Handling Costs if applicable					\$142.97
ODC-SubTotal					\$1,509.77
Total					\$172,658.50

Task 2 IT Security Related Activities

Contract Type - Time and Materials

Optional Year 2 (FY 13) September 15, 2012 - September 14, 2013

Labor Category	Rate	Discount	Discounted Rate	Hours	Total
GSA Schedule Period of Performance					
	12/1/2011	11/30/2012			
Administrative Staff	\$46.67	0.00%	\$46.67	0	\$0.00
Functional Expert	\$243.36	0.00%	\$243.36	8	\$1,946.88
Information Systems Analyst I	\$121.05	0.00%	\$121.05	48	\$5,810.40
Information Systems Analyst II	\$135.27	0.00%	\$135.27	219	\$29,624.13
Information Systems Analyst III	\$156.44	0.00%	\$156.44	0	\$0.00
Information Systems Engineer I	\$72.90	0.00%	\$72.90	0	\$0.00
Information Systems Engineer II	\$79.24	0.00%	\$79.24	0	\$0.00
Information Systems Engineer III	\$94.36	0.00%	\$94.36	0	\$0.00
Information Systems Engineer IV	\$109.04	0.00%	\$109.04	40	\$4,361.60
Information Systems Technician	\$58.44	0.00%	\$58.44	0	\$0.00
Program Manager	\$191.42	0.00%	\$191.42	16	\$3,062.72
Project Manager	\$170.36	0.00%	\$170.36	0	\$0.00
GSA Schedule Period of Performance					
	12/1/2012	11/30/2013			
Administrative Staff	\$48.40	0.00%	\$48.40	0	\$0.00
Functional Expert	\$252.36	0.00%	\$252.36	24	\$6,056.64
Information Systems Analyst I	\$125.53	0.00%	\$125.53	140	\$17,574.20
Information Systems Analyst II	\$140.27	0.00%	\$140.27	442	\$61,999.34
Information Systems Analyst III	\$162.23	0.00%	\$162.23	0	\$0.00
Information Systems Engineer I	\$75.60	0.00%	\$75.60	0	\$0.00
Information Systems Engineer II	\$82.17	0.00%	\$82.17	0	\$0.00
Information Systems Engineer III	\$97.85	0.00%	\$97.85	0	\$0.00
Information Systems Engineer IV	\$113.07	0.00%	\$113.07	110	\$12,437.70
Information Systems Technician	\$60.60	0.00%	\$60.60	0	\$0.00
Program Manager	\$198.50	0.00%	\$198.50	42	\$8,337.00
Project Manager	\$176.66	0.00%	\$176.66	0	\$0.00
Labor Subtotal					\$151,210.61
Other Direct Costs					
Parking in Rockville, MD					\$346.80
Car Travel - Fairfax, VA to/from Rockville, MD					\$1,020.00
General and Administrative & Material Handling Costs if applicable					\$142.97
ODC-SubTotal					\$1,509.77
Total					\$152,720.38

Task 2 IT Security Related Activities

Contract Type - Time and Materials

Optional Year 3 (FY 14) September 15, 2013 - September 14, 2014

Labor Category	Rate	Discount	Discounted Rate	Hours	Total
GSA Schedule Period of Performance					
	12/1/2012	11/30/2013			
Administrative Staff	\$48.40	0.00%	\$48.40	0	\$0.00
Functional Expert	\$252.36	0.00%	\$252.36	8	\$2,018.88
Information Systems Analyst I	\$125.53	0.00%	\$125.53	48	\$6,025.44
Information Systems Analyst II	\$140.27	0.00%	\$140.27	219	\$30,719.13
Information Systems Analyst III	\$162.23	0.00%	\$162.23	0	\$0.00
Information Systems Engineer I	\$75.60	0.00%	\$75.60	0	\$0.00
Information Systems Engineer II	\$82.17	0.00%	\$82.17	0	\$0.00
Information Systems Engineer III	\$97.85	0.00%	\$97.85	0	\$0.00
Information Systems Engineer IV	\$113.07	0.00%	\$113.07	40	\$4,522.80
Information Systems Technician	\$60.60	0.00%	\$60.60	0	\$0.00
Program Manager	\$198.50	0.00%	\$198.50	16	\$3,176.00
Project Manager	\$176.66	0.00%	\$176.66	0	\$0.00
GSA Schedule Period of Performance					
	12/1/2013	11/30/2014			
Administrative Staff	\$50.19	0.00%	\$50.19	0	\$0.00
Functional Expert	\$261.70	0.00%	\$261.70	24	\$6,280.80
Information Systems Analyst I	\$130.17	0.00%	\$130.17	108	\$14,058.36
Information Systems Analyst II	\$145.47	0.00%	\$145.47	407	\$59,206.29
Information Systems Analyst III	\$168.23	0.00%	\$168.23	0	\$0.00
Information Systems Engineer I	\$78.39	0.00%	\$78.39	0	\$0.00
Information Systems Engineer II	\$85.21	0.00%	\$85.21	0	\$0.00
Information Systems Engineer III	\$101.47	0.00%	\$101.47	0	\$0.00
Information Systems Engineer IV	\$117.26	0.00%	\$117.26	110	\$12,898.60
Information Systems Technician	\$62.84	0.00%	\$62.84	0	\$0.00
Program Manager	\$205.85	0.00%	\$205.85	18	\$3,705.30
Project Manager	\$183.20	0.00%	\$183.20	0	\$0.00
Labor Subtotal					\$142,611.60
Other Direct Costs					
Parking in Rockville, MD					\$346.80
Car Travel - Fairfax, VA to/from Rockville, MD					\$1,020.00
General and Administrative & Material Handling Costs if applicable					\$142.97
ODC-SubTotal					\$1,509.77
Total					\$144,121.37

Task 2 IT Security Related Activities

Contract Type - Time and Materials

Optional Year 4 (FY 15) September 15, 2014 - September 14, 2015

Labor Category	Rate	Discount	Discounted Rate	Hours	Total
GSA Schedule Period of Performance					
	12/1/2013	11/30/2014			
Administrative Staff	\$50.19	0.00%	\$50.19	0	\$0.00
Functional Expert	\$261.70	0.00%	\$261.70	8	\$2,093.60
Information Systems Analyst I	\$130.17	0.00%	\$130.17	48	\$6,248.16
Information Systems Analyst II	\$145.47	0.00%	\$145.47	219	\$31,857.93
Information Systems Analyst III	\$168.23	0.00%	\$168.23	0	\$0.00
Information Systems Engineer I	\$78.39	0.00%	\$78.39	0	\$0.00
Information Systems Engineer II	\$85.21	0.00%	\$85.21	0	\$0.00
Information Systems Engineer III	\$101.47	0.00%	\$101.47	0	\$0.00
Information Systems Engineer IV	\$117.26	0.00%	\$117.26	40	\$4,690.40
Information Systems Technician	\$62.84	0.00%	\$62.84	0	\$0.00
Program Manager	\$205.85	0.00%	\$205.85	16	\$3,293.60
Project Manager	\$183.20	0.00%	\$183.20	0	\$0.00
GSA Schedule Period of Performance					
	12/1/2014	11/30/2015			
Administrative Staff	\$52.04	0.00%	\$52.04	0	\$0.00
Functional Expert	\$271.38	0.00%	\$271.38	24	\$6,513.12
Information Systems Analyst I	\$134.99	0.00%	\$134.99	108	\$14,578.92
Information Systems Analyst II	\$150.85	0.00%	\$150.85	407	\$61,395.95
Information Systems Analyst III	\$174.46	0.00%	\$174.46	0	\$0.00
Information Systems Engineer I	\$81.29	0.00%	\$81.29	0	\$0.00
Information Systems Engineer II	\$88.37	0.00%	\$88.37	0	\$0.00
Information Systems Engineer III	\$105.23	0.00%	\$105.23	0	\$0.00
Information Systems Engineer IV	\$121.60	0.00%	\$121.60	110	\$13,376.00
Information Systems Technician	\$65.17	0.00%	\$65.17	0	\$0.00
Program Manager	\$213.46	0.00%	\$213.46	18	\$3,842.28
Project Manager	\$189.98	0.00%	\$189.98	0	\$0.00
Labor Subtotal					\$147,889.96
Other Direct Costs					
Parking in Rockville, MD					\$346.80
Car Travel - Fairfax, VA to/from Rockville, MD					\$1,020.00
General and Administrative & Material Handling Costs if applicable					\$142.97
ODC-SubTotal					\$1,509.77
Total					\$149,399.73

Labor categories are proposed at differing rates due to the period of performances occurring in two different GSA IT70 time periods

REVISED BACK-UP

Task 3 Hearing / Meeting Support

Contract Type - Time and Materials

Optional Year 1 (FY 12) September 15, 2011 - September 14, 2012

Labor Category	Rate	Discount	Discounted Rate	Hours	Total
GSA Schedule Period of Performance					
	12/1/2010	11/30/2011			
Administrative Staff	\$44.70	0.00%	\$44.70	0	\$0.00
Functional Expert	\$233.10	0.00%	\$233.10	0	\$0.00
Information Systems Analyst I	\$115.94	0.00%	\$115.94	280	\$32,463.20
Information Systems Analyst II	\$129.57	0.00%	\$129.57	104	\$13,475.28
Information Systems Analyst III	\$149.85	0.00%	\$149.85	18	\$2,697.30
Information Systems Engineer I	\$69.83	0.00%	\$69.83	0	\$0.00
Information Systems Engineer II	\$75.90	0.00%	\$75.90	0	\$0.00
Information Systems Engineer III	\$90.38	0.00%	\$90.38	0	\$0.00
Information Systems Engineer IV	\$104.45	0.00%	\$104.45	400	\$41,780.00
Information Systems Technician	\$55.98	0.00%	\$55.98	0	\$0.00
Program Manager	\$183.35	0.00%	\$183.35	6	\$1,100.10
Project Manager	\$163.18	0.00%	\$163.18	0	\$0.00
GSA Schedule Period of Performance					
	12/1/2011	11/30/2012			
Administrative Staff	\$46.67	0.00%	\$46.67	0	\$0.00
Functional Expert	\$243.36	0.00%	\$243.36	0	\$0.00
Information Systems Analyst I	\$121.05	0.00%	\$121.05	800	\$96,840.00
Information Systems Analyst II	\$135.27	0.00%	\$135.27	675	\$91,307.25
Information Systems Analyst III	\$156.44	0.00%	\$156.44	67	\$10,481.48
Information Systems Engineer I	\$72.90	0.00%	\$72.90	0	\$0.00
Information Systems Engineer II	\$79.24	0.00%	\$79.24	0	\$0.00
Information Systems Engineer III	\$94.36	0.00%	\$94.36	300	\$28,308.00
Information Systems Engineer IV	\$109.04	0.00%	\$109.04	300	\$32,712.00
Information Systems Technician	\$58.44	0.00%	\$58.44	0	\$0.00
Program Manager	\$191.42	0.00%	\$191.42	50	\$9,571.00
Project Manager	\$170.36	0.00%	\$170.36	0	\$0.00
Labor Subtotal					\$360,735.61
Other Direct Costs					
Parking in Rockville, MD					\$765.00
Car Travel - Fairfax, VA to/from Rockville, MD					\$2,250.00
General and Administrative & Material Handling Costs if applicable					\$315.37
Travel					
	Trips	People	Days		
Fairfax, VAHobbes, NM	2	1	4		\$5,166.00
Fairfax, VAHobbes, NM	8	1	4		\$20,664.00
General and Administrative Costs if applicable					\$2,701.82
ODC-SubTotal					\$31,862.19
Total					\$392,597.80

Task 3 Hearing / Meeting Support

Contract Type - Time and Materials

Optional Year 2 (FY 13) September 15, 2012 - September 14, 2013

Labor Category	Rate	Discount	Discounted Rate	Hours	Total
GSA Schedule Period of Performance	12/1/2011	11/30/2012			
Administrative Staff	\$46.67	0.00%	\$46.67	0	\$0.00
Functional Expert	\$243.36	0.00%	\$243.36	0	\$0.00
Information Systems Analyst I	\$121.05	0.00%	\$121.05	280	\$33,894.00
Information Systems Analyst II	\$135.27	0.00%	\$135.27	104	\$14,068.08
Information Systems Analyst III	\$156.44	0.00%	\$156.44	18	\$2,815.92
Information Systems Engineer I	\$72.90	0.00%	\$72.90	0	\$0.00
Information Systems Engineer II	\$79.24	0.00%	\$79.24	0	\$0.00
Information Systems Engineer III	\$94.36	0.00%	\$94.36	0	\$0.00
Information Systems Engineer IV	\$109.04	0.00%	\$109.04	400	\$43,616.00
Information Systems Technician	\$58.44	0.00%	\$58.44	0	\$0.00
Program Manager	\$191.42	0.00%	\$191.42	6	\$1,148.52
Project Manager	\$170.36	0.00%	\$170.36	0	\$0.00
GSA Schedule Period of Performance	12/1/2012	11/30/2013			
Administrative Staff	\$48.40	0.00%	\$48.40	0	\$0.00
Functional Expert	\$252.36	0.00%	\$252.36	0	\$0.00
Information Systems Analyst I	\$125.53	0.00%	\$125.53	380	\$47,701.40
Information Systems Analyst II	\$140.27	0.00%	\$140.27	450	\$63,121.50
Information Systems Analyst III	\$162.23	0.00%	\$162.23	67	\$10,869.41
Information Systems Engineer I	\$75.60	0.00%	\$75.60	0	\$0.00
Information Systems Engineer II	\$82.17	0.00%	\$82.17	0	\$0.00
Information Systems Engineer III	\$97.85	0.00%	\$97.85	300	\$29,355.00
Information Systems Engineer IV	\$113.07	0.00%	\$113.07	300	\$33,921.00
Information Systems Technician	\$60.60	0.00%	\$60.60	0	\$0.00
Program Manager	\$198.50	0.00%	\$198.50	50	\$9,925.00
Project Manager	\$176.66	0.00%	\$176.66	0	\$0.00
Labor Subtotal					\$290,435.83
Other Direct Costs					
Parking in Rockville, MD					\$765.00
Car Travel - Fairfax, VA to/from Rockville, MD					\$2,250.00
General and Administrative & Material Handling Costs if applicable					\$315.37
Travel	Trips	People	Days		
Fairfax, VA/Hobbes, NM	1	1	5		\$2,906.00
Fairfax, VA/Hobbes, NM	5	1	5		\$14,530.00
General and Administrative Costs if applicable					\$1,823.81
ODC-SubTotal					\$22,590.17
Total					\$313,026.00

Task 3 Hearing / Meeting Support

Contract Type - Time and Materials

Optional Year 3 (FY 14) September 15, 2013 - September 14, 2014

Labor Category	Rate	Discount	Discounted Rate	Hours	Total
GSA Schedule Period of Performance					
	12/1/2012	11/30/2013			
Administrative Staff	\$48.40	0.00%	\$48.40	0	\$0.00
Functional Expert	\$252.36	0.00%	\$252.36	0	\$0.00
Information Systems Analyst I	\$125.53	0.00%	\$125.53	280	\$35,148.40
Information Systems Analyst II	\$140.27	0.00%	\$140.27	104	\$14,588.08
Information Systems Analyst III	\$162.23	0.00%	\$162.23	18	\$2,920.14
Information Systems Engineer I	\$75.60	0.00%	\$75.60	0	\$0.00
Information Systems Engineer II	\$82.17	0.00%	\$82.17	0	\$0.00
Information Systems Engineer III	\$97.85	0.00%	\$97.85	0	\$0.00
Information Systems Engineer IV	\$113.07	0.00%	\$113.07	400	\$45,228.00
Information Systems Technician	\$60.60	0.00%	\$60.60	0	\$0.00
Program Manager	\$198.50	0.00%	\$198.50	6	\$1,191.00
Project Manager	\$176.66	0.00%	\$176.66	0	\$0.00
GSA Schedule Period of Performance					
	12/1/2013	11/30/2014			
Administrative Staff	\$50.19	0.00%	\$50.19	0	\$0.00
Functional Expert	\$261.70	0.00%	\$261.70	0	\$0.00
Information Systems Analyst I	\$130.17	0.00%	\$130.17	380	\$49,464.60
Information Systems Analyst II	\$145.47	0.00%	\$145.47	450	\$65,461.50
Information Systems Analyst III	\$168.23	0.00%	\$168.23	67	\$11,271.41
Information Systems Engineer I	\$78.39	0.00%	\$78.39	0	\$0.00
Information Systems Engineer II	\$85.21	0.00%	\$85.21	0	\$0.00
Information Systems Engineer III	\$101.47	0.00%	\$101.47	300	\$30,441.00
Information Systems Engineer IV	\$117.26	0.00%	\$117.26	300	\$35,178.00
Information Systems Technician	\$62.84	0.00%	\$62.84	0	\$0.00
Program Manager	\$205.85	0.00%	\$205.85	50	\$10,292.50
Project Manager	\$183.20	0.00%	\$183.20	0	\$0.00
Labor Subtotal					\$301,184.63
Other Direct Costs					
Parking in Rockville, MD					\$765.00
Car Travel - Fairfax, VA to/from Rockville, MD					\$2,250.00
General and Administrative & Material Handling Costs if applicable					\$315.37
Travel					
	Trips	People	Days		
Fairfax, VA/Hobbes, NM	1	1	5		\$2,906.00
Fairfax, VA/Hobbes, NM	5	1	5		\$14,530.00
General and Administrative Costs if applicable					\$1,823.81
ODC-SubTotal					\$22,590.17
Total					\$323,774.80

Task 3 Hearing / Meeting Support

Contract Type - Time and Materials

Optional Year 4 (FY 15) September 15, 2014 - September 14, 2015

Labor Category	Rate	Discount	Discounted Rate	Hours	Total
GSA Schedule Period of Performance					
	12/1/2013	11/30/2014			
Administrative Staff	\$50.19	0.00%	\$50.19	0	\$0.00
Functional Expert	\$261.70	0.00%	\$261.70	0	\$0.00
Information Systems Analyst I	\$130.17	0.00%	\$130.17	274	\$35,666.58
Information Systems Analyst II	\$145.47	0.00%	\$145.47	447	\$65,025.09
Information Systems Analyst III	\$168.23	0.00%	\$168.23	17	\$2,859.91
Information Systems Engineer I	\$78.39	0.00%	\$78.39	0	\$0.00
Information Systems Engineer II	\$85.21	0.00%	\$85.21	0	\$0.00
Information Systems Engineer III	\$101.47	0.00%	\$101.47	0	\$0.00
Information Systems Engineer IV	\$117.26	0.00%	\$117.26	0	\$0.00
Information Systems Technician	\$62.84	0.00%	\$62.84	0	\$0.00
Program Manager	\$205.85	0.00%	\$205.85	4	\$823.40
Project Manager	\$183.20	0.00%	\$183.20	0	\$0.00
GSA Schedule Period of Performance					
	12/1/2014	11/30/2015			
Administrative Staff	\$52.04	0.00%	\$52.04	0	\$0.00
Functional Expert	\$271.38	0.00%	\$271.38	0	\$0.00
Information Systems Analyst I	\$134.99	0.00%	\$134.99	240	\$32,397.60
Information Systems Analyst II	\$150.85	0.00%	\$150.85	260	\$39,221.00
Information Systems Analyst III	\$174.46	0.00%	\$174.46	40	\$6,978.40
Information Systems Engineer I	\$81.29	0.00%	\$81.29	0	\$0.00
Information Systems Engineer II	\$88.37	0.00%	\$88.37	0	\$0.00
Information Systems Engineer III	\$105.23	0.00%	\$105.23	80	\$8,418.40
Information Systems Engineer IV	\$121.60	0.00%	\$121.60	100	\$12,160.00
Information Systems Technician	\$65.17	0.00%	\$65.17	0	\$0.00
Program Manager	\$213.46	0.00%	\$213.46	15	\$3,201.90
Project Manager	\$189.98	0.00%	\$189.98	0	\$0.00
Labor Subtotal					\$206,752.28
Other Direct Costs					
Parking in Rockville, MD					\$382.50
Car Travel - Fairfax, VA to/from Rockville, MD					\$1,125.00
General and Administrative & Material Handling Costs if applicable					\$157.68
Travel					
	Trips	People	Days		
Fairfax, VA/Hobbes, NM	1	1	4		\$2,583.00
Fairfax, VA/Hobbes, NM	4	1	4		\$10,332.00
General and Administrative Costs if applicable					\$1,350.91
ODC-SubTotal					\$15,931.09
Total					\$222,683.37

Labor categories are proposed at differing rates due to the period of performances occurring in two different GSA IT70 time periods

REVISED BACK-UP**Task 4 Application on Engagements, Development and Test Environment**

Contract Type - Time and Materials

Optional Year 1 (FY 12) September 15, 2011 - September 14, 2012

Labor Category

	Rate	Discount	Discounted Rate	Hours	Total
GSA Schedule Period of Performance	12/1/2010	11/30/2011			
Administrative Staff	\$44.70	0.00%	\$44.70	0	\$0.00
Functional Expert	\$233.10	0.00%	\$233.10	0	\$0.00
Information Systems Analyst I	\$115.94	0.00%	\$115.94	120	\$13,912.80
Information Systems Analyst II	\$129.57	0.00%	\$129.57	96	\$12,438.72
Information Systems Analyst III	\$149.85	0.00%	\$149.85	202	\$30,269.70
Information Systems Engineer I	\$69.83	0.00%	\$69.83	0	\$0.00
Information Systems Engineer II	\$75.90	0.00%	\$75.90	0	\$0.00
Information Systems Engineer III	\$90.38	0.00%	\$90.38	0	\$0.00
Information Systems Engineer IV	\$104.45	0.00%	\$104.45	0	\$0.00
Information Systems Technician	\$55.98	0.00%	\$55.98	0	\$0.00
Program Manager	\$183.35	0.00%	\$183.35	18	\$3,300.30
Project Manager	\$163.18	0.00%	\$163.18	0	\$0.00
GSA Schedule Period of Performance	12/1/2011	11/30/2012			
Administrative Staff	\$46.67	0.00%	\$46.67	0	\$0.00
Functional Expert	\$243.36	0.00%	\$243.36	0	\$0.00
Information Systems Analyst I	\$121.05	0.00%	\$121.05	360	\$43,578.00
Information Systems Analyst II	\$135.27	0.00%	\$135.27	288	\$38,957.76
Information Systems Analyst III	\$156.44	0.00%	\$156.44	586	\$91,673.84
Information Systems Engineer I	\$72.90	0.00%	\$72.90	0	\$0.00
Information Systems Engineer II	\$79.24	0.00%	\$79.24	0	\$0.00
Information Systems Engineer III	\$94.36	0.00%	\$94.36	0	\$0.00
Information Systems Engineer IV	\$109.04	0.00%	\$109.04	0	\$0.00
Information Systems Technician	\$58.44	0.00%	\$58.44	0	\$0.00
Program Manager	\$191.42	0.00%	\$191.42	54	\$10,336.68
Project Manager	\$170.36	0.00%	\$170.36	0	\$0.00
Labor Subtotal					\$244,467.80
Other Direct Costs					
Parking in Rockville, MD					\$204.00
Car Travel - Fairfax, VA to/from Rockville, MD					\$600.00
Lab Rental Space					\$24,315.50
General and Administrative & Material Handling Costs if applicable					\$2,627.50
ODC-SubTotal					\$27,747.00
Total					\$272,214.80

Task 4 Application on Engancements, Development and Test Environment

Contract Type - Time and Materials

Optional Year 2 (FY 13) September 15, 2012 - September 14, 2013

Labor Category	Rate	Discount	Discounted Rate	Hours	Total
GSA Schedule Period of Performance					
	12/1/2011	11/30/2012			
Administrative Staff	\$46.67	0.00%	\$46.67	0	\$0.00
Functional Expert	\$243.36	0.00%	\$243.36	0	\$0.00
Information Systems Analyst I	\$121.05	0.00%	\$121.05	120	\$14,526.00
Information Systems Analyst II	\$135.27	0.00%	\$135.27	96	\$12,985.92
Information Systems Analyst III	\$156.44	0.00%	\$156.44	202	\$31,600.88
Information Systems Engineer I	\$72.90	0.00%	\$72.90	0	\$0.00
Information Systems Engineer II	\$79.24	0.00%	\$79.24	0	\$0.00
Information Systems Engineer III	\$94.36	0.00%	\$94.36	0	\$0.00
Information Systems Engineer IV	\$109.04	0.00%	\$109.04	0	\$0.00
Information Systems Technician	\$58.44	0.00%	\$58.44	0	\$0.00
Program Manager	\$191.42	0.00%	\$191.42	18	\$3,445.56
Project Manager	\$170.36	0.00%	\$170.36	0	\$0.00
GSA Schedule Period of Performance					
	12/1/2012	11/30/2013			
Administrative Staff	\$48.40	0.00%	\$48.40	0	\$0.00
Functional Expert	\$252.36	0.00%	\$252.36	0	\$0.00
Information Systems Analyst I	\$125.53	0.00%	\$125.53	360	\$45,190.80
Information Systems Analyst II	\$140.27	0.00%	\$140.27	288	\$40,397.76
Information Systems Analyst III	\$162.23	0.00%	\$162.23	586	\$95,066.78
Information Systems Engineer I	\$75.60	0.00%	\$75.60	0	\$0.00
Information Systems Engineer II	\$82.17	0.00%	\$82.17	0	\$0.00
Information Systems Engineer III	\$97.85	0.00%	\$97.85	0	\$0.00
Information Systems Engineer IV	\$113.07	0.00%	\$113.07	0	\$0.00
Information Systems Technician	\$60.60	0.00%	\$60.60	0	\$0.00
Program Manager	\$198.50	0.00%	\$198.50	54	\$10,719.00
Project Manager	\$176.66	0.00%	\$176.66	0	\$0.00
Labor Subtotal					\$253,932.70
Other Direct Costs					
Parking in Rockville, MD					\$204.00
Car Travel - Fairfax, VA to/from Rockville, MD					\$600.00
Lab Rental Space					\$25,044.96
General and Administrative & Material Handling Costs if applicable					\$2,703.80
ODC-SubTotal					\$28,552.76
Total					\$282,485.46

Task 4 Application on Engagements, Development and Test Environment

Contract Type - Time and Materials

Optional Year 3 (FY 14) September 15, 2013 - September 14, 2014

Labor Category	Rate	Discount	Discounted Rate	Hours	Total
GSA Schedule Period of Performance					
	12/1/2012	11/30/2013			
Administrative Staff	\$48.40	0.00%	\$48.40	0	\$0.00
Functional Expert	\$252.36	0.00%	\$252.36	0	\$0.00
Information Systems Analyst I	\$125.53	0.00%	\$125.53	120	\$15,063.60
Information Systems Analyst II	\$140.27	0.00%	\$140.27	96	\$13,465.92
Information Systems Analyst III	\$162.23	0.00%	\$162.23	202	\$32,770.46
Information Systems Engineer I	\$75.60	0.00%	\$75.60	0	\$0.00
Information Systems Engineer II	\$82.17	0.00%	\$82.17	0	\$0.00
Information Systems Engineer III	\$97.85	0.00%	\$97.85	0	\$0.00
Information Systems Engineer IV	\$113.07	0.00%	\$113.07	0	\$0.00
Information Systems Technician	\$60.60	0.00%	\$60.60	0	\$0.00
Program Manager	\$198.50	0.00%	\$198.50	18	\$3,573.00
Project Manager	\$176.66	0.00%	\$176.66	0	\$0.00
GSA Schedule Period of Performance					
	12/1/2013	11/30/2014			
Administrative Staff	\$50.19	0.00%	\$50.19	0	\$0.00
Functional Expert	\$261.70	0.00%	\$261.70	0	\$0.00
Information Systems Analyst I	\$130.17	0.00%	\$130.17	360	\$46,861.20
Information Systems Analyst II	\$145.47	0.00%	\$145.47	288	\$41,895.36
Information Systems Analyst III	\$168.23	0.00%	\$168.23	586	\$98,582.78
Information Systems Engineer I	\$78.39	0.00%	\$78.39	0	\$0.00
Information Systems Engineer II	\$85.21	0.00%	\$85.21	0	\$0.00
Information Systems Engineer III	\$101.47	0.00%	\$101.47	0	\$0.00
Information Systems Engineer IV	\$117.26	0.00%	\$117.26	0	\$0.00
Information Systems Technician	\$62.84	0.00%	\$62.84	0	\$0.00
Program Manager	\$205.85	0.00%	\$205.85	54	\$11,115.90
Project Manager	\$183.20	0.00%	\$183.20	0	\$0.00
Labor Subtotal					\$263,328.22
Other Direct Costs					
Parking in Rockville, MD					\$204.00
Car Travel - Fairfax, VA to/from Rockville, MD					\$600.00
Lab Rental Space					\$25,796.31
General and Administrative & Material Handling Costs if applicable					\$2,782.39
ODC-SubTotal					\$29,382.70
Total					\$292,710.92

Task 4 Application on Engagements, Development and Test Environment

Contract Type - Time and Materials

Optional Year 4 (FY 15) September 15, 2014 - September 14, 2015

Labor Category	Rate	Discount	Discounted Rate	Hours	Total
GSA Schedule Period of Performance					
	12/1/2013	11/30/2014			
Administrative Staff	\$50.19	0.00%	\$50.19	0	\$0.00
Functional Expert	\$261.70	0.00%	\$261.70	0	\$0.00
Information Systems Analyst I	\$130.17	0.00%	\$130.17	120	\$15,620.40
Information Systems Analyst II	\$145.47	0.00%	\$145.47	96	\$13,965.12
Information Systems Analyst III	\$168.23	0.00%	\$168.23	202	\$33,982.46
Information Systems Engineer I	\$78.39	0.00%	\$78.39	0	\$0.00
Information Systems Engineer II	\$85.21	0.00%	\$85.21	0	\$0.00
Information Systems Engineer III	\$101.47	0.00%	\$101.47	0	\$0.00
Information Systems Engineer IV	\$117.26	0.00%	\$117.26	0	\$0.00
Information Systems Technician	\$62.84	0.00%	\$62.84	0	\$0.00
Program Manager	\$205.85	0.00%	\$205.85	18	\$3,705.30
Project Manager	\$183.20	0.00%	\$183.20	0	\$0.00
GSA Schedule Period of Performance					
	12/1/2014	11/30/2015			
Administrative Staff	\$52.04	0.00%	\$52.04	0	\$0.00
Functional Expert	\$271.38	0.00%	\$271.38	0	\$0.00
Information Systems Analyst I	\$134.99	0.00%	\$134.99	481	\$64,930.19
Information Systems Analyst II	\$150.85	0.00%	\$150.85	320	\$48,272.00
Information Systems Analyst III	\$174.46	0.00%	\$174.46	650	\$113,399.00
Information Systems Engineer I	\$81.29	0.00%	\$81.29	0	\$0.00
Information Systems Engineer II	\$88.37	0.00%	\$88.37	0	\$0.00
Information Systems Engineer III	\$105.23	0.00%	\$105.23	0	\$0.00
Information Systems Engineer IV	\$121.60	0.00%	\$121.60	0	\$0.00
Information Systems Technician	\$65.17	0.00%	\$65.17	0	\$0.00
Program Manager	\$213.46	0.00%	\$213.46	60	\$12,807.60
Project Manager	\$189.98	0.00%	\$189.98	0	\$0.00
Labor Subtotal					\$306,682.07
Other Direct Costs					
Parking in Rockville, MD					\$204.00
Car Travel - Fairfax, VA to/from Rockville, MD					\$600.00
Lab Rental Space					\$26,570.20
General and Administrative & Material Handling Costs if applicable					\$2,863.34
ODC-SubTotal					\$30,237.54
Total					\$336,919.61

Labor categories are proposed at differing rates due to the period of performances occurring in two different GSA IT70 time periods

Optional Task 6a - Technology Refresh of Rockville Data Processing sub-system

Contract Type - Time and Materials

Optional Year 1 (FY 12) September 15, 2011 - September 14, 2012

Labor Category	Rate	Discount	Discounted Rate	Hours	Total
GSA Schedule Period of Performance					
	12/1/2010	11/30/2011			
Administrative Staff	\$44.70	0.00%	\$44.70	0	\$0.00
Functional Expert	\$233.10	0.00%	\$233.10	0	\$0.00
Information Systems Analyst I	\$115.94	0.00%	\$115.94	0	\$0.00
Information Systems Analyst II	\$129.57	0.00%	\$129.57	0	\$0.00
Information Systems Analyst III	\$149.85	0.00%	\$149.85	0	\$0.00
Information Systems Engineer I	\$69.83	0.00%	\$69.83	0	\$0.00
Information Systems Engineer II	\$75.90	0.00%	\$75.90	0	\$0.00
Information Systems Engineer III	\$90.38	0.00%	\$90.38	0	\$0.00
Information Systems Engineer IV	\$104.45	0.00%	\$104.45	0	\$0.00
Information Systems Technician	\$55.98	0.00%	\$55.98	0	\$0.00
Program Manager	\$183.35	0.00%	\$183.35	0	\$0.00
Project Manager	\$163.18	0.00%	\$163.18	0	\$0.00
GSA Schedule Period of Performance					
	12/1/2011	11/30/2012			
Administrative Staff	\$46.67	0.00%	\$46.67	0	\$0.00
Functional Expert	\$243.36	0.00%	\$243.36	0	\$0.00
Information Systems Analyst I	\$121.05	0.00%	\$121.05	0	\$0.00
Information Systems Analyst II	\$135.27	0.00%	\$135.27	0	\$0.00
Information Systems Analyst III	\$156.44	0.00%	\$156.44	0	\$0.00
Information Systems Engineer I	\$72.90	0.00%	\$72.90	0	\$0.00
Information Systems Engineer II	\$79.24	0.00%	\$79.24	0	\$0.00
Information Systems Engineer III	\$94.36	0.00%	\$94.36	0	\$0.00
Information Systems Engineer IV	\$109.04	0.00%	\$109.04	0	\$0.00
Information Systems Technician	\$58.44	0.00%	\$58.44	0	\$0.00
Program Manager	\$191.42	0.00%	\$191.42	0	\$0.00
Project Manager	\$170.36	0.00%	\$170.36	0	\$0.00
Labor Subtotal					\$0.00
Total					\$0.00

Optional Task 6a - Technology Refresh of Rockville Data Processing sub-system

Contract Type - Time and Materials

Optional Year 2 (FY 13) September 15, 2012 - September 14, 2013

Labor Category	Rate	Discount	Discounted Rate	Hours	Total
GSA Schedule Period of Performance					
	12/1/2011	11/30/2012			
Administrative Staff	\$46.67	0.00%	\$46.67	0	\$0.00
Functional Expert	\$243.36	0.00%	\$243.36	0	\$0.00
Information Systems Analyst I	\$121.05	0.00%	\$121.05	0	\$0.00
Information Systems Analyst II	\$135.27	0.00%	\$135.27	0	\$0.00
Information Systems Analyst III	\$156.44	0.00%	\$156.44	0	\$0.00
Information Systems Engineer I	\$72.90	0.00%	\$72.90	0	\$0.00
Information Systems Engineer II	\$79.24	0.00%	\$79.24	0	\$0.00
Information Systems Engineer III	\$94.36	0.00%	\$94.36	0	\$0.00
Information Systems Engineer IV	\$109.04	0.00%	\$109.04	0	\$0.00
Information Systems Technician	\$58.44	0.00%	\$58.44	0	\$0.00
Program Manager	\$191.42	0.00%	\$191.42	0	\$0.00
Project Manager	\$170.36	0.00%	\$170.36	0	\$0.00
GSA Schedule Period of Performance					
	12/1/2012	11/30/2013			
Administrative Staff	\$48.40	0.00%	\$48.40	0	\$0.00
Functional Expert	\$252.36	0.00%	\$252.36	0	\$0.00
Information Systems Analyst I	\$125.53	0.00%	\$125.53	0	\$0.00
Information Systems Analyst II	\$140.27	0.00%	\$140.27	0	\$0.00
Information Systems Analyst III	\$162.23	0.00%	\$162.23	0	\$0.00
Information Systems Engineer I	\$75.60	0.00%	\$75.60	0	\$0.00
Information Systems Engineer II	\$82.17	0.00%	\$82.17	0	\$0.00
Information Systems Engineer III	\$97.85	0.00%	\$97.85	0	\$0.00
Information Systems Engineer IV	\$113.07	0.00%	\$113.07	0	\$0.00
Information Systems Technician	\$60.60	0.00%	\$60.60	0	\$0.00
Program Manager	\$198.50	0.00%	\$198.50	0	\$0.00
Project Manager	\$176.66	0.00%	\$176.66	0	\$0.00
Labor Subtotal					\$0.00
Total					\$0.00

Optional Task 6a - Technology Refresh of Rockville Data Processing sub-system

Contract Type - Time and Materials

Optional Year 3 (FY 14) September 15, 2013 - September 14, 2014

Labor Category	Rate	Discount	Discounted Rate	Hours	Total
GSA Schedule Period of Performance					
	12/1/2012	11/30/2013			
Administrative Staff	\$48.40	0.00%	\$48.40	0	\$0.00
Functional Expert	\$252.36	0.00%	\$252.36	0	\$0.00
Information Systems Analyst I	\$125.53	0.00%	\$125.53	64	\$8,033.92
Information Systems Analyst II	\$140.27	0.00%	\$140.27	160	\$22,443.20
Information Systems Analyst III	\$162.23	0.00%	\$162.23	120	\$19,467.60
Information Systems Engineer I	\$75.60	0.00%	\$75.60	0	\$0.00
Information Systems Engineer II	\$82.17	0.00%	\$82.17	0	\$0.00
Information Systems Engineer III	\$97.85	0.00%	\$97.85	0	\$0.00
Information Systems Engineer IV	\$113.07	0.00%	\$113.07	0	\$0.00
Information Systems Technician	\$60.60	0.00%	\$60.60	0	\$0.00
Program Manager	\$198.50	0.00%	\$198.50	4	\$794.00
Project Manager	\$176.66	0.00%	\$176.66	24	\$4,239.84
GSA Schedule Period of Performance					
	12/1/2013	11/30/2014			
Administrative Staff	\$50.19	0.00%	\$50.19	0	\$0.00
Functional Expert	\$261.70	0.00%	\$261.70	20	\$5,234.00
Information Systems Analyst I	\$130.17	0.00%	\$130.17	168	\$21,868.56
Information Systems Analyst II	\$145.47	0.00%	\$145.47	400	\$58,188.00
Information Systems Analyst III	\$168.23	0.00%	\$168.23	60	\$10,093.80
Information Systems Engineer I	\$78.39	0.00%	\$78.39	0	\$0.00
Information Systems Engineer II	\$85.21	0.00%	\$85.21	0	\$0.00
Information Systems Engineer III	\$101.47	0.00%	\$101.47	0	\$0.00
Information Systems Engineer IV	\$117.26	0.00%	\$117.26	0	\$0.00
Information Systems Technician	\$62.84	0.00%	\$62.84	0	\$0.00
Program Manager	\$205.85	0.00%	\$205.85	8	\$1,646.80
Project Manager	\$183.20	0.00%	\$183.20	48	\$8,793.60
Labor Subtotal					\$160,803.32
Total					\$160,803.32

Optional Task 6a - Technology Refresh of Rockville Data Processing sub-system

Contract Type - Time and Materials

Optional Year 4 (FY 15) September 15, 2014 - September 14, 2015

Labor Category	Rate	Discount	Discounted Rate	Hours	Total
GSA Schedule Period of Performance					
	12/1/2013	11/30/2014			
Administrative Staff	\$50.19	0.00%	\$50.19	0	\$0.00
Functional Expert	\$261.70	0.00%	\$261.70	0	\$0.00
Information Systems Analyst I	\$130.17	0.00%	\$130.17	0	\$0.00
Information Systems Analyst II	\$145.47	0.00%	\$145.47	0	\$0.00
Information Systems Analyst III	\$168.23	0.00%	\$168.23	0	\$0.00
Information Systems Engineer I	\$78.39	0.00%	\$78.39	0	\$0.00
Information Systems Engineer II	\$85.21	0.00%	\$85.21	0	\$0.00
Information Systems Engineer III	\$101.47	0.00%	\$101.47	0	\$0.00
Information Systems Engineer IV	\$117.26	0.00%	\$117.26	0	\$0.00
Information Systems Technician	\$62.84	0.00%	\$62.84	0	\$0.00
Program Manager	\$205.85	0.00%	\$205.85	0	\$0.00
Project Manager	\$183.20	0.00%	\$183.20	0	\$0.00
GSA Schedule Period of Performance					
	12/1/2014	11/30/2015			
Administrative Staff	\$52.04	0.00%	\$52.04	0	\$0.00
Functional Expert	\$271.38	0.00%	\$271.38	0	\$0.00
Information Systems Analyst I	\$134.99	0.00%	\$134.99	0	\$0.00
Information Systems Analyst II	\$150.85	0.00%	\$150.85	0	\$0.00
Information Systems Analyst III	\$174.46	0.00%	\$174.46	0	\$0.00
Information Systems Engineer I	\$81.29	0.00%	\$81.29	0	\$0.00
Information Systems Engineer II	\$88.37	0.00%	\$88.37	0	\$0.00
Information Systems Engineer III	\$105.23	0.00%	\$105.23	0	\$0.00
Information Systems Engineer IV	\$121.60	0.00%	\$121.60	0	\$0.00
Information Systems Technician	\$65.17	0.00%	\$65.17	0	\$0.00
Program Manager	\$213.46	0.00%	\$213.46	0	\$0.00
Project Manager	\$189.98	0.00%	\$189.98	0	\$0.00
Labor Subtotal					\$0.00
Total					\$0.00

Labor categories are proposed at differing rates due to the period of performances occurring in two different GSA IT70 time periods

REVISED BACK-UP

Optional Task 6b - Technology Refresh of Rockville Audio Visual Sub-System

Contract Type - Time and Materials

Optional Year 1 (FY 12) September 15, 2011 - September 14, 2012

Labor Category	Rate	Discount	Discounted Rate	Hours	Total
GSA Schedule Period of Performance					
	12/1/2010	11/30/2011			
Administrative Staff	\$44.70	0.00%	\$44.70	0	\$0.00
Functional Expert	\$233.10	0.00%	\$233.10	0	\$0.00
Information Systems Analyst I	\$115.94	0.00%	\$115.94	0	\$0.00
Information Systems Analyst II	\$129.57	0.00%	\$129.57	0	\$0.00
Information Systems Analyst III	\$149.85	0.00%	\$149.85	0	\$0.00
Information Systems Engineer I	\$69.83	0.00%	\$69.83	0	\$0.00
Information Systems Engineer II	\$75.90	0.00%	\$75.90	0	\$0.00
Information Systems Engineer III	\$90.38	0.00%	\$90.38	0	\$0.00
Information Systems Engineer IV	\$104.45	0.00%	\$104.45	0	\$0.00
Information Systems Technician	\$55.98	0.00%	\$55.98	0	\$0.00
Program Manager	\$183.35	0.00%	\$183.35	0	\$0.00
Project Manager	\$163.18	0.00%	\$163.18	0	\$0.00
GSA Schedule Period of Performance					
	12/1/2011	11/30/2012			
Administrative Staff	\$46.67	0.00%	\$46.67	0	\$0.00
Functional Expert	\$243.36	0.00%	\$243.36	0	\$0.00
Information Systems Analyst I	\$121.05	0.00%	\$121.05	0	\$0.00
Information Systems Analyst II	\$135.27	0.00%	\$135.27	0	\$0.00
Information Systems Analyst III	\$156.44	0.00%	\$156.44	0	\$0.00
Information Systems Engineer I	\$72.90	0.00%	\$72.90	0	\$0.00
Information Systems Engineer II	\$79.24	0.00%	\$79.24	0	\$0.00
Information Systems Engineer III	\$94.36	0.00%	\$94.36	0	\$0.00
Information Systems Engineer IV	\$109.04	0.00%	\$109.04	0	\$0.00
Information Systems Technician	\$58.44	0.00%	\$58.44	0	\$0.00
Program Manager	\$191.42	0.00%	\$191.42	0	\$0.00
Project Manager	\$170.36	0.00%	\$170.36	0	\$0.00
Labor Subtotal					\$0.00
Total					\$0.00

Optional Task 6b - Technology Refresh of Las Vegas Data Processing sub-system

Contract Type - Time and Materials

Optional Year 2 (FY 13) September 15, 2012 - September 14, 2013

Labor Category	Rate	Discount	Discounted Rate	Hours	Total
GSA Schedule Period of Performance		12/1/2011	11/30/2012		
Administrative Staff	\$46.67	0.00%	\$46.67	0	\$0.00
Functional Expert	\$243.36	0.00%	\$243.36	0	\$0.00
Information Systems Analyst I	\$121.05	0.00%	\$121.05	0	\$0.00
Information Systems Analyst II	\$135.27	0.00%	\$135.27	0	\$0.00
Information Systems Analyst III	\$156.44	0.00%	\$156.44	0	\$0.00
Information Systems Engineer I	\$72.90	0.00%	\$72.90	0	\$0.00
Information Systems Engineer II	\$79.24	0.00%	\$79.24	0	\$0.00
Information Systems Engineer III	\$94.36	0.00%	\$94.36	0	\$0.00
Information Systems Engineer IV	\$109.04	0.00%	\$109.04	0	\$0.00
Information Systems Technician	\$58.44	0.00%	\$58.44	0	\$0.00
Program Manager	\$191.42	0.00%	\$191.42	0	\$0.00
Project Manager	\$170.36	0.00%	\$170.36	0	\$0.00
GSA Schedule Period of Performance		12/1/2012	11/30/2013		
Administrative Staff	\$48.40	0.00%	\$48.40	0	\$0.00
Functional Expert	\$252.36	0.00%	\$252.36	0	\$0.00
Information Systems Analyst I	\$125.53	0.00%	\$125.53	0	\$0.00
Information Systems Analyst II	\$140.27	0.00%	\$140.27	0	\$0.00
Information Systems Analyst III	\$162.23	0.00%	\$162.23	0	\$0.00
Information Systems Engineer I	\$75.60	0.00%	\$75.60	0	\$0.00
Information Systems Engineer II	\$82.17	0.00%	\$82.17	0	\$0.00
Information Systems Engineer III	\$97.85	0.00%	\$97.85	0	\$0.00
Information Systems Engineer IV	\$113.07	0.00%	\$113.07	0	\$0.00
Information Systems Technician	\$60.60	0.00%	\$60.60	0	\$0.00
Program Manager	\$198.50	0.00%	\$198.50	0	\$0.00
Project Manager	\$176.66	0.00%	\$176.66	0	\$0.00
Labor Subtotal					\$0.00
Total					\$0.00

Optional Task 6b - Technology Refresh of Las Vegas Data Processing sub-system

Contract Type - Time and Materials

Optional Year 3 (FY 14) September 15, 2013 - September 14, 2014

Labor Category	Rate	Discount	Discounted Rate	Hours	Total
GSA Schedule Period of Performance					
	12/1/2012	11/30/2013			
Administrative Staff	\$48.40	0.00%	\$48.40	0	\$0.00
Functional Expert	\$252.36	0.00%	\$252.36	155	\$39,115.80
Information Systems Analyst I	\$125.53	0.00%	\$125.53	0	\$0.00
Information Systems Analyst II	\$140.27	0.00%	\$140.27	0	\$0.00
Information Systems Analyst III	\$162.23	0.00%	\$162.23	430	\$69,758.90
Information Systems Engineer I	\$75.60	0.00%	\$75.60	0	\$0.00
Information Systems Engineer II	\$82.17	0.00%	\$82.17	0	\$0.00
Information Systems Engineer III	\$97.85	0.00%	\$97.85	0	\$0.00
Information Systems Engineer IV	\$113.07	0.00%	\$113.07	0	\$0.00
Information Systems Technician	\$60.60	0.00%	\$60.60	0	\$0.00
Program Manager	\$198.50	0.00%	\$198.50	4	\$794.00
Project Manager	\$176.66	0.00%	\$176.66	16	\$2,826.56
GSA Schedule Period of Performance					
	12/1/2013	11/30/2014			
Administrative Staff	\$50.19	0.00%	\$50.19	0	\$0.00
Functional Expert	\$261.70	0.00%	\$261.70	77	\$20,150.90
Information Systems Analyst I	\$130.17	0.00%	\$130.17	0	\$0.00
Information Systems Analyst II	\$145.47	0.00%	\$145.47	0	\$0.00
Information Systems Analyst III	\$168.23	0.00%	\$168.23	214	\$36,001.22
Information Systems Engineer I	\$78.39	0.00%	\$78.39	0	\$0.00
Information Systems Engineer II	\$85.21	0.00%	\$85.21	0	\$0.00
Information Systems Engineer III	\$101.47	0.00%	\$101.47	0	\$0.00
Information Systems Engineer IV	\$117.26	0.00%	\$117.26	0	\$0.00
Information Systems Technician	\$62.84	0.00%	\$62.84	0	\$0.00
Program Manager	\$205.85	0.00%	\$205.85	2	\$411.70
Project Manager	\$183.20	0.00%	\$183.20	48	\$8,793.60
Labor Subtotal					\$177,852.68
Total					\$177,852.68

Optional Task 6b - Technology Refresh of Las Vegas Data Processing sub-system

Contract Type - Time and Materials

Optional Year 4 (FY 15) September 15, 2014 - September 14, 2015

Labor Category	Rate	Discount	Discounted Rate	Hours	Total
GSA Schedule Period of Performance	12/1/2013	11/30/2014			
Administrative Staff	\$50.19	0.00%	\$50.19	0	\$0.00
Functional Expert	\$261.70	0.00%	\$261.70	0	\$0.00
Information Systems Analyst I	\$130.17	0.00%	\$130.17	0	\$0.00
Information Systems Analyst II	\$145.47	0.00%	\$145.47	0	\$0.00
Information Systems Analyst III	\$168.23	0.00%	\$168.23	0	\$0.00
Information Systems Engineer I	\$78.39	0.00%	\$78.39	0	\$0.00
Information Systems Engineer II	\$85.21	0.00%	\$85.21	0	\$0.00
Information Systems Engineer III	\$101.47	0.00%	\$101.47	0	\$0.00
Information Systems Engineer IV	\$117.26	0.00%	\$117.26	0	\$0.00
Information Systems Technician	\$62.84	0.00%	\$62.84	0	\$0.00
Program Manager	\$205.85	0.00%	\$205.85	0	\$0.00
Project Manager	\$183.20	0.00%	\$183.20	0	\$0.00
GSA Schedule Period of Performance	12/1/2014	11/30/2015			
Administrative Staff	\$52.04	0.00%	\$52.04	0	\$0.00
Functional Expert	\$271.38	0.00%	\$271.38	0	\$0.00
Information Systems Analyst I	\$134.99	0.00%	\$134.99	0	\$0.00
Information Systems Analyst II	\$150.85	0.00%	\$150.85	0	\$0.00
Information Systems Analyst III	\$174.46	0.00%	\$174.46	0	\$0.00
Information Systems Engineer I	\$81.29	0.00%	\$81.29	0	\$0.00
Information Systems Engineer II	\$88.37	0.00%	\$88.37	0	\$0.00
Information Systems Engineer III	\$105.23	0.00%	\$105.23	0	\$0.00
Information Systems Engineer IV	\$121.60	0.00%	\$121.60	0	\$0.00
Information Systems Technician	\$65.17	0.00%	\$65.17	0	\$0.00
Program Manager	\$213.46	0.00%	\$213.46	0	\$0.00
Project Manager	\$189.98	0.00%	\$189.98	0	\$0.00
Labor Subtotal					\$0.00
Total					\$0.00

Labor categories are proposed at differing rates due to the period of performances occurring in two different GSA IT70 time periods



Digital Data Management System

Statement of Work

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Operations and Maintenance Statement of Work

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1 Background

The Atomic Safety and Licensing Board Panel (ASLBP) conducts all licensing and other hearings as directed by the Commission, primarily through individual three-judge Atomic Safety and Licensing Boards appointed by either the Commission or the Chief Administrative Judge. ASLBP is responsible to adjudicate licensing and enforcement cases regarding nuclear power reactors and nuclear materials. The scope and nature of the agency's reactor and materials licensing adjudications, dictate the essential need for efficient capture and management of the enormous volume of multimedia data that must be processed and displayed in a very short time frame.

The U.S. Nuclear Regulatory Commission (NRC) established digital information retrieval, utilization, and display capabilities in conjunction with the potential licensing proceeding for a HLW repository with the Digital Data Management System (DDMS), which has been successfully developed and deployed in the NRC Two White Flint North (TWFN) complex in Rockville, MD.

The DDMS combines web-based document management with digital evidence presentation/recording to provide users with access to searchable evidentiary material, including video transcripts and a means to present most evidentiary material electronically. Although primarily a system for litigants, the DDMS also provide the public with greater public access to ASLBP hearings by providing large-screen monitors display of evidentiary materials and internet-available web broadcasts of hearing sessions. DDMS also permits greater access for disabled persons by providing closed-captioning, assisted listening, and compatibility with computer screen-reading technology. Because the system was developed using a standard web interface, users can access DDMS from the ASLBP Rockville, Maryland hearing room, a "remote" hearing site, or wherever they are able to establish an Internet connection.

Specifically, DDMS:

- A. Provides information technology (IT) and audio/visual (A/V) capabilities in the ASLBP's Rockville and, potentially, other "remote" locations where hearings are conducted;
 - B. Enables the creation and use of an integrated, comprehensive digital record for agency licensing and enforcement cases;
 - C. Records, stores, and displays the text and image of documents presented in a hearing using pre-filed electronic documents from the agency's Electronic Hearing Docket (EHD);
 - D. Permits access and retrieval of the entire record of a case, including (1) already docketed documentary material, transcripts, and exhibits; (2) previously recorded A/V presentations or computer simulations; and (4) hearing session testimony;
 - E. Allows counsel for the parties to bring electronically prepared evidentiary material to the hearing and have it integrated into the record and accessible in the hearing room;
 - F. Provides almost continual, virtually real-time access to the hearing record by the presiding officer and parties to the litigation;
 - G. Supports prehearing, hearing, and post-hearing information management (IM) for the trial-level Licensing Board proceeding and any subsequent agency and judicial appellate processes;
 - H. Is consistent with the Commission's procedural rules and policies;
-

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- I. Enhances the ability of the Licensing Board and the litigants to conduct efficient and effective hearings;
- J. Provides enhanced public access to information used during the hearing; and
- K. Improves litigant and public perceptions of the NRC adjudicatory process.

DDMS improves the ability of the NRC to conduct business electronically with external entities and employs techniques to process and make available electronically the entire record of an adjudicatory proceeding, thereby reducing paper and manual processes. The system also employs teleconference and videoconference technologies to make Board member, NRC staff, witness, and party participation more flexible. Additionally, it provides external stakeholders with the ability to access the agency's publicly available information more easily and effectively.

The DDMS is comprised of three main subsystems.

Hearing Management

The DDMS Hearing Management subsystem administers, at a high level, the information associated with the hearing itself. This includes calendaring, scheduling, report generators, and other functions related to hearing management. Other functions include capturing dispositional information, along with managing and linking lists and other information about witnesses, depositions, exhibits, and issues. Finally, the hearing management software securely manages documents covered under a protective order in such a way as to prevent tampering and unauthorized disclosure.

Document/Object Management

The DDMS Document/Object Management subsystem is implemented using web-based portal technology. Additionally, Microsoft SQL Server is used to manage the documents and objects within the DDMS. Through the DDMS portal - which provides the primary user interface - users can locate any document within the DDMS according to their access permission. The Document/Object Management subsystem also maintains a listing of each day's proceeding activity. This includes object (exhibit) references, the official transcript, scheduled and actual witness appearances, the video file, and other documents pertaining to the hearing.

The Web/Portal Server (supporting the Document/Object Management subsystem) hosts the interfaces between the DDMS and the rest of the NRC. These include interfaces with the agency's ADAMS document management system, thereby allowing the DDMS to receive pre-filed materials submitted to the NRC via the agency's Electronic Information Exchange (EIE)/E-Filing server. The DDMS Web/Portal Server also provides users an interface to limited external internet sites such as Lexis/Nexis, Westlaw, the Licensing Support Network, and the NRC's official web site. Through this interface point, internal DDMS users are allowed access to these pre-defined services in a secure environment in which the specific sites that users can utilize are constrained through the use of IP filtering on the DDMS boarder routers. These latter functions, while characterized as Document/Object Management, also support the Hearing Management environment.

Multimedia Management

A hearing's live video feed is routed into a video switcher. The switcher is sound activated to provide automatic camera switching to capture the current speaker. In the event that a clerk needs to manually switch camera views, an override capability is provided to allow for manual camera switching. The system is also configured such that the audio can be either automatically or manually switched with a manual override/muting capability.

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The composite output of the switched video feed is routed to the indexing and encoding subsystem where it is synchronized with the real-time text transcript feed from the court reporter. Following indexing, the DDMS encoding feature converts the composite video feeds to digital video for storage in the video server and storage subsystems.

The digital video is stored in the video server and storage subsystem in Windows Media Video format. The video server and storage subsystem also contains a transcoding system and streaming media server(s) to allow for low-resolution viewing of video to authorized DDMS users accessing the system from the hearing room or over the internet.

a. Available Documentation

The following documents¹ describe the operational state of DDMS:

Table 1-1 - DDMS Documentation

Document Title	Document Description
DDMS Backup and Recovery Plan	This document provides a comprehensive description of the backup and recovery plan and procedures for DDMS.
DDMS Change Control Board Charter	The DDMS Change Control Board charter describes the board's objectives, scope, membership, roles and responsibilities of members, reporting and approval process (including standard and emergency changes), meeting frequency, and relationship to other boards.
DDMS Configuration Management Plan	The Configuration Management Plan (CMP) describes the approach and processes for managing and versioning configuration items created for DDMS. The CMP is part of an overall quality control program that promotes quality development and deployment of the application and underlying infrastructure. The intended audiences for this document are ASLBP Management, DDMS Project Team, DDMS Change Control Board Members, and the DDMS Operations and Maintenance contractor.
DDMS Contingency Plan	The purpose of the DDMS Contingency Plan is to define the process and procedures to be followed to recover and restore the operation of the DDMS in the most effective and efficient manner should severe failures occur within the DDMS itself or within the overall infrastructure required to support DDMS operations.
DDMS Failover Procedures	Documented procedures used to recover from failures that cause the execution of the Contingency Plan
DDMS Incident Response Plan	The Purpose of the Digital Data Management System Incident Response Plan is to define the process and procedures for preparing, detecting, containing, eradicating, recovering from computer security incidents as well as reporting incidents properly.

¹ DDMS documentation is updated on a regular basis. DDMS maintains an authoritative source of documentation in its DDMS Table of Documents document

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Document Title	Document Description
DDMS Interface Control Document	The purpose of the Interface Control Document (ICD) is to provide a reference for the mechanism of data flow through the system and a detailed identification of the security controls applied. The ICD includes details related to user-to-system (User Interfaces) and system-to-system (System Interfaces) based interfacing. Information such as triggering mechanisms, network paths, network interconnectivity, network addressing, and TCP/UDP ports are contained within this document.
DDMS IT Security Procedures	This document is intended to provide information, documentation and references regarding all facets of the security program for the DDMS. This includes the information technology policies and procedures that ensure compliance with the National Institute of Standards and Technology guidelines applicable to security and safe operation of Federal Government computer systems. This also addresses issues of personnel security and information management as outlined by the NRC Management Directives (MD) 12.1 and 12.3. In addition this document describes the procedures in place to address physical security issues as outlined in the NRC MD 12.1. Finally, site specific issues regarding emergency procedures, in conjunction with the Occupant Emergency Plans (OEP) for Rockville as it pertains to the DDMS installations is covered.
DDMS Operations Guide	<p>The Operations Guide (9 Chapters) provide instructions for Clerks and Administrators, and acts a roadmap for the operational aspects and the configuration of DDMS, its components and processes. This guide provides the guidance and procedures necessary for experienced staff to effectively assist DDMS personnel in managing DDMS processes and assisting ASLBP business processes. With this guide, DDMS personnel will be able to run and manage routine Portal jobs, perform event-driven DDMS procedures, conduct routine administration of the servers and software, perform timely backups, retrieve and restore data from backup media, and recover the system from failures and errors.</p> <p>The Operations Guide is intended to provide detailed documentation to DDMS personnel, providing guidance and procedures to effectively operate the system or configure components, should the need arise. This guide is the reference handbook for DDMS personnel.</p>

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Document Title	Document Description
DDMS Participant User Guide	<p>The objective of this Participant Users Guide is to provide DDMS users with enough instruction to be able to efficiently use the system. DDMS will be utilized by a wide variety of users. It is important that this User Guide be available to all users concurrent with the training and/or use of DDMS.</p> <p>This User Guide encompasses all DDMS user groups and all organizations responsible for maintaining and administering the system. This includes: ASLBP staff with primary system sponsorship responsibilities; internal NRC users such as the Office of General Counsel; all other parties to the HLW licensing hearings; and the system and database Administrators.</p> <p>While the training materials are designed to focus on specific user groups, this manual is intended to be used by all users, regardless of role. In addition, many of the Clerk-specific and Administrator-specific tasks are shown in more detail in the Operations Guide.</p>
DDMS Production Design Document	<p>This document is provided for historical purposes only as it describes the original design for the DDMS utilizing two interconnected sites to conduct the High Level Waste licensing proceeding."</p>
DDMS Risk Assessment Detail and narrative	<p>This security risk assessment follows the guidance from the National Institute of Standards and Technology (NIST) Special Publication (SP) 800-30, <i>Risk Management Guide for Information Technology Systems</i> and U.S. Nuclear Regulatory Commission (NRC) Management Directive 12.5, <i>NRC Automated Information Systems Security Program</i>. Its purpose is to evaluate and document the extent to which safeguards or countermeasures, as prescribed within the NIST SP 800-53 and hereafter referred to as security controls, are in place and operating as intended, such that the information stored, processed, and transmitted by the DDMS is adequately secured and protected. The risk assessment characterizes system threats and vulnerabilities, including the likelihood of each threat-source exploiting the associated vulnerability, and then determines the potential harm or impact each threat/vulnerability pair and associated threat action could impose upon the confidentiality, integrity, and availability of system information in the event a security control is not properly implemented. The resulting product of the likelihood and the impact associated with a given threat/vulnerability pair is the risk for that particular pair.</p>
DDMS Roles and Responsibilities	<p>The purpose of the DDMS Roles and Responsibilities document is to provide an overview of the DDMS personnel roles, sensitivity criteria, corresponding access authorizations, and training requirements. It describes what actions each role can perform at an application and/or system level. Additionally it provided contact information for all personnel holding a DDMS role.</p>

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Document Title	Document Description
DDMS Rules of Behavior	<p>The purpose of this document is to explain to all authorized DDMS users the Rules of Behavior and requirements as specified by OMB Circular A-130, NRC Information Security Guidance, and other related policies. As the property of the Federal Government, the DDMS, including its software, hardware, and the information it contains, must be protected from damage resulting from misuse by authorized and unauthorized users. Users' access to the DDMS reflects a high level of trust accorded to the participants in an Atomic Safety and Licensing Board Panel (ASLBP or the Panel) proceeding by the Panel. Specifically, by granting access to the system, the Panel is placing trust in authorized users that they will not misuse the system or allow it to be misused by others. These Rules of Behavior are intended to ensure that authorized users are aware of their responsibilities when using DDMS.</p>
DDMS Security Categorization	<p>The purpose of the DDMS Security Categorization is to define and document the security category for the system. This security categorization establishes the foundation of the certification and accreditation of the DDMS information system by determining the levels of rigor required for certification and overall assurance testing of security controls, as well as additional activities that may be needed. Thus, it assists in determining the level of effort required for certification and accreditation and the associated activity duration. Security categorization is a prerequisite activity for the certification and accreditation process. This categorization should be revisited at least every three years or when a significant change occurs to the system or supporting business lines. Situational changes outside the system or agency may require a reevaluation of the categorization (e.g., directed mission changes, changes in governance, elevated or targeted threat activities).</p>
DDMS Security Test & Evaluation Plan	<p>The purpose of the DDMS Security Test & Evaluation (ST&E) is to determine compliance with the security requirements documented in the DDMS System Security Plan (SSP) and to verify that the security controls identified in the SSP are correctly implemented and effective. The purpose of the ST&E plan is to provide a plan for an effective and adequate ST&E. It provides a high-level overview of the system operating environment, the approach and schedule for testing, the nature and extent of the testing, and the ST&E team composition, and provides the methodology assessing the security controls for the system.</p>

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Document Title	Document Description
DDMS Software Engineering Notebook	The Software Engineering Notebook compiles and centralizes developer information relating to the DDMS application and complies with the NRC System Development and Life Cycle Management (SDLCM) requirements for the Software Engineering Notebook.
DDMS System Security Plan	In accordance with the provisions of FISMA, information security programs are required to have plans for providing adequate information security for networks, facilities, information systems, or groups of information systems, as appropriate. The preparation of a security plan for an information system ensures that agreed upon security controls planned or in place are fully documented. The security plan also provides a complete characterization or description of the information system as well as attachments or references to key documents supporting the agency's information security program (e.g., configuration management plan, contingency plan, incident response plan, security awareness and training plan, rules of behavior, risk assessment, security test and evaluation results, system interconnection agreements, security authorizations/accreditations, and plan of action and milestones).
DDMS Training Plan	The objectives of this Training Plan are multi-faceted. Because DDMS will be utilized by a wide variety of users, it is imperative that a strong training program accompanies the implementation of the system. This Plan documents the methods and procedures needed to ensure that DDMS users are capable of fully utilizing the functionality of the system and employing its capabilities to add efficiencies to the ASLBP proceedings.
Rockville Audio Visual Operations Guide	The purpose of the manual is to provide the reader with a comprehensive description of the electronic audio, video, and control systems integrated into the Rockville hearing room. The manual details the essential operating and maintenance information required by court personnel to manage the integrated system.

Note: All documents listed in the above table will be provided on compact disk, or other appropriate medium, in Portable Document Format (PDF) to interested Offerors. PDF security settings will be enabled and Adobe Reader 9.0 will be required to view these documents that, as is the case with many DDMS documents, are considered sensitive security information and are thus categorized as sensitive unclassified non-safeguards information (SUNSI).

b. Acronyms

AV	Audio/Visual
ADAMS	Agencywide Documents Access and Management System
ASCII	American Standard Code for Information Interchange
ASLBP	Atomic Safety and Licensing Board Panel

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CCB	Configuration Control Board
CNSS	Committee on National Security Systems
COTS	Commercial Off the Shelf
CSO	Computer Security Office
CTF	Consolidated Test Facility
DFS	Division of Facility Security
EHD	Electronic Hearing Docket
EIE	Electronic Information Exchange
ET	Eastern Time
EV	Earned Value
FIPS	Federal Information Processing Standards
GSA	General Services Administration
IT	Information Technology
DDMS	Digital Data Management System
LAN	Local Area Network
MD	Management Directive
NIST	National Institute of Standards and Technology
NRC	Nuclear Regulatory Commission
O&M	Operations and Maintenance
OIS	Office of Information Services
OS	Operating System
PDF	Portable Document Format
PMM	Project Management Methodology
POE	Production Operating Environment
QA	Quality Assurance
RUP	Rational Unified Process
SB	Security Branch
SQL	Structured Query Language
SUNSI	Sensitive Unclassified Non-Safeguards Information
TAE	Test and Acceptance Environment
TWFN	Two White Flint North
UML	Unified Modeling Language
WAN	Wide Area Network

2 Objective

The objective of this contract is to provide the NRC and, more specifically, the Atomic Safety and Licensing Board, with both specialized operations and maintenance (O&M) support for the DDMS and day-to-day hearing support. DDMS must remain operational to support ASLBP hearings or meetings held at the Rockville hearing room or other hearing sites throughout the United States and its territories.

3 Scope

The Contractor shall provide all necessary personnel and materials required in support of the tasks outlined in this statement of work. Specifically, the Contractor shall provide:

- Operations and maintenance support for the DDMS installation in the Rockville Hearing Room
-

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- Application installations in
 - The Test and Acceptance Environment (TAE), and/or
 - Contractor test and development lab.
- Day-to-day hearing support for hearings held at
 - the Rockville Hearing room, and
 - Remote locations, or
 - other hearing sites throughout the United States and its territories.

The Contractor shall be responsible for the maintenance of all visual and data processing components installed at the NRC HQ hearing room in Rockville, MD.

The Contractor shall be responsible for notifying the NRC DDMS Project Officer of the expiration of any software or hardware maintenance agreements that are tracked in the DDMS inventory database².

The Contractor shall comply with the latest version of all applicable Federal and Agency IT Security policy, guidance and standards. These policy, guidance and standards include, but are not limited to:

- DDMS IT Security Documentation (see Table 1-1);
- NRC Policies, Procedures, and Standards³ such as;
 - NRC Agency-wide Rules of Behavior for Authorized Computer Use
 - NRC Data at Rest Encryption Policy;
 - NRC Sensitive Unclassified Non-Safeguards Information (SUNSI);
 - Computer Security Policy for Encryption of Data at Rest When Outside of Agency Facilities;
 - Computer Security Information Protection Policy;
 - Remote Access Policy
 - Use of Commercial Wireless Devices, Services and Technologies
 - Laptop Security Policy
 - Computer Security Incident Response Policy
 - NRC Continuous Monitoring Program
 - NRC Plan of Action & Milestones Process
- All applicable NRC Management Directives⁴ (MD) such as
 - MD 12.5 Automated Information Security Program;
 - MD 12.6 NRC Sensitive Unclassified Information Security Program;
- National Institute of Standards and Technology (NIST) Special Publications (SP)⁵;
- NIST Federal Information Processing Standards (FIPS)⁶; and

² The DDMS inventory database is a Microsoft Access database that contains detailed information regarding the DDMS hardware and software components.

³ Any applicable NRC policies, procedures, or standards will be provided on compact disk, or other appropriate medium, in PDF to interested Offerors. PDF security settings will be enabled and Adobe Reader 9.0 will be required to view these documents

⁴ NRC Management Directives can be found on the NRC's website (<http://www.nrc.gov/reading-rm/doc-collections/management-directives/>). MD 12.5 is only available in redacted form and its full version will be provided on compact disk, or other appropriate medium, in PDF to interested Offerors. PDF security settings will be enabled and Adobe Reader 9.0 will be required to view these documents.

⁵ NIST SP can be found at the following web site: <http://csrc.nist.gov/publications/PubsSPs.html>

⁶ NIST FIPS can be found at the following web site: <http://csrc.nist.gov/publications/PubsFIPS.html>

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- The Committee on National Security Systems (CNSS⁷) policy, directives, instructions, and guidance.

4 Definitions

Application maintenance is defined as the modification, correction or installation of updates to NRC owned code and/or NRC owned data following appropriate DDMS configuration management procedures, which are part of the DDMS application system intended to support ASLBP business processes. These modifications/corrections include, but are not limited to, modification of programs, portlets, table structures, data, and documentation.

Maintenance also includes, but is not limited to, the analysis of conditions and outputs to identify root causes of problems and define methods for correcting, troubleshooting, establishing, and executing project-level configuration management; backups; restores; archives; housekeeping (i.e., keeping a control room neat and organized, labeling equipment and/or cabling); the installation of vendor-supplied software patches and maintenance releases in conformance with the appropriate software licenses; and coordination with software and hardware vendors to identify and track open "tickets" for resolving and closing software technical issues.

Operating environment maintenance is defined as servers, their operating systems and associated software, and all software components not embedded in the application software defined in the DDMS Operations Support Guide.

Operational support is defined as data support, report generation, and application support.

Data support shall include, but is not be limited to, data interpretation, discrepancy resolution, and verification.

Report generation shall include producing from DDMS in various output formats, including hard copy and electronic (Microsoft Word, ASCII, Microsoft Excel, PDF, etc.), either on a scheduled or ad-hoc basis: (a) standard reports, (b) quick queries, or (c) new reports using newly defined criteria. This includes the development of additional "canned" queries and reports as identified by the NRC DDMS Project Officer.

Production support shall include, but is not be limited to, initiating program sequences on a prescribed schedule; Quality Assurance (QA) reviews and data transfers between systems through either kick-off of electronic processes (programs) or inputs of tapes or other physical media; and system monitoring, troubleshooting, and immediate corrective measure implementation for agency production application systems.

Hearing support shall include, but is not be limited to, the operation and maintenance of evidence presentation systems, electronic stamping of exhibits, presentation of electronic evidence, and processing of electronic ad hoc documents.

A Business or working day is considered to be any day, Monday through Friday, excluding Federal Government holidays or days in which the Federal Government is closed due to unforeseen circumstances. For the purpose of deliverables, a business or working day ends at

⁷ The website for The Committee on National Security Systems is <http://www.cnss.gov/>

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11:59 pm eastern time.

5 Tasks

5.1 Task One – Operations and Maintenance

1.1.1 Scope of Maintenance Activity

1. General Tasks

The Contractor shall adhere to the NRC's PMM⁸ approach for all activities performed under this contract.

The Contractor, following configuration management procedures defined in the DDMS Configuration Management Plan, shall be responsible for making necessary changes to ensure that corrective, adaptive and perfective requirements are implemented accurately and are fully documented.

The Contractor shall ensure that all software usage meets Federal copyright laws and that the appropriate number of licenses is maintained and tracked for the software utilized in the operation of the DDMS as detailed in the DDMS Inventory database to include, but not be limited to: Operating System (OS) software, Commercial off the Shelf (COTS) software packages, including application software, database software, and security/virus detection software including digital signatures software. The Contractor shall provide a report on the first business day of each quarter that details any software or hardware license or maintenance agreements that will expire during the following quarter.

The Contractor shall maintain all DDMS application database tables, inclusive of all SQL Server tables, following procedures documented in the DDMS Operational Support Guide Manual. This may include posting changes that result from minor data normalization and cleanup activities as the size of the DDMS databases increase.

All Contractors holding a DDMS role, as defined in the DDMS Roles and Responsibilities document, shall meet the required competencies and requisite training detailed in that document. Should the required capabilities or training change for a particular role, the NRC DDMS Project Officer will notify the Contractor of the change and the Contractor shall have nine (9) months from the time of notification to ensure that all Contractors holding a DDMS role meet the required competencies and requisite training. All Contractor staff training, unless specific to NRC operations, offered by the NRC and is required for all NRC employees and NRC Contractors, shall be at the Contractor's expense.

On the first business day of each calendar year quarter, the Contractor shall provide the DDMS Project Team with a list of training completed by Contractor staff during that quarter that will include the staff member's name, the course title, and the course completion date. At the same time, the Contractor shall also provide a list of scheduled staff member training for the upcoming quarter, to include the staff member's name, the course title, and the scheduled date.

⁸ The NRC's PMM approach is described in Management Directive 2.8 and is available at the following website: <http://www.nrc.gov/reading-rm/doc-collections/management-directives/volumes/vol-2.html>.

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2. Daily Tasks

The Contractor shall ensure by no later than 8:30 a.m. Eastern Time (ET) each business day (unless directed otherwise by the NRC DDMS Project Officer), that any documents published from ADAMS to DDMS have been indexed into DDMS and that all newly-indexed metadata is correct in accordance with the procedures documented in the DDMS Operations Support Guide. Should there be an indexing problem or data discrepancy, the Contractor shall take corrective action following the procedures documented in the DDMS Operations Support Guide and will notify the DDMS Project Management Team immediately. Should the corrective actions taken not resolve the indexing problem, the Contractor shall not take no further action until directed by the NRC DDMS Project Officer.

The Contractor shall ensure by no later than 8:30 a.m. ET each business day (unless directed otherwise by the NRC DDMS Project Officer), that in accordance with the procedures documented in the DDMS Operations Support Guide, any documents entered into DDMS as ad hoc documents (i.e., those which have not been prefiled via EIE/E-Filing) have been transferred and are available in ADAMS⁹. Should there be a problem, the Contractor shall notify the DDMS Project Management Team and database administrators for other impacted systems immediately and remain available for further action as required.

The Contractor shall by no later than 8:30 a.m. ET each business day (unless directed otherwise by the NRC DDMS Project Officer record, in a government-furnished Microsoft Access database available on the NRC LAN, the environmental status, to include temperature and humidity readings, of the Rockville A/V room, using a government furnished environmental monitoring device as defined in the DDMS IT Security Procedures Document.

The Contractor shall confirm by no later than 8:30 a.m. ET each business day (unless directed otherwise by the NRC DDMS Project Officer), that the previous night's data backup was successful and relay any negative results to DDMS Project Management Team together with a plan for resolution following procedures documented in the DDMS Backup and Recovery Plan.

The Contractor shall ensure by no later than 8:30 a.m. ET each business day (unless directed otherwise by the NRC DDMS Project Officer) that connectivity is maintained between the DDMS installation in the Rockville hearing room, the Internet and to other NRC systems.

The Contractor shall (1) ensure that SQL Server Database replication is functioning, file system replication is functioning, application operates as described in the DDMS participants manual, and scheduled application processes have initiated and completed successfully; and (2) troubleshoot NRC Local Area Network (LAN) and Wide Area Network (WAN) connectivity problems working in conjunction with OIS as directed by the NRC DDMS Project Officer.

3. Weekly Tasks

The Contractor shall perform server operating system and application software diagnostics as detailed in the DDMS Operations Support Guide at least once every week. The Contractor shall deliver a report detailing the results of the weekly diagnostic tests to the DDMS Project Management Team via the DDMSwebmaster@nrc.gov e-mail account using the internal NRC

⁹ The process for documents being transferred to DDMS from ADAMS or from DDMS to ADAMS is available in the DDMS Interface Control Document.

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e-mail system.

4. As Needed Tasks

The Contractor shall provide support to ASLBP staff, on an as-needed basis, in connection with the process for converting paper copy exhibits to electronic documents utilizing government furnished equipment.

The Contractor shall be responsible for ensuring that all servers, workstations, routers, firewalls, and their operating systems are patched to the current recommended versions. The Contractor shall provide all testing, including regression testing, that may be required per the configuration control procedures outlined in the NRC's PMM procedures, the DDMS Configuration Control Board (CCB) procedures, and the DDMS Configuration Management Plan, by following the procedures documented in the DDMS Operational Support Guide and the DDMS Security Guidelines document. All patch installations shall be pre-coordinated with the NRC DDMS Project Officer. All patches shall be recorded in the appropriate system documentation on an ongoing basis. Please refer to deliverable schedule for more details.

The Contractor shall perform backups of servers and systems following procedures documented in the DDMS Backup and Recovery Plan.

The Contractor shall compile two (2) activity reports per month. One shall be due mid-month and one at month-end. Each shall detail the month's activity to-date. These reports shall include a detailed description of any major maintenance, software updates, or configuration changes. The reports shall also include descriptive information on each trouble call or any system malfunction, including resolution of the problem and the time period it took to clear the event. In addition, these reports shall include monthly performance statistics (i.e., approximately how much vendor labor time was used for each task area or trouble call, number of running hours, number of downtime hours, etc.).

The Contractor shall perform database recovery, system restore/rebuild, operating system reinstall, and equipment reboots/restarts as needed to resolve system problems encountered during hearing days and daily system checks as approved/directed by the NRC DDMS Project Officer. The Contractor shall track the occurrence of these types of events and provide, as part of the month-end activity report, a detailed analysis of each event that includes the cause of the event, the resolution of the event, and the labor effort expended to resolve the event.

The Contractor shall coordinate warranty replacement and maintenance for hardware components with the designated warrantor (i.e., Cisco Systems, Dell Computer Corporation) as necessary and applicable, as approved/directed by the NRC DDMS Project Officer following the procedures in the DDMS Configuration Management Plan.

Following the procedures in the DDMS Configuration Management Plan, for all modifications made to DDMS hardware, operating systems, and equipment configurations, the Contractor shall document the modifications, via appropriate updates, system documentation, inventory records, including the Software Engineering Notebook, Users Guides, operations guides, and inventory databases, as maintenance requests are completed. This will be completed in conjunction with any application or A/V changes made at either location. Documentation updates on the application or the A/V system changes will be completed within thirty (30) calendar days by the Contractor, and the Contractor is responsible for updating the operations

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guides in all locations.

The Contractor shall be responsible for preparing and submitting to the NRC any software toolkit requests for any new software product, or new software version, that is added to the baseline configuration. It is estimated that this may occur once or twice a year.

The Contractor shall utilize government-furnished equipment listed in Attachment I as emergency replacement components. Further, on a yearly basis on the first business of July, the Contractor shall recommend to the government components that should be purchased by the government to be used as emergency replacements of key existing DDMS components that are not fully redundant or fault tolerant.

The Contractor shall, upon request, produce ad-hoc reports and queries from any DDMS application component system. The NRC estimates that this will require one (1) simple report (e.g., consisting of a query utilizing three or less data sources) and one (1) complex report (e.g., consisting of a query utilizing more than three data sources) per month.

The Contractor shall respond to approximately one (1) or two (2) questions per week from DDMS account holders pertaining to use and technical aspects of the various application systems as directed by the NRC DDMS Project Officer.

The Contractor shall inform the DDMS Project Management Team via the DDMSwebmaster@nrc.gov e-mail account using the internal NRC e-mail system upon completion of each maintenance and operational support activity. The e-mail will define the action taken and identify any subsequent actions that may be necessary.

The Contractor shall only use licensed software and in-house developed authorized software (including NRC and Contractor-developed) on the system and for processing NRC information. Public domain, shareware, or freeware shall only be installed after prior written approval is obtained from the NRC Chief Information Security Officer (CISO) via the NRC DDMS Project Officer.

5.1.2 Objectives

5.1.3 Initiation of Work

The Contractor shall have responsibility for, and is authorized without prior specific approval by the NRC DDMS Project Officer to undertake, any necessary actions regarding the items specifically identified in section 5.1.1 so long as the effort takes no more than sixteen (16) hours. The Contractor shall notify the DDMS Project Management Team upon completion of each activity. Notification shall include identification of any issues and/or problems encountered and a brief summary of the resolution.

For items specifically identified in section 5.1.1 that the Contractor determines will take more than 16 hours to complete, the Contractor shall request approval from the NRC DDMS Project Officer before commencing work.

For all other work not specifically identified in section 5.1.1, the NRC DDMS Project Officer shall submit work requests by e-mail or other written correspondence to the Contractor as detailed in section 5.1.4 below. The Contractor shall respond to the work request by e-mail or other written

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communication to the DDMS Project Management Team within one (1) week of the request. The response shall include the estimated level of effort to complete the activity and supporting detail as requested. The NRC DDMS Project Officer will review the response from the Contractor and will provide further direction to the Contractor within five (5) days of receiving the response.

Application system failures or other critical problems (i.e., Norton Antivirus, backup software, intrusion detection) that require emergency maintenance action on the DDMS discovered during Contractor monitoring efforts shall be remedied immediately. The problem and corrective solution shall be brought to the attention of the DDMS Project Management Team within two (2) hours.

5.1.4 Work Actions Requiring Pre-Approval

Within one (1) week of a work request, the Contractor shall develop and deliver via e-mail to NRC's DDMS Project Management Team, work estimates, schedules and plans for the requested work. NRC's DDMS Project Management Team will review the Contractor's assessment and the NRC DDMS Project Officer will provide comments within two (2) working days of receipt of the Contractor's proposed work plan. The Contractor shall not commence code or data changes without an e-mail authorization from the NRC DDMS Project Officer. Authorized actions shall be performed by the Contractor within five (5) working days of authorization, unless a longer time is approved by the NRC DDMS Project Officer.

5.1.5 Standard Work Approach

DDMS system maintenance requests will routinely involve software releases of the COTS products that make up the DDMS system. The Contractor shall inform the NRC DDMS Project Officer when releases to underlying COTS products are available and request that the Project Officer submit a change request to the DDMS Change Control Board.

No changes shall be made to the application source code without written authorization from the NRC DDMS Project Officer. Once that authorization is provided, changes shall be made in accord with the DDMS Configuration Management Plan. It is the responsibility of both NRC DDMS Project Officer and the Contractor to ensure that the introduction of any new product to the application system is consistent with the authorized list of vendor products (a.k.a., the toolkit) approved by NRC's Environmental Change Control Board.

The Contractor shall maintain a current copy of the DDMS production system in a near production configured test and development environment and any other NRC owned and operated computing installation. The Contractor shall adhere to the testing procedures defined in the DDMS Configuration Management Plan to ensure continued compatibility with existing NRC applications.

5.1.6 Specialized Maintenance Support

The Contractor shall provide access to vendor system specialists to support key software and hardware components as needed to troubleshoot unique or atypical technical situations, such as the courtroom evidence presentation system, portal technologies, and multi-media recording technologies. It is estimated that each of these products may experience one (1) problem per

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year requiring sixty (60) hours of specialized expertise that will be employed in conjunction with Contractor's regular O&M staff.

5.1.7 Scheduled Deliverables

Individual deliverables and specific due dates shall be negotiated with each planned maintenance release and in accord with directions from the NRC DDMS Project Officer. The Contractor shall deliver to the DDMS Project Management Team, via the DDMSwebmaster@nrc.gov e-mail account using the internal NRC e-mail system, both draft and final versions of all new and updated documentation deliverables associated with each maintenance or operations support activity. Drafts shall be delivered for NRC review in time to provide a sufficient period for NRC review (three (3) to five (5) working days). Final versions shall be delivered incorporating comments and/or changes provided to the NRC DDMS Project Officer.

The Contractor shall deliver all required reports and any correspondence to the DDMS Project Management Team via the DDMSwebmaster@nrc.gov e-mail account using the internal NRC e-mail system.

Related SOW section / task	Deliverable Name	Delivery Schedule
Section 5.1.1.1 Paragraph 3	Report of software or hardware licenses or maintenance agreements	First business day of each quarter
Section 5.1.1.1 Paragraph 6	Training activity report	First business day of each quarter
Section 5.1.1.2 Paragraph 1	Verify EHD documents have been indexed into DDMS	Daily (Working Days)
Section 5.1.1.2 Paragraph 2	Verify DDMS ad hoc documents are available in ADAMS	Daily (Working Days)
Section 5.1.1.2 Paragraph 3	Verify Environmental Status	Daily (Working Days)
Section 5.1.1.2 Paragraph 4	Verify data backups	Daily (Working Days)
Section 5.1.1.2 Paragraph 5	Verify remote site connectivity	Daily (Working Days)
Section 5.1.1.2 Paragraph 6	Verify Data and File Replication	Daily (Working Days)
Section 5.1.1.3 Paragraph 1	System Diagnostic Tests Report	Weekly
Section 5.1.1.4 Paragraph 2	Patch Installation Report	Weekly
Section 5.1.1.4 Paragraph 4	Mid-month activity report	Delivery one (1) working day prior to scheduled meeting
Section 5.1.1.4 Paragraph 5	End of month activity report	Delivery one (1) working day prior to scheduled meeting
Section 5.1.1.4 Paragraph 7	Updates to documentation as a result of hardware,	Appropriate documentation update within thirty (30)

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	operation system, or component configuration change	calendar days of configuration change
Section 5.1.1.4 Paragraph 9	Recommendation for on hand emergency replacement equipment	Once a year on the first business day of July

5.2 Task Two – IT Related Security Activities

5.1.2 Objectives

The primary objective of this task is to ensure that the DDMS remains available for use throughout its entire life-cycle and meets applicable Federal and Agency IT security requirements. Security measures that are monitored, tested, and updated are crucial to the availability of the DDMS. Additionally, Federal IT systems are governed by federal statutes, laws, and standards. Strict adherence to the rules and regulations are a must for Federal IT systems to remain in production. This Task is specifically designed to maintain a strong security posture that is in alignment with Federal IT systems rules and regulations.

5.2.2 Scope of Security Activity

The Contractor shall ensure that DDMS maintains a security posture commensurate with FIPS 200 "Minimum Security Requirements for Federal Information and Information Systems" for Moderate¹⁰ systems, the Moderate control baseline from NIST SP 800-53 "Recommended Security Controls for Federal Information Systems", and all applicable provisions in MD 12.5 "Automated Information Security Program".

The Contractor shall be responsible for reviewing security logs on a daily basis using automated analysis tools for the DDMS routers, firewalls, servers, and workstations to ensure the continued availability of the DDMS using government-furnished equipment and resources when available and where appropriate. The Contractor shall deliver a weekly report detailing the results of the daily security reviews to the DDMS Project Management Team.

The Contractor, on a calendar year based quarterly cycle, shall evaluate the security posture of the DDMS by conducting a test of twenty-five (25) percent of the current in-place NIST SP 800-53, Recommended Security Controls for Federal Information Systems and FIPS 200 Minimum Security Requirements for Federal Information and Information Systems. The Contractor shall evaluate the security controls that are required for the DDMS using Contractor resources that are not directly under the supervision of the Contractor division or department that provides operations and maintenance support. The controls shall be selected by the NRC DDMS Project Officer and provided to the Contractor ten (10) calendar days prior to the required evaluation date. The process for conducting the evaluation will be completed by the Contractor within twenty-five (25) calendar days of receiving the selected controls using the current version of NIST SP 800-53A, Guide for Assessing the Security Controls in Federal Information Systems. Upon completing the evaluation, the Contractor shall provide the NRC DDMS Project Officer a report detailing the findings of the evaluation and a Plan of Action for resolving any issues found

¹⁰ The level of controls needed to meet these requirements is based on the level of information sensitivity as determined by the DDMS Security Categorization Document. The Information Sensitivity level of the DDMS is categorized as moderate.

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during the evaluation. The report and plan of action shall be delivered no more than five (5) working days after the completion of the evaluation.

In conducting all DDMS IT security functions, the Contractor shall follow appropriate NRC IT security policy, procedures, and standards as defined on the NRC CSO website and DDMS specific IT Security Procedures, as defined in the DDMS Security Guidelines document.

The Contractor shall be responsible for providing a plan of action to the DDMS Project Team that ensures the DDMS software and hardware components adhere to the latest version of all applicable Federal Information Technology Security guidance and standards. Guidance and standards include, but is not limited to, NRC Management Directive 12.5 Automated Information Security Program, and the National Institute of Standards and Technology (NIST) guidance and Federal Information Processing Standards (FIPS and Committee on National Security Systems (CNSS) policy, directives, instructions and guidance.

On a yearly basis, the Contractor shall provide qualified staff to meet with OIS Staff, CSO Staff, other NRC Contractors, and the DDMS Project Management Team to assist in efforts to complete IT security activities including:

- Security Risk Assessment - The Contractor shall work with the NRC DDMS Project Officer in performing Risk Assessment activities according to NRC policy, standards, and guidance. The Contractor shall perform Risk Assessment activities that include analyzing how the architecture implements the NRC documented security policy for the system and assessing how management, operational, and technical security control features are planned or implemented and how the system interconnects to other systems or networks while maintaining security.
 - System Security Plan - The Contractor shall assist in maintaining the system security plan (SSP) according to NRC policy, standards, and guidance to define the implementation of IT security controls necessary to meet both the functional assurance and security requirements. The Contractor shall ensure that all controls required to be implemented are documented in the SSP.
 - Security Test & Evaluation (ST&E) - The Contractor shall support ST&E activities, including, but not limited to, coordinating the ST&E and developing the ST&E Plan and executing ST&E test cases and documenting test results.
 - Plan of Action and Milestones (POA&M) Maintenance & Reporting - The Contractor shall assist in the development and implementation of solutions that provide a means of planning and monitoring corrective actions.
 - Certification and Accreditation Documentation - The Contractor shall assist in the creation, updating, and maintenance of all Certification and Accreditation (C&A) documentation as directed by the NRC DDMS Project Officer. Deliverables may include, but are not limited to the following items: Privacy Impact Assessment, System Security Categorization, Risk Assessment Report, System Security Plan, Memorandum of Understanding, Interconnection Security Agreement, ST&E Plan, Security Assessment Report, Vulnerability Assessment Report, POA&M, Deviation Request, and Business Impact Analysis and Contingency Plan.
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On a yearly basis, DDMS IT Security Documentation shall be independently reviewed and tested by an Agency-provided Contractor or by the DDMS Project Team. The Contractor shall use the results of these tests as a basis for updating the documents listed in the DDMS Table of Documents document. Additionally, the Contractor shall be fully responsive and provide all needed support in circumstances in which the DDMS Project Management Team members independently inspect and test security components.

The Contractor, on a quarterly basis, shall evaluate the results of a comprehensive security scan of the DDMS by the DDMS Project Team using the OIS approved security scanning tool set. Upon completion of the scans, the Contractor shall be provided the full results of the scans and shall resolve or mitigate: (1) categorized critical issues within thirty (30) calendar days of receiving the scan results; (2) categorized high issues within forty-five (45) calendar days of receiving the scan results; (3) categorized medium issues within sixty (60) calendar days of receiving the scan results; and (4) categorized low issues within seventy-five (75) calendar days of receiving the scan results. The Contractor shall provide the DDMS Project Management Team with weekly updates regarding the progress of the resolution or mitigation of the scan results.

On a yearly basis in the April/May timeframe, at the direction of the NRC DDMS Project Officer, the Contractor shall exercise the DDMS Contingency Plan. The Contingency Plan test may take the form of a full-blown contingency test or a table-top exercise and should take no more than ten (10) calendar days to complete. At a minimum, a full Contingency Plan test will occur every three years. Within ten (10) working days of the conclusion of the Contingency Plan test, the Contractor shall conduct a lessons learned session of no more than one (1) hour, during which it shall provide the DDMS Project Team with a detailed report on the results of the test, and document the Contingency Plan test results in an NRC-approved format. The DDMS Contingency Plan shall be updated by the Contractor within ten (10) working days after the lessons learned session is held.

On a quarterly basis, at the direction of the DDMS Project team, the Contractor shall test the DDMS incident response capabilities as defined in the DDMS Incident Response Plan. Within ten (10) working days of the conclusion of the incident response test, the Contractor shall conduct a lessons learned session of no more than one (1) hour, during which it shall provide the DDMS Project Team with a detailed report on the results of the test, and document the incident response test results in an NRC-approved format. The DDMS Incident Response Plan shall be updated by the Contractor within ten (10) working days after the lessons learned session is held.

On a quarterly basis, the Contractor shall test recovery of data from backup tapes following the test procedures outline in the DDMS Backup and Recovery Plan. Within five (5) working days of the conclusion of the data recovery test, the Contractor shall conduct a lessons learned session of no more than one (1) hour, during which it shall provide the DDMS Project Team with a detailed report on the results of the test, and document the data recovery test results in a NRC approved format. As needed based on the results of the data recovery exercise, the DDMS Backup and Recovery Plan shall be updated within ten (10) of the delivery of the data recovery test report.

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5.2.3 Initiation of Work

Unless otherwise noted, the Contractor shall have the responsibility to, and is authorized to take, necessary actions for the items specifically identified in section 5.2.2 without prior specific approval by the NRC DDMS Project Officer. The Contractor shall notify the DDMS Project Management Team upon completion of each such activity. Notification shall include identification of any issues and/or problems encountered and a brief summary of the resolution.

If discovered during monitoring efforts conducted by the Contractor in its role of providing operations and production support or by monitoring efforts conducted by NRC Network Operations Center staff or Contractors, potential security vulnerabilities (i.e., Norton Antivirus, intrusion detection) or other critical problems that require emergency maintenance action on DDMS shall immediately be corrected and brought to the attention of the DDMS Project Management Team.

5.2.4 Scheduled Deliverables

Related SOW task or section	Deliverable Name	Delivery Schedule
Section 5.2.2 Paragraph 1	Security Log Review Report	Weekly
Section 5.2.2 Paragraph 2	NIST 800-53 Security Control Review Report	Quarterly – Within five (5) working days of the completion of the NIST SP 800-53 control set evaluation
Section 5.2.2 Paragraph 7	Resolution/Mitigation of Vulnerability Scan Findings	Categorized critical issues within thirty (30) calendar days of receiving the scan results Categorized high issues within forty-five (45) calendar days of receiving the scan results Categorized medium issues within sixty (60) calendar days of receiving the scan results Categorized low issues within seventy-five (75) calendar days of receiving the scan results
Section 5.2.2 Paragraph 8	Yearly Contingency Plan Test Results	Yearly - within ten (10) working days of test completion
Section 5.2.2 Paragraph 8	Contingency Plan Test Lessons Learned Presentation and Detailed Results	Yearly - within ten (10) working days of test completion
Section 5.2.2 Paragraph 8	Updated Contingency Plan	Yearly - within ten (10) working days of lessons learned presentation

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Section 5.2.2 Paragraph 9	Quarterly Incident Response Test Results	Quarterly - within ten (10) working days of test completion
Section 5.2.2 Paragraph 9	Incident Response Test Lessons Learned Presentation and Detailed Results	Quarterly - within ten (10) working days of test completion
Section 5.2.2 Paragraph 9	Updated Incident Response Plan	Quarterly - within ten (10) working days of lessons learned presentation
Section 5.2.2 Paragraph 10	Quarterly Data Recovery Test Results	Quarterly - within five (5) working days of test completion
Section 5.2.2 Paragraph 10	Data Recovery Test Lessons Learned Presentation and Detailed Results	Quarterly - within five (5) working days of test completion
Section 5.2.2 Paragraph 10	Updated Backup and Recovery Plan	Quarterly - within ten (10) working days of lessons learned presentation

5.3 Task Three – Hearing/Meeting Support

5.1.2 Objectives

The purpose of this task is to ensure that the Contractor provides sufficient qualified staffing (e.g., staff capable of supporting the DDMS courtroom evidence presentation system, operating the DDMS application, supporting Clerk of Court functions) to support ASLBP hearings or meetings.

5.3.2 Scope of Hearing/Meeting Support

For hearings held in the ASLBP's Rockville, MD hearing room the Contractor shall provide as many as two (2) individuals to provide operational support for the A/V system and DDMS Application for periods generally not exceeding ten (10) hours per hearing day and generally during the work week. Due to the nature of legal proceedings, however, it may become necessary for operational support to extend beyond the ten (10) hour period as well as during weekends and holidays.

For hearings held at a locations other than the ASLBP's Rockville, MD hearing room, the Contractor shall provide in Rockville, MD, one (1) individual capable of supporting the technical operation of the DDMS for periods generally not exceeding ten (10) hours per hearing day and generally during the work week. Due to the nature of legal proceedings, however, it may become necessary for operational support to extend beyond that ten (10) hour period as well as during weekends and holidays.

For hearings held in the ASLBP's Rockville, MD hearing room, the Contractor shall conduct a thorough system test of the A/V system, to include A/V feeds to external distribution services such as videoconferencing units, the ASLBP web streaming contractor, NRC internal cable broadcast, etc., to ensure that the hearing room is ready for that day's hearing/meeting at least one (1) hour prior to the beginning of scheduled hearings/meetings.

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The Contractor shall conduct a thorough system test of the DDMS application to ensure that the application is functioning as described in the DDMS participants manual and is ready for that day's hearing/meeting at least one (1) hour prior to the beginning of scheduled hearings/meetings. In addition, for hearings held in the Rockville, MD hearing room, the Contractor shall ensure that the application is accessible from the workstations in the hearing room and conference rooms. For hearings held in other locations, the Contractor shall ensure that the application is available via the Internet.

With direction from the NRC DDMS Project Officer, the Contractor shall work with NRC-contracted court reporters, to provide assistance to ensure that the Line 21¹¹ signals are captured for the purpose of closed-captioning and video transcript synchronization.

The Contractor shall assist the ASLBP clerk of the court in performing any session beginning or ending data migration or other activities required to support the day's proceedings.

When requested by the NRC DDMS Project Officer, during hearings held in Rockville or other sites in the continental United States, the Contractor shall provide the Panel with one (1) individual for day-to-day operational support for hearing-related activities that include, but are not be limited to, electronically marking exhibits, displaying electronic evidence, and receiving electronic documents from hearing participants and adding those documents to DDMS as ad hoc documents or exhibits. Hearings will generally not exceed ten (10) hours per hearing day and are generally held during the work week. Due to the nature of legal proceedings, however, it may become necessary for operational support to extend beyond that ten (10) hour period as well as during weekends and holidays.

The Contractor shall provide operational support on the A/V subsystem to the clerk of court and/or participants involved in hearings/meetings utilizing the DDMS system.

On an as needed basis, but no more than once per month, the Contractor shall provide input into lessons learned briefings based on their experience supporting hearings and/or meetings.

5.3.3 Initiation of Work

In general, the NRC DDMS Project Officer will notify the Contractor by e-mail at least two (2) weeks before any scheduled hearing/meeting indicating the level of support needed. Nonetheless, due to the nature of legal/regulatory proceedings, the Contractor should expect that, on occasion, there may be as little as twenty-four (24) hours notice from the NRC DDMS Project Officer requesting hearing/meeting support.

The Contractor shall continue to support scheduled hearings/meetings that exceed the planned daily ten (10) hour duration without requiring prior approval from the NRC DDMS Project Officer. If an ASLBP presiding officer directs that a particular hearing session shall continue beyond the planned schedule, the Contractor shall consider the assignment extended and should notify the

¹¹ Line 21 is the industry-standard track of a video signal used by closed-captioning systems to embed the text onto the video signal. The serial output of the transcription machine is connected to a Line 21 encoder. The Court Reporter/closed captionist will connect his/her stenographic machine to a DDMS workstation running the Total Eclipse Court Reporting/Closed Caption software. This workstation and software will translate the output from the stenographic machine and provide input to the closed caption encoder that provides the text for the real-time transcript as well as the closed caption text displayed on the hearing room monitors to assist the hearing impaired.

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NRC DDMS Project Officer regarding the session extension.

5.3.4 Scheduled Deliverables

Related SOW task / section	Deliverable Name	Delivery Schedule
Section 5.3.2 Paragraph 4	Audio visual system check	Daily per hearing day

5.4 Task Four – Application Enhancements, Development and Test Environment

5.1.2 Objectives

The objective of this task is to provide operational flexibility for the DDMS as policies and procedures within the NRC, ASLBP, and the industry evolve. This task both enables DDMS enhancements and provides for specific procedures to control how those enhancements are introduced, evaluated, and implemented.

The NRC has two (2) test environments that are used in conjunction with the deployment of new systems and modifications to others.

The first is the CTF, which is operated independent of the NRC's production environment. The CTF provides a flexible environment to facilitate the various types of standard system life cycle testing. Any systems that are deployed in the agency's production environment must complete an Acceptance Test that involves verifying security and operational compliance, as well as overall compatibility, with the production environment. Also, some COTS and/or desktop deployments new to the production environment may require a Desktop Acceptance Test.

The second test environment is the TAE, which is used to perform impact analysis and quality assurance on system changes, upgrades, and refinements before they are migrated to the production environment, as prescribed by the NRC's PMM.

5.4.2 Scope of Application Enhancements Activity

The Contractor shall have available qualified staff capable of making enhancements to the DDMS based upon requests from the NRC DDMS Project Officer for changes that have been approved by the DDMS CCB. The Contractor shall provide a requirements document and implementation approach for each CCB requested change or group of changes for approval by the NRC DDMS Project Officer. This document shall include an estimate of the amount of effort required to complete the development, testing, implementation, documentation updates, and potential IT security impacts associated with the requested change.

The Contractor shall use a government-furnished development system to develop and test changes that may be installed at the Contractor's facility, provided the facility has been accredited by NRC for processing information at the moderate sensitivity level. Although the DDMS may process sensitive unclassified non-safeguards information, the Contractor shall only use publicly available data for testing purposes.

Once the enhancement or change is completed, the Contractor shall follow the procedures detailed in the DDMS Configuration Management Plan for testing and deployment into the

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production environment.

Within ten (10) working days after deployment, the Contractor shall ensure that all DDMS installations owned and operated by the NRC are updated with the new code baseline as well as the Rational code base repository as defined by PMM procedures.

The Contractor shall not hardcode any passwords into the software unless the password only appears on the server side (e.g. using server-side technology such as ASP, PHP, or JSP).

The Contractor shall ensure that the software does not contain undocumented functions and undocumented methods for gaining access to the software or to the computer system on which it is installed. This includes, but is not limited to, master access keys, back doors, or trapdoors.

All development and test systems shall be protected based on FIPS 200 "Minimum Security Requirements for Federal Information and Information Systems for Moderate" systems, the Moderate control baseline from NIST SP 800-53 "Recommended Security Controls for Federal Information Systems", and all applicable provisions in MD 12.5 "Automated Information Security Program".

Development and test systems shall be physically and/or logically separated from each other and shall not be connected to the NRC production environment.

In conjunction with any system enhancement developed and implemented as part of this task, the Contractor shall update all system documentation, training material, and DDMS context help within twenty (20) working days to reflect the implemented enhancement.

5.4.3 Scope of Test Environment Activity

The Contractor shall maintain, as needed, components in the CTF for the purposes of acceptance testing that involves verifying security and operational compliance, as well as overall compatibility, with the NRC production environment. Components used in the CTF shall consist of a government-furnished components.

The Contractor shall also maintain a system in the NRC's TAE environment. This system only needs to include components that are required to simulate the external interface connections to in-house NRC systems.

Additionally, the Contractor shall maintain a government-furnished test system at their location that replicates the DDMS as closely to the installed system as possible, including a clustered server environment and non-clustered video encoding equipment. The Contractor shall also maintain a development system and environment for processing sensitive DDMS documentation. The Contractor facility and specific location where the test system, development system, and document processing environment will reside must meet both Federal and NRC information system security requirements as well as physical security requirements. The level of controls needed to meet these requirements is based on the level of information sensitivity determined by the DDMS Security Categorization Document, which currently is categorized as moderate. Although the DDMS may process sensitive unclassified non-safeguards information, the Contractor shall only use publicly available data for testing purposes.

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The Contractor shall ensure that all DDMS installations maintain the current operating version of the DDMS application.

Within six months of Contract award, the NRC shall provide updated components to replace aging development and test system components. The Contractor shall configure and integrate those updated components into the appropriate environment strictly adhering to configuration management procedures outlined in the DDMS Configuration Management Plan.

5.4.4 Initiation of Work

The NRC DDMS Project Officer shall send a request to the Contractor to initiate any enhancement as defined in section 5.4.2. The NRC DDMS Project Officer shall send the Contractor the DDMS CCB approval form and detailed information regarding the requested enhancement.

The Contractor shall have authority to take necessary actions for each item listed in section 5.4.3 without prior approval. The Contractor shall notify the NRC DDMS Project Officer upon completion of each activity. Notification shall include identification of any issues and/or problems encountered and a brief summary of the resolution.

5.4.5 Scheduled Deliverables

Related SOW task / Section	Deliverable Name	Delivery Schedule
Section 5.4.2 Paragraph 1	Change Proposal Implementation Plan	As defined in the DDMS Configuration Management Plan
Section 5.4.2 Paragraph 3	Requested Enhancement	As detailed in approved implementation plan
Section 5.4.2 Paragraph 4	Code Baseline deployed to all DDMS installations	Within Ten (10) working days of deployment to production
Section 5.4.2 Paragraph 4	Rational Code Base Repository	Within Ten (10) working days of deployment to production

5.5 Optional Tasks

5.5.1 Optional Task 6A - Technology Refresh of Rockville Data Processing Sub-System

5.5.1.1 Optional Task 6A - Objective

The objective of this task is to provide a vehicle in which the hardware components of the DDMS installed in Rockville can keep pace with the current state of technology. Hardware technology changes at a rapid pace and typically has a fixed lifetime for warranty service and

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product support. Therefore, to maintain the reliability and performance of the DDMS, provisions need to be in place to adapt to the changing IT environments and support structures.

5.5.1.2 Optional Task 6A Scope

Following configuration management procedures outlined in the DDMS Configuration Management Plan, the Contractor shall replace the Rockville Data Processing components identified as RKDPSS in the revised Attachment II Sub-System Component column, that are chosen by the DDMS Project Management Team at the time of task execution with comparable hardware provided by the government that meets or exceeds current technical specifications. The operating systems of any new servers and workstations shall be on the approved Agency operating system list at the time this task is executed.

The Contractor shall provide the NRC with a detailed technology refresh plan that adheres to all NRC policies regarding the introduction of new hardware and/or software components into the NRC's IT infrastructure and at a minimum includes a components list, integration plan, migration plan, and any other Project Management Methodology (PMM) documentation appropriate for the type of technology refresh that is recommended. Additionally, the detailed technology refresh plan shall include a schedule for the delivery of documentation updates related to any Security Certification and Accreditation Activities required for the new or updated components to be integrated into the NRC production environment. This includes updates to all required PMM documents including, but not limited to, the DDMS Security Categorization, the DDMS Risk Assessment, the DDMS Security Plan, the DDMS Contingency Plan, the DDMS Security Test and Evaluation Plan, the DDMS Interface Control Document, and the DDMS Operational Support Guide.

The technology refresh plan should be structured so as not to interfere with or hamper any ongoing proceedings that are being conducted. The technology refresh plan shall be delivered within thirty (30) calendar days of the execution of this optional task.

Upon approval of the technology refresh plan, the Contractor shall implement the technology refresh based upon the approved components list and the integration and migration plans, and shall complete the refresh within one hundred eighty (180) calendar days of receiving approval to proceed.

The Contractor shall leverage existing software maintenance licenses when possible.

5.5.1.3 5.6.1.3 Optional Task 6A Initiation of Work

If the NRC determines that a technology refresh of the Rockville data processing components is warranted, the government will exercise optional task 6A. When the task is exercised, a list of components to be refreshed and provided by the government will be attached to the notification. It should be noted that not all components associated with a given sub-task may be included in the selected component list. Upon the Contractor's acceptance of the Contract modification, the Contractor shall begin developing the technology refresh plan and shall deliver it to the DDMS Project Management Team within thirty (30) calendar days of Contractor acceptance.

The DDMS Project Management Team will evaluate the technology refresh proposal and present a recommendation to ASLBP Management for its consideration, along with a request for

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a Go/No Go decision. The Contractor will be notified by the NRC DDMS Project Officer within ten (10) working days of the receipt of the refresh plan of the ASLBP Management decision. If a Go decision is issued, the Contractor shall begin work immediately on the technology refresh according to the technology refresh proposal. Should a No Go decision be issued, the Contractor shall terminate any activity related to this task.

The estimated early start for sub-task 6A would be October 2013.

See deliverable list in section 5.7.

5.5.2 Optional Task 6B - Technology Refresh of Rockville Audio/Visual Sub-System

5.5.2.1 Optional Task 6B - Objective

The objective of this task is to provide a vehicle in which the audio/visual components of the DDMS installed in Rockville can continue to provide quality audio visual service. Audio video technology changes at a rapid pace and typically has a fixed lifetime for warranty service and product support. Therefore, to maintain the reliability and performance of the DDMS, provisions need to be in place to adapt to the changing audio video environments and support structures.

5.5.2.2 Optional Task 6B Scope

Following configuration management procedures outlined in the DDMS Configuration Management Plan, the Contractor shall replace the Rockville Audio Visual Sub-System components, identified as RKAVSS in the revised Attachment II Sub-System Component column, that are chosen by the DDMS Project Team at the time of task execution with comparable components provided by the government that meets or exceeds current technical specifications and maintain existing functionality.

The Contractor shall provide the NRC with a detailed technology refresh plan that adheres to all NRC policies regarding the introduction of new hardware and/or software components into the NRC's IT infrastructure and at a minimum includes a components list, integration plan, migration plan, and any other Project Management Methodology (PMM) documentation appropriate for the type of technology refresh that is recommended. Additionally, the detailed technology refresh plan shall include a schedule for the delivery of documentation updates related to any Security Certification and Accreditation Activities required for the new or updated components to be integrated into the NRC production environment. This includes updates to all required PMM documents including, but not limited to, the DDMS Security Categorization, the DDMS Risk Assessment, the DDMS Security Plan, the DDMS Contingency Plan, the DDMS Security Test and Evaluation Plan, the DDMS Interface Control Document, and the DDMS Operational Support Guide.

Upon approval of the technology refresh plan, the Contractor shall implement the technology refresh based upon the approved components list, and the integration and migration plans, and shall complete the refresh within one hundred eighty (180) calendar days of receiving approval to proceed.

The design shall utilize high definition video components when possible.

The design shall utilize existing cabling when possible. In instances when existing cable is not

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sufficient, the Contractor shall provide cabling requirements to the government for its review. Should the government accept the proposed cabling requirements; the Government will furnish necessary cabling in the Rockville Hearing room.

The design shall include the same number of inputs and outputs that exist at the time this task is executed.

The Contractor shall leverage existing software maintenance licenses when possible.

The estimated early start for sub-task 6C would be October 2013.

5.5.2.3 5.6.3.3 Optional Task 6B Initiation of Work

If the government determines that a technology refresh of the Rockville audio video components is warranted, the government will exercise optional task 6C. When the task is exercised, a list of components to be refreshed and provided by the government will be attached to the notification. It should be noted that not all components associated with a given sub-task may be included in the selected component list. Upon the Contractors acceptance of the Contract modification, the Contractor shall begin the development of the technology refresh plan and deliver it to the DDMS Project Team within thirty (30) calendar days of Contractor acceptance.

The DDMS Project Management Team will evaluate the technology refresh proposal and present a recommendation to ASLBP Management for its consideration, along with a request for a Go/No Go decision. The Contractor will be notified by the NRC DDMS Project Officer within ten (10) working days of the receipt of the refresh plan of the ASLBP Management decision. If a Go decision is issued, the Contractor shall begin work immediately on the technology refresh according to the technology refresh proposal. Should a No Go decision be issued, the Contractor shall terminate any activity related to this task.

The estimated early start for sub-task 6C would be October 2013.

See deliverable list in section 5.7.

5.6 Optional Tasks - Estimated Period of Performance and Delivery Schedule

Sub Task 6A - Technology Refresh of Rockville Data Processing Sub-System		
Estimated Task Start:		Earliest Start – October 2013
Related SOW task / Section	Deliverable Name	Delivery Schedule
Section 5.6.1.2 Paragraph 2	Technology Refresh Plan	Within thirty (30) calendar days of Task Execution
Section 5.6.1.2 Paragraph 2	PMM Documentation	As detailed in the Technology Refresh Plan

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Section 5.6.1.2 Paragraph 2	Security Documentation	As detailed in the Technology Refresh Plan
Section 5.6.1.2 Paragraph 3	Implemented Rockville Data Processing Sub- system	No Later than one hundred eighty (180) calendar days after receiving approval of Technology refresh plan
Sub Task 6B - Technology Refresh of Rockville Audio Visual Sub-System		
Estimated Task Start:		Earliest Start – October 2013
Related SOW task / Section	Deliverable Name	Delivery Schedule
Section 5.6.3.2 Paragraph 2	Technology Refresh Plan	Within thirty (30) calendar days of Task Execution
Section 5.6.3.2 Paragraph 2	PMM Documentation	As detailed in the Technology Refresh Plan
Section 5.6.3.2 Paragraph 2	Security Documentation	As detailed in the Technology Refresh Plan
Section 5.6.3.2 Paragraph 3	Implemented Rockville Audio Visual Sub- System	No Later than one hundred eighty (180) calendar days after receiving approval of Technology refresh plan

6 Optional Task Seven - Transition Task

6.1 Objective

The objective of the transition task is to provide a knowledge transfer of operating procedures, system design, and system configuration to the successful bidder for any follow-on operations and maintenance support contract. This task also provides a mechanism to transfer hardware components.

6.2 Scope of Transition Task

The Contractor shall make available to the successful bidder individuals in the following roles, each for a period of no more than one hundred sixty-eight (168) hours during the last sixty (60) calendar days of this contract's period of performance:

1. Contractor Project Manager
2. System Administrator
3. Audio Visual Senior Engineer
4. Senior Application Developer

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5. Most Senior Day-to-Day operations support individual

The Contractor shall provide a detailed physical configuration diagram of all configured environments installed at their facility.

The Contractor shall disassemble and ready for shipping all government-owned equipment located at their facility to be picked up by a government-provided shipper for delivery to the successful bidder fifteen (15) calendar days prior to last day of this contract.

6.3 Initiation of Work

Should a need arise to transition Contractor support from the incumbent to another entity, the NRC DDMS Project Officer shall send a notification to the Contractor indicating a transition meeting schedule ninety (90) calendar days prior to the last day of the contract's period of performance setting the schedule for meeting the items listed in section 6.2.

7 NRC Computer Security Requirements

The contractors shall only use NRC approved methods to send and receive information considered sensitive.

When e-mail is used, the Contractors shall only use NRC provided e-mail accounts to send and receive sensitive information (information that is not releasable to the public) or mechanisms to protect the information during transmission to NRC that have been approved by the NRC Computer Security Office (CSO).

All Contractor employees, prior to being granted access to NRC computing resources, shall, at a minimum, complete the NRC's Computer Security Awareness Course for General Users and sign the NRC Agency Rules of Behavior for Secure Computer Use.

All work performed at non-NRC facilities shall be conducted in facilities and on IT systems (i.e. servers, workstations, routers, firewalls, etc.) accredited by the NRC using FIPS 200 "Minimum Security Requirements for Federal Information and Information Systems" for Moderate¹² systems, the Moderate control baseline from NIST SP 800-53 "Recommended Security Controls for Federal Information Systems", and all applicable provisions in MD 12.5 "Automated Information Security Program".

The contractor shall ensure that the NRC data processed during the performance of this contract shall be purged from all data storage components of the contractor's computer facility, and the contractor will retain no NRC data within 30 calendar days after contract is completion. Until all data is purged, the contractor shall ensure that any NRC data remaining in any storage component will be protected to prevent unauthorized disclosure.

All media used by the contractor to store or process NRC information shall be controlled in such a manner as to protect it at the Moderate sensitivity level.

¹² The level of controls needed to meet these requirements is based on the level of information sensitivity as determined by the DDMS Security Categorization Document. The Information Sensitivity level of the DDMS is categorized as moderate.

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Cryptographic modules provided as part of the system shall be validated under the Cryptographic Module Validation Program to conform to NIST FIPS 140-2 and must be operated in FIPS mode, where validated modules exist. For all FIPS 140-2 cryptographic modules used by the system, the contractor shall provide the FIPS 140-2 cryptographic module certificate number and a brief description of the encryption module that includes the encryption algorithm(s) used, the key length, and the vendor of the product.

The contractor shall not publish or disclose in any manner, without the contracting officer's and NRC DDMS Project Officer's written consent, the details of any security controls or countermeasures either designed or developed by the contractor under this contract or otherwise provided by the NRC.

The contractor shall only use government furnished licensed software and in-house developed authorized software (including NRC and contractor developed) on the system and for processing NRC information. Public domain, shareware, or freeware shall not be installed unless authorized by the NRC DDMS Project Officer after he/she has obtained written approval from the NRC Chief Information Security Officer (CISO).

The Contractor shall notify the NRC DDMS Project Officer within 24 hours when it is determined, for any reason, that a Contractor employee no longer requires access to an NRC system.

Two months prior to this contracts ending period of performance, the Contractor shall provide a list of NRC access approved staff that may require continued access to NRC systems either as part of a follow-on contract related to this contract or for other active NRC contracts or task orders. If continued access is required for other active NRC contracts or task orders, the list shall include the name of the NRC Project Officer, NRC Contracting Officer, Contract Number/Task Order, and Contract/Task Order name.

The Contractor shall ensure that the DDMS, and any system that processes NRC information:

- 1) Include a mechanism to require users to uniquely identify themselves to the system before beginning to perform any other actions that the system is expected to provide,
 - 2) Be able to authenticate data that includes information for verifying the claimed identity of individual users (e.g., passwords),
 - 3) Protect authentication data so that it cannot be accessed by any unauthorized user,
 - 4) Be able to enforce individual accountability by providing the capability to uniquely identify each individual computer system user,
 - 5) Report to appropriate security personnel when attempts are made to guess the authentication data whether inadvertently or deliberately,
 - 6) Records the following events:
 - a) Use of identification and authentication mechanisms,
 - b) Introduction of objects into a user's address space (e.g., file open, program initiation),
 - c) Deletion of objects,
 - d) Actions taken by computer operators and system administrators or system security officers,
 - e) Other security relevant events as defined by the CSO,
 - f) Override of security controls,
 - 7) Implement auditing, per CSO guidance, for the following:
 - a) All operating systems,
 - b) Application and application servers,
-

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- c) Web servers,
- d) Web services,
- e) Network devices,
- f) Databases and database servers,
- 8) Has the capability to log, at a minimum, the following events:
 - a) Audit all failures
 - b) Successful logon attempt
 - c) Failure of logon attempt
 - d) Permission Changes
 - e) Unsuccessful File Access
 - f) Creating users & objects
 - g) Deletion & modification of system files
 - h) Registry Key/Kernel changes
 - i) Startup & shutdown
 - j) Authentication
 - k) Authorization/permission granting
 - l) Actions by trusted users
 - m) Process invocation
 - n) Controlled access to data by individually authenticated user
 - o) Unsuccessful data access attempt
 - p) Data deletion
 - q) Data transfer
 - r) Application configuration change
 - s) Application of confidentiality or integrity labels to data
 - t) Override or modification of data labels or markings
 - u) Output to removable media
 - v) Output to a printer

8 Meetings and travel

The Contractor and the DDMS Project Management Team shall attend, as required, occasional (approximately two (2) per month) meetings at the NRC's Rockville office or at the Contractor site to discuss maintenance and operational requests, issues, and progress.

9 Period of Performance

The period of performance for this contract shall commence on September 15, 2010 and expire on September 14, 2011. This contract may be extended at the option of the Government for four (4) additional one (1)-year periods.

10 Place of Performance

Efforts under all tasks will be performed at the Contractor site, at the Rockville hearing room, located at:

U.S. Nuclear Regulatory Commission
Two White Flint North
11545 Rockville Pike
Rockville, MD 20852-2738

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or other locations in cities located near nuclear facilities or proposed nuclear facilities throughout the United States or its territories involved in licensing or enforcement activities. See the following NRC Internet web pages for potential locations:

- <http://www.nrc.gov/info-finder/reactor/>
- <http://www.nrc.gov/info-finder/materials/fuel-cycle/>
- <http://www.nrc.gov/info-finder/materials/uranium/>
- <http://www.nrc.gov/waste/ql-waste.html>

11 Contractor Performance Requirements

11.1 Documentation Deliverables

For all written deliverables, models, diagrams, and graphics, the Contractor shall deliver a draft for NRC review and shall deliver further versions until all concerns are addressed to the satisfaction of the NRC DDMS Project Officer via the DDMSwebmaster@nrc.gov e-mail account using the internal NRC e-mail system. All deliverables of this nature shall be delivered to the NRC in electronic form in its native format, such as Microsoft Word, Microsoft Excel, Microsoft Project, etc., as well as in Adobe PDF format.

11.2 Quality Assurance Surveillance Plan

This Quality Assurance Surveillance Plan (QASP) has been developed pursuant to the requirements of FAR 37.604. This plan sets forth procedures that will be used in evaluating the technical performance of the Contractor.

11.2.1 Purpose of the QASP

The QASP is designed to define the roles and responsibilities, identify the performance objectives, define the methodologies used to monitor and evaluate the Contractor's performance, describe quality assurance reporting, and describe the analysis of quality assurance monitoring results.

The QASP is intended to accomplish the following:

Define the roles and responsibilities of participating government officials;

Define the types of work to be performed:

1. Describe the evaluation methods that will be employed by the government in assessing the Contractor's performance;
2. Provide copies of the quality assurance monitoring forms that will be used by the government in documenting and evaluating the Contractor's performance; and
3. Describe the process of performance documentation.

The Contractor shall develop a Contractor's Quality Control Plan that will set forth the staffing and procedures for self inspecting the performance requirements in the Statement of Work. The Contractor will develop and implement a performance management system with processes to assess and report their performance to the NRC DDMS Project Officer. The Contractor shall

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bring problems affecting performance to the attention of the NRC DDMS Project Officer and NRC Contracting Officer as soon as possible.

The NRC DDMS Project Officer will monitor performance and review performance to determine how the Contractor is performing against communicated performance objectives. The NRC DDMS Project Officer will make decisions based on performance measures and notify the Contractor of those decisions. The Contractor will be responsible for making required changes in process and practices to ensure performance is managed effectively.

11.2.2 Types of Work Performed

1. Task One – Operations and Maintenance
2. Task Two – IT Related Security Activities
3. Task Three – Hearing/Meeting Support
4. Task Four – Application Enhancements, Development and Test Environment
5. Optional Tasks
 - a. Optional Task 6A - Technology Refresh of Rockville Data Processing Sub-System
 - b. Optional Task 6B - Technology Refresh of Rockville Audio Visual Sub-System
 - c. Optional Task Seven - Transition Task

11.2.3 Methods of Surveillance

There are several methods of surveillance for the performance requirements outlined in Appendix A that will be utilized. These include:

- Bi-Monthly status reports, user input, project schedule review
- Help desk and webmaster e-mail monitoring
- Inspection of deliverables, verification of schedules, and evidence of communication (i.e. e-mail threads, meeting minutes, etc)
- Inspection of Rational Tools
- NRC DDMS Project Officer review of documentation
- The review of a daily submittal report
- The review of submitted reports
- Training feedback forms and surveys
- User input

11.2.4 Quality Assurance Forms and Report

The Government's Quality Assurance (QA) monitoring, accomplished by the NRC DDMS Project Officer, will be reported using the monitoring form in Appendix B. The form, when completed, will document the NRC DDMS Project Officer's understanding of the Contractor's performance under the contract to ensure that the performance measures are being met. The NRC DDMS Project Officer will retain a copy of all completed QA monitoring forms.

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1. The NRC DDMS Project Officer will use the Surveillance Monitoring Form, found in Appendix B, to document and evaluate the Contractor's performance under the contract on a quarterly basis.
2. The NRC DDMS Project Officer will judge each requirement in accordance with the performance standards for each task.
3. The NRC DDMS Project Officer will substantiate all requirements which he/she judges to be indicative of "unacceptable" performance. Performance at the "acceptable" level is expected from the Contractor and need not be substantiated; however, it will be noted on the form.
4. The NRC DDMS Project Officer will forward copies of all completed surveillance monitoring forms to the NRC Contracting Officer and Contractor upon completion of form, quarterly. The Contractor is required to respond in writing to any negative QA monitoring form(s) within five (5) working days after receipt of the form.

11.2.5 Analysis of Surveillance Results

The NRC Contracting Officer will review each monitoring form prepared by the NRC DDMS Project Officer. When appropriate, the NRC Contracting Officer may investigate the performance event further to determine if all the facts and circumstances surrounding the event were considered in the NRC DDMS Project Officer's opinions outlined on the forms. The NRC Contracting Officer will discuss every event receiving a substandard rating with the Contractor prior to the reduction in price.

The NRC DDMS Project Officer must coordinate and communicate with the Contractor to resolve issues and concerns of marginal or unacceptable performance. The Contractor shall adjust service accordingly to bring performance up to an acceptable level.

The NRC DDMS Project Officer will notify the Contractor of failure to meet standards through QA monitoring forms.

The NRC Contracting Officer will take action, based on the completed QA monitoring forms in accord with the FAR.

Appendix A – Performance Requirement

Task One				
Performance Requirement	Performance Standard	Acceptable Level of Performance	Method of Monitoring	Incentive/Disincentive
Adherence to the NRC PMM.	Follows the NRC's Project Management Methodology and all procedures documented as part of that process.	Documented procedures are followed	Inspection of Rational Tools	Quarterly Incentive Fee of \$2500.00 when the NRC PMM documented procedures are followed
Documentation Updates	Update of DDMS documents based on DDMS configuration management plan, document update schedule (found in the DDMS Table of Documents) and as outline in this SOW.	Documents delivered based on agreed schedule and do not require substantial edits or changes to content.	NRC DDMS Project Officer review of documentation	For each day document updates are delivered late, beyond fourteen (14) days of the delivery date, \$150 per day will be deducted from the Contractor's invoice.
Reconciliation of document synchronization between ADAMS and DDMS	Report all discrepancies found during daily data consistency checks	Document synchronization issues are brought to the attention of the NRC DDMS Project Officer by 8:30 am ET as part of the daily submittal report	Review of Daily submittal report	Quarterly Incentive Fee of \$1000.00 when all reports are submitted by 8:30 am ET each day of the quarter.
Verification of nightly Backup and/or resolution of identified issues.	Backups are conducted according to the procedures documented in the DDMS Backup and Recovery Plan	Backup issues are brought to the attention of the Project Office by 8:30 am ET as part of the daily submittal report	Review of Daily submittal report	Quarterly Incentive Fee of \$1000.00 when all reports are submitted by 8:30 am ET each day of the quarter.

Task One				
Performance Requirement	Performance Standard	Acceptable Level of Performance	Method of Monitoring	Incentive/Disincentive
Ensure site connectivity to include data replication	DDMS Maintains 99% site connectivity excluding circumstances beyond the Contractors control	Ninety-nine (99) percent site connectivity	Review of Daily submittal report	Quarterly Incentive Fee of \$2500.00 when DDMS maintains 99% site connectivity sites.
Delivery of reports as defined in Section 5.1.7	Delivery of reports as defined in the SOW.	Delivery Schedule set forth in Section 5.1.7 or agreed upon delivery schedule	Review of submitted report	For each day weekly/monthly reports are delivered late, beyond one (1) day of the delivery date, \$150 per day will be deducted from the Contractor's invoice.
Notification of expiring software or hardware license or maintenance agreements.	Notification of software or hardware license or maintenance agreements that will expire in the following quarter	Notification during the previous quarter.	Review of submitted report	\$1000.00 will be deducted for each software or hardware maintenance or license agreement that is not brought to the attention of the government for renewal the quarter before it expires.

Task Two				
Performance Requirement	Performance Standard	Acceptable Level of Performance	Method of Monitoring	Incentive/Disincentive
Delivery of reports as defined in Section 5.2.4	Delivery of reports as defined in the SOW.	Delivery Schedule set forth in Section 5.2.4 or agreed upon delivery schedule	Review of submitted report	For each day weekly/monthly reports are delivered late, beyond one (1) day of the delivery date, \$150 per day will be deducted from the Contractor's invoice.

Task Three				
Performance Requirement	Performance Standard	Acceptable Level of Performance	Method of Monitoring	Incentive/Disincentive
Qualified Personal available to support hearing or meeting.	On site staff can a) operate DDMS sufficiently to support an ASLBP hearing, b) can resolve system issues as they arise as to not disrupt hearing activity, c) can respond to users questions regarding the functional use of DDMS.	Qualified Contractor staff are on site as defined in the SOW	User input	Deduction of \$1000.00 for each event in which the Contractor does not provide adequate staffing

Task Four				
Performance Requirement	Performance Standard	Acceptable Level of Performance	Method of Monitoring	Incentive/Disincentive
Delivery of reports as defined in Section 5.4.4	Delivery of reports as defined in the SOW.	Delivery schedule set forth in Section 5.4.4 or agreed upon delivery schedule	Review of submitted report	For each day weekly/monthly reports are delivered late, beyond one (1) day of the delivery date, \$150 per day will be deducted from the Contractor's invoice.
Adherence to DDMS Configuration Management procedures	DDMS configuration management procedures are followed as defined in the DDMS Change Control Board Charter and DDMS Configuration Management Plan	Proper procedures followed as defined in the SOW and applicable DDMS documents.	Inspection of deliverables, verification of schedules, and evidence of communication (i.e. e-mail threads, meeting minutes, etc)	For each configuration change made to DDMS not following defined configuration management procedures, \$1000.00 will be deducted from the Contractors invoice.

Task Six				
Performance Requirement	Performance Standard	Acceptable Level of Performance	Method of Monitoring	Incentive/ Disincentive
Delivery of reports as defined in Section 5.7	Delivery of reports as defined in the SOW.	Delivery schedule set forth in Section 5.7 or agreed upon delivery schedule	Review of submitted report	For each day weekly/monthly reports are delivered late, beyond one (1) day of the delivery date, \$150 per day will be deducted from the Contractor's invoice.
Delivery of PMM related documentation as defined in Section 5.7	Delivery of PMM related documentation	Delivery schedule set forth in Section 5.7 or agreed upon delivery schedule	Review of submitted documentation	For each day specific documentation is delivered late, beyond one (1) day of the delivery date, \$150 per day will be deducted from the Contractor's invoice.
Delivery of security related documentation as defined in Section 5.7	Delivery of security related documentation	Delivery schedule set forth in Section 5.7 or agreed upon delivery schedule	Review of submitted documentation	For each day specific documentation is delivered late, beyond one (1) day of the delivery date, \$150 per day will be deducted from the Contractor's invoice.
Technology Refresh Implementation	The implementation of the technology refresh should have a limited impact on the current operational state of the DDMS, meet PMM, CCB, Test and Acceptance, Security Certification and Accreditation and documentation requirements	Schedules as defined in the technology refresh plan are met with less than five (5) percent schedule variance	Bi-Monthly status reports, user input, project schedule review	For each day schedule milestones pass the five (5) percent threshold, \$150.00 per milestone per day will be deducted from the Contractor's invoice.

Appendix B – Surveillance Monitoring Form

Performance Requirement	Method of Monitoring	Date Review Performed	Compliance	If Unacceptable, State Reason
Task One - Adherence to the NRC PMM.	Inspection of Rational Tools		<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> Not Applicable	
Task One - Documentation Updates	NRC DDMS Project Officer review of documentation		<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> Not Applicable	
Task One - Reconciliation of document synchronization between ADAMS and DDMS	Review of Daily submittal report		<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> Not Applicable	
Task One - Verification of nightly Backup and/or resolution of identified issues.	Review of Daily submittal report		<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> Not Applicable	
Task One - Ensure site connectivity to include data replication.	Review of Daily submittal report		<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> Not Applicable	
Task One - Delivery of reports as defined in Section 5.1.7	Review of submitted report		<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> Not Applicable	
Task Two - Delivery of reports as defined in Section 5.2.4	Review of submitted report		<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> Not Applicable	
Task Three - Qualified Personal available to support hearing or meeting	User input		<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> Not Applicable	
Task Four - Delivery of reports as defined in Section 5.4.4	Review of submitted report		<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> Not Applicable	

Performance Requirement	Method of Monitoring	Date Review Performed	Compliance	If Unacceptable, State Reason
Task Four - Adherence to DDMS Configuration Management procedures	Inspection of deliverables, verification of schedules, and evidence of communication (i.e. e-mail threads, meeting minutes, etc)		<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> Not Applicable	
Task Six - Delivery of reports as defined in Section 5.7	Review of submitted report		<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> Not Applicable	
Task Six - Delivery of PMM documentation as defined in Section 5.7	Review of submitted PMM documentation		<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> Not Applicable	
Task Six - Delivery of security documentation as defined in Section 5.7	Review of submitted security documentation		<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> Not Applicable	
Task Six - Technology Refresh Implementation	Bi-Monthly status reports, user input, project schedule review		<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> Not Applicable	