ORDER FOR SUPPLIES OR SERVICES

PAGE 1 OF PAGES 32

IMPORTANT: Mark all packages and papers with contract and/or order numbers. BPA NO.

1. DATE OF ORDER: 02-01-2012
2. CONTRACT NO. (If any): NRC-HQ-11-C-07-0015
3. ORDER NO.: NRC-HQ-11-T-07-0006 MODIFICATION NO.:
4. REQUISITION/REFERENCE NO.: NSR12-059

5. ISSUING OFFICE (Address correspondence to)
U.S. Nuclear Regulatory Commission
Div. of Contracts
Attn: Michael Turner
Mail Stop: TWB-01-B10M
Washington, DC 20555

6. SHIP TO:
a. NAME OF CONSIGNEE: U.S. Nuclear Regulatory Commission
b. STREET ADDRESS: Attn: Omar Khan
Omar.Khan@nrc.gov
301-415-6995
c. CITY: Washington
d. STATE: DC
e. ZIP CODE: 20555

7. TO:
a. NAME OF CONTRACTOR: DIGITAL MANAGEMENT, INC.
b. COMPANY NAME:
c. STREET ADDRESS: 6701 DEMOCRACY BLVD STE 500
d. CITY: BETHESDA
e. STATE: MD
f. ZIP CODE: 208171572

f. SHIP VIA:

8. TYPE OF ORDER
[ ] a. PURCHASE
REFERENCE YOUR _____
Please furnish the following on the terms and conditions specified on both sides of this order and on the attached sheet, if any, including delivery as indicated.

[X] b. DELIVERY
Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.

9. ACCOUNTING AND APPROPRIATION DATA
2012-11-11-1-156 R1166 2574 31X0200.211 $330,000.00
2012-11-11-1-156 R1166 2574 31X0200.211 $213,748.68
FFS: 120493 DUNS 113512359 NAICS: 541519

10. REQUISITIONING OFFICE: NSR

11. BUSINESS CLASSIFICATION (Check appropriate box(es))
[ ] a. SMALL [ ] b. OTHER THAN SMALL [X] c. DISADVANTAGED [ ] d. WOMEN-OWNED [ ] e. HUBZone
[ ] f. SERVICE-DISABLED VETERAN-OWNED [ ] g. WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM [ ] h. ECONOMICALLY DISADVANTAGED WOMEN-OWNED SMALL BUSINESS (EDWOSB)

12. F.O.B. POINT: N/A

13. PLACE OF
a. INSPECTION: NRC Headquarters
b. ACCEPTANCE: NRC Headquarters

14. GOVERNMENT B/L NO.: N/A

15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date): 2/1/2012-1/31/2013

16. DISCOUNT TERMS:

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	The Contractor shall provide the U.S. Nuclear Regulatory Commission in accordance with enclosed Statement of Work (Attachment 2) at the prices set forth in the Schedule of Supplies or Services (Attachment 1). The following individual(s) are considered to be essential to the successful performance of the work hereunder: - Cassandra Bonnette, Program Manager - Matt Thompson, Senior Network Engineer The Contractor agrees that such personnel shall not be removed under this task order. Your technical contact is: Omar Khan (301) 415-6995 Your Contractual contact is: Michael Turner (301) 492-3632 The issuance of this task order does not amend any terms or conditions of the basic contract.			See CONTINUATION Page		

18. SHIPPING POINT:
19. GROSS SHIPPING WEIGHT:
20. INVOICE NO.:

21. MAIL INVOICE TO:
a. NAME: Department of Interior / NBC
NRCPayments@nbc.gov
b. STREET ADDRESS (or P.O. Box): Attn: Fiscal Services Branch - D2770
7301 W. Mansfield Avenue
PHONE:
FAX:
c. CITY: Denver
d. STATE: CO
e. ZIP CODE: 80235-2230

SEE BILLING INSTRUCTIONS ON REVERSE

17(h) TOTAL (Cont. pages)

17(i). GRAND TOTAL: $543,748.68

22. UNITED STATES OF AMERICA BY (Signature): Michael A. Turner

23. NAME (Typed): Michael A. Turner,
Contracting Officer
TITLE: CONTRACTING/ORDERING OFFICER

SUNSI REVIEW COMPLETE

TEMPLATE - ADM001

FEB 06 2012

ADM002

ORDER FOR SUPPLIES OR SERVICES
SCHEDULE - CONTINUATION

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

DATE OF ORDER	CONTRACT NO.	ORDER NO.
	NRC-HQ-11-C-07-0015	T006

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	Please indicate your acceptance of this task order by having an official who is authorized to bind your organization execute this document in the spaces provided below: ACCEPTANCE: Name: Tyler Brooks-Craft Title: Vice President of Contracts Date: February 2, 2012					

TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H))

Attachment No. 1

SCHEDULE OF SUPPLIES OR SERVICES

FIRM-FIXED PRICED SERVICES					
CLIN	**DESCRIPTION**	**QTY**	**UNIT**	**UNIT PRICE**	**FIRM-FIXED AMOUNT**
0001	**Task 1** – Kickoff Meetings	[redacted]	Each	[redacted]	[redacted]
0002	**Task 2** – OCIMS System Administration Support (**PPM** Maintenance)	[redacted]	Months	[redacted]	[redacted]
0003	**Task 3** – OCIMS Maintenance Support (**PPM** Maintenance)	[redacted]	Months	[redacted]	[redacted]
0004	**Task 4** – Ensure OCIMS ATO is Maintained	[redacted]	Months	[redacted]	[redacted]
0005	**Task 7** – Project Management	[redacted]	Months	[redacted]	[redacted]
Subtotal – Firm-Fixed-Amount: Tasks CLINS 0001 - 0005					$449,894.80
TIME AND MATERIALS/LABOR-HOUR SERVICES					
CLIN	**LABOR CATEGORY/EQUIPMENT**	**QTY**	**UNIT**	**LABOR RATE**	**CEILING AMOUNT**
0006	**Task 2** – OCIMS System Administration Support (**Non- PPM** Maintenance)	[redacted]	Hours	[redacted]	$ [redacted]
0007	**Task 3** – OCIMS Maintenance Support (**Non-PPM** Maintenance)	[redacted]	Hours	[redacted]	[redacted]
0008	**Task 5** – OCIMS Support During a Declared Emergency	[redacted]	Hours	[redacted]	[redacted]
0009	**Task 6** – Emergency Repair and Replacement for OCIMS Components (Estimated 64 labor hours included)	Estimated-Not-To-Exceed			[redacted]
Subtotal – Estimated Amount: Tasks CLINS 0006 - 0009					$ 98,853.88
TOTAL CEILING AMOUNT					**$543,748.68**

CONSIDERATION AND OBLIGATION

(a) The firm-fixed amount of this task order for CLINS 0001, 0002, 0003, 0004, and 0005 is **$449,894.80**.

(b) The total estimated amount (ceiling) of this task order for CLINS 0006, 0007, 0008, and 0009 is **$98,853.88**.

(c) The amount presently obligated with respect to this task order for CLINS 0006, 0007, 0008, and 0009 is **$98,853.88**. This obligated amount may be unilaterally increased from time to time by the Contracting Officer by written modification to this contract. When and if the amount(s) paid and payable to the contractor hereunder is equal to the obligated amount, the contractor shall not be obligated to continue performance of the work unless and until the Contracting Officer increases the amount obligated on this contract by written modification. Any work undertaken by the contractor in excess of the obligated amount specified above is at the contractor's sole risk.

A.1 TASK/DELIVERY ORDER PERIOD OF PERFORMANCE (AUG 2011)

This order shall commence on February 1, 2012, and will expire on January 31, 2013.

A.2 COMPLIANCE WITH U.S. IMMIGRATION LAWS AND REGULATIONS (AUG 2011)

NRC contractors are responsible to ensure that their alien personnel are not in violation of United States immigration laws and regulations, including employment authorization documents and visa requirements. Each alien employee of the Contractor must be lawfully admitted for permanent residence as evidenced by Permanent Resident Form I-551 (Green Card), or must present other evidence from the U.S. Department of Homeland Security/U.S. Citizenship and Immigration Services that employment will not affect his/her immigration status. The U.S. Citizenship and Immigration Services provides information to contractors to help them understand the employment eligibility verification process for non-US citizens. This information can be found on their website, http://www.uscis.gov/ portal/site/uscis.

The NRC reserves the right to deny or withdraw Contractor use or access to NRC facilities or its equipment/services, and/or take any number of contract administrative actions (e.g., disallow costs, terminate for cause) should the Contractor violate the Contractor's responsibility under this clause.

A.3 WHISTLEBLOWER PROTECTION FOR NRC CONTRACTOR AND SUBCONTRACTOR EMPLOYEES (AUG 2011)

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

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

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

A.4 GREEN PURCHASING (JUN 2011)

(a) In furtherance of the sustainable acquisition goals of Executive Order 13514, "Federal Leadership in Environmental, Energy, and Economic Performance" products and services provided under this contract/order shall be energy- efficient (Energy Star or Federal Energy Management Program (FEMP) designated), water-efficient, biobased, environmentally preferable (e.g., Electronic

Product Environmental Assessment Tool (EPEAT) certified), non-ozone depleting, contain recycled content, or are non-toxic or less toxic alternatives, where such products and services meet agency performance requirements. http://www.fedcenter.gov/programs/eo13514/

(b) The contractor shall flow down this clause into all subcontracts and other agreements that relate to performance of this contract/order.

A.5 USE OF AUTOMATED CLEARING HOUSE (ACH) ELECTRONIC PAYMENT/REMITTANCE ADDRESS (AUG 2011)

The Debt Collection Improvement Act of 1996 requires that all Federal payments except IRS tax refunds be made by Electronic Funds Transfer. It is the policy of the Nuclear Regulatory Commission to pay government vendors by the Automated Clearing House (ACH) electronic funds transfer payment system. Item 15C of the Standard Form 33 may be disregarded.

Attachment No. 2

Task Order # 6
STATEMENT OF WORK (SOW)

Operations Center Information Management System
Operations and Maintenance

1. Background

The Operations Center Information Management System (OCIMS) is a General Support System (GSS) that is a collection of Information Technology and Information Management (IT/IM) sub systems. These systems provide 24 hours per day, 7 days per week support for the Headquarters Operations Center (HOC).

2. System Overview

This section describes a technical overview of the OCIMS Information Management components. These components include subsystems for Data, Display, and Voice. OCIMS also includes some facility infrastructure components.

- The OCIMS data subsystem is used to create, store, transmit, and receive information used for event response functions in the HOC. Data transmission is supported through a local area network (LAN) that is a subnet of the NRC's agency LAN. Connectivity to the NRC is supported through a switch/router that is maintained by the Office of Information Services (OIS). Individual data subsystem components that are maintained under the OCIMS contract include:

    - LAN and network used within the HOC for data transmission.

    - Incident Response Management System (IRMS), which is a web-enabled event reporting system called WebEOC, using Microsoft database (MS SQL) and web server (IIS) products. This system is installed on a primary pair of web and database servers which is replicated to a backup pair of web and database servers. If the primary servers fail, the backup servers are available to provide the same level of functionality. When the primary servers are restored after failure, data entered on the backup servers is replicated back to the primary. This system also includes WebFusion software installed on a primary pair of web and database servers.

    - Headquarters Operations Officer (HOO) system which includes in-house systems developed in Sybase and Microsoft Access. These systems include the HOO database, Security Information Database (SID), HOO Log Book, and Radioactive Materials Quantities of Concern (RAMQC) database. The Sybase database software is installed on a primary server and is replicated to a backup server located at headquarters and a backup server located at an alternate site. Data entered in the primary is replicated to both backup servers as it is entered, using Sybase Replication. If the primary server is unavailable, the backup servers are used. When the primary server becomes available, data entered on the backup servers is replicated back to the primary.

    - Servers, workstations, printers and operating system support.

    - Geographic Information System (GIS) software.

    - Interface for specialized application data tools used by responders for event modeling, and trend analysis. (Note: These specialized and/or custom

developed tools include ImpactWeather, Weatherbug, ESRI Arc GIS, Aloha, Cameo, Explosive Release Atmospheric Dispersion (ERAD), Hurrevac, Marplot, Matrix Laboratory (MATLAB), and Radiological Assessment System for Consequence Analysis (RASCAL). This task order covers the installation of and interface with these products only; they are maintained under other contracts.

- Protected Web Server (PWS) is a system that is in the OCIMS GSS; however, this system is supported under another contract which is not in the scope of this task order. The contractor will ensure that OCIMS supports the interface to PWS and that data can be transferred from the HOO system to PWS.

- The OCIMS display subsystem allows for the display of information, on a series of wall mounted display units, throughout the HOC. Information may be displayed from any workstation in the HOC, as well as other video input (cable TV, satellite, and camera). Components of the display subsystem include:

  - Autopatch audio/video (A/V) matrix system
  - Creston AV controller
  - Wall-mounted display monitors.

- The OCIMS voice subsystem supports public telephone and voice communications through the HOC. Components of the Voice System include:

  - Private Branch Exchange (PBX) and telephones
  - Voice conferencing system
  - Voice recording equipment
  - Automatic notification system
  - Facsimile (fax) equipment

- The OCIMS also includes certain facilities infrastructure components. The HOC needs to be available at all times in order to support response systems during emergencies, which may include power and facility infrastructure outages. Readiness is maintained through a combination of the OCIMS support contract provisions and facilities contracts within the Office of Administration Facilities Branch (ADM/Facilities). The ADM/Facilities organization maintains support contracts for electrical power, emergency diesel generator, an 80 KVa uninterruptible power supply (UPS), heating, ventilating, and air conditioning, and water/sewer. The OCIMS support contract provides support for an 8KVa UPS.

3. Objectives

The primary objectives of this task order are:

- To acquire operational, maintenance, and technical support of the OCIMS GSS, such that the hardware and software operate as intended by their manufacturer and/or as configured and installed.

- To ensure that the OCIMS remains stable and supportable, and continues to meet functional needs.

4. Scope of Work

The scope of work for this task order includes all required and necessary tasks to maintain the OCIMS and to ensure its efficiency, operability and continuous availability for its users. This task order will also ensure that the Authority to Operate (ATO) authorization for OCIMS is maintained.

5. General Requirements

The OCIMS Contracting Officer Representative (COR)will provide documentation and specific information mentioned below to the Contractor for use under this task order upon task order award. A detailed list of hardware used in OCIMS is provided in "Attachment 1 – OCIMS Equipment." A detailed list of software is provided in "Attachment 2 – OCIMS Software".

5.1 Contractor Maintenance

The Contractor shall provide on-site LAN administration, hardware and software maintenance services during the principal period of maintenance (PPM). The Contractor shall provide these services outside of the PPM on an on-call basis. The PPM is defined as 7:00AM Eastern Time to 6:00PM Eastern Time, Monday through Friday excluding Government holidays. The Contractor shall be located in the U.S. NRC Headquarters complex, Rockville, Maryland. Contractor on-site personnel will be required to hold an NRC level "L" clearance; all other Contractor personnel will be required to hold NRC level "IT-1" clearances.

Contractor maintenance personnel are critical and considered to be first responders to any system problems. The Contractor shall provide on-site maintenance and operations personnel during the PPM. Contractor personnel shall also be available on a 24 hours a day, 7 days a week basis to respond to any system problems that arise during non-PPM hours.

5.2 Contractor Availability

When the NRC activates the HOC and begins incident response functions, the Contractor shall ensure that its personnel are available and can arrive at the HOC in person. The Contractor shall ensure that all of OCIMS is operating properly, as well as provide hardware and software troubleshooting if/when failures arise. The Contractor shall respond within the timeframe outlined in Section 7.3, Performance Standards for non-PPM on-call response times.

5.3 Contractor Familiarity

Upon award of this task order the Contractor shall become familiar with:

- Functions, activities, and operational organization of the NRC HOC and Incident Response Centers (IRCs).
- Systems, hardware, and software components included in OCIMS.
- Interfaces and integration components included in OCIMS.
- Documentation and configuration management for OCIMS.
- Requirements for Federal Information Security Management Act (FISMA), NIST Standards available on the NIST web site (http://csrc.nist.gov/groups/SMA/fisma/index.html), and applicable NRC management

directives (MDs) available on the NRC public web site (http://www.nrc.gov/reading-rm/doc-collections/management-directives/), including Computer Security Office (CSO) policies and procedures (http://www.internal.nrc.gov/CSO/PSTT_Main.html).
- NSIR Change Control Board (CCB) processes required for changes to OCIMS.

5.4 IT Security Measures

The Contractor shall adhere to and apply NRC IT policies and procedures (MD 12.5) throughout the life of the task order. The Contractor shall develop and maintain both Agency and FISMA required IT system security and operational documentation to allow NSIR to maintain the ATO authorization of OCIMS.

5.5 Project Management Methodology

The Contractor shall adhere to and apply MD 2.8 "Project Management Methodology" (accessible at http://www.nrc.gov/reading-rm/doc-collections/management-directives/volumes/vol-2.html) throughout the life of the task order. The PMM provides system lifecycle guidance for all NRC IT programs including maintenance, operations, and retirement.

5.6 Contractor Coordination

The Contractor shall coordinate activities with other NRC internal offices, as requested by the COR.. These internal offices may include, but not limited to the following; CSO, the Office of Information Systems (OIS), and the Office of Administration (ADM). The Contractor may also be required to interact with various NRC staff and other applicable Contractors, subject to technical direction by the COR. If the Contractor feels the technical direction is outside the scope of work, the Contractor shall request a meeting with the Contracting Officer and the COR to discuss this concern and receive subsequent feedback from them prior to commencing any related work.

5.7 Maintain Event Records and Archives

The Contractor shall maintain electronic OCIMS records and archives as requested by the COR. These archives shall be maintained for a period to be determined by the PO or their authorized representative and agency record authorities, and be accessible upon request. The Contractor shall perform event archives and event cleanup per procedures and guidelines located in the Standard Operating Procedure (SOP) referenced in 5.9 below.

5.8 System Administration for OCIMS LAN

The Contractor shall perform Systems Administration functions for the OCIMS LAN, to include server connectivity, user administration, and security and network administration.

5.9 Document Updates

The Contractor shall maintain and update/revise OCIMS-related documentation both in hard copy and electronic formats. The Contractor shall follow the guidance provided in MD 2.8. These documents will be made available after the task order is awarded. Following are examples of the current OCIMS documentation:

- OCIMS Standard Operating Procedure
- HOO System documentation
- HOO Administrators Guide
- HOO Programmers Guide
- HOO Users Guide
- Display Subsystem documentation
- Display Subsystem Users Guide
- Display Subsystem Programmer's Guide (manuals)
- Maintenance and Delivery Order Book
- Security Categorization (SRA)
- Security Risk Assessment (SRA)
- System Security Plan (SSP)
- Business Impact Assessment (BIA)
- Security Impact Analysis (SIA)
- Privacy Impact Assessment (PIA)
- Certification and Accreditation (C&A) documentation

5.10 Database Maintenance

The Contractor shall make appropriate non-emergency, preventive, and corrective maintenance changes to the OCIMS databases (as described in the System Overview) as requested or approved by the COR.

5.11 Issue Resolution

The HOC utilizes Agency resources such as electronic mail and internet access that is provided by OIS. The Contractor shall coordinate with NRC staff and other Contractors to resolve issues that may arise related to these government-provided resources that support OCIMS.

6. Contractor Tasks

The Contractor shall perform the following tasks in accordance with technical direction from the COR and following the guidance provided in MD 2.8, as applicable.

6.1. Task 1: Kickoff Meetings (Firm-Fixed-Price per Meeting)

The Contractor shall attend a kick-off meeting, to be held within 5 days following task order award, to introduce its staff and to present a Proposed Project Plan to the COR and a representative from the division of contracts. The agenda for this meeting shall be mutually developed by the COR and the Contractor prior to the meeting.

The Contractor shall attend a follow up review meeting to be held within 5 days following the kick-off meeting. The purpose of this meeting is to finalize the Project Plan. The agenda for this meeting shall be mutually developed by the COR and the Contractor prior to the meeting.

6.2. Task 2: OCIMS System Administration Support (Firm-Fixed-Price per Month for PPM Maintenance, Labor-Hour for non-PPM Maintenance)

6.2.1. The Contractor shall provide system administration support for the OCIMS LAN and its component subsystems listed in the attachments to this SOW. The Contractor shall adhere to agency policy as stated in MD 12.5., industry best practices, and the OCIMS documented procedures related to System Administration.

6.2.2. The Contractor shall conduct daily performance and vulnerability analysis in order to identify degradations in system performance and reliability. The Contractor shall notify the COR (in person, electronically, or by phone) of any unusual activity that may represent potential security threats, or degradation of system performance within 1 hour of detection. The Contractor shall maintain awareness of potential security risks and vulnerabilities that may impact the OCIMS systems, hardware, and software and take proactive steps to fix these.

6.2.3. The Contractor shall maintain and revise OCIMS documentation. OCIMS software and systems documentation shall be in accordance with the MD 2.8. The Contractor shall become familiar with and update, as needed, the OCIMS SOP documentation.

6.2.4. The Contractor shall maintain a list of user accounts and update the list as needed. There are two types of accounts in OCIMS:

User Accounts – these are role-based user accounts without system administrator privileges.

Privileged Accounts - are defined as Microsoft Active Directory administrative accounts, application administrative accounts, and system administrative accounts. The Contractor shall ensure that only personnel authorized by the COR are included in the privileged accounts.

The Contractor shall prepare and update a list of these accounts. The Contractor shall follow the OCIMS approval procedures for establishing and updating all accounts. The Contractor shall observe and use appropriate Security Controls (SC) for user access as documented in the OCIMS SSP.

6.2.5. The Contractor shall participate in NSIR Change Control Board (CCB) reviews, as needed, to discuss System Administration changes. The Contractor shall support the CORor their authorized representative in proposing and implementing Change Requests to the CCB, as needed. Any configuration management changes for OCIMS components shall be reviewed and approved in advance by the COR

6.2.6. The Contractor shall document all service and maintenance in the on-site Maintenance and Delivery Order Book. The sign-off sheet shall include the following information as appropriate: description of work, date of work, emergency replacement parts/components provided, reason for maintenance or

services, and COR or their authorized representative signature. The Contractor shall attach a copy of all associated maintenance paperwork to it.

6.2.7. The Contractor shall perform a biannual property inventory review of all NRC tagged items within the HOC, using the NRC's SPMS records. The COR or their authorized representative will provide due dates.

6.2.8. The Contractor shall perform preventive maintenance (PM) required for the equipment listed in Attachment 1, "OCIMS Equipment."

6.2.9. The Contractor shall develop a Recommended Electronic and Information Technology (EIT) Product Upgrade/Replacement List on a biannual basis and conduct periodic reviews and updates with the CORor their authorized representative. The Recommended EIT Product Upgrade/Replacement List shall include, but not be limited to, identification of all EIT products listed in the attachments to this SOW that the Contractor recommends be upgraded or replaced and why. The Contractor should also identify potential upgrade/replacement solutions that are available in the commercial marketplace (including specifications for same and a list of possible sources from which NRC might obtain those solutions), and commercial list price information or other similar publicly available pricing information. The Contractor shall not request quotes for these recommended replacement items. These upgrades/replacements would not be procured under this task order, but may be procured by separate appropriate contract action by NRC.

6.3. Task 3: OCIMS Maintenance Support (Firm-Fixed-Price per Month for PPM Maintenance; Labor-Hour for non-PPM Maintenance)

The Contractor shall provide day-to-day maintenance support for OCIMS and its component subsystems so that they operate as intended by their manufacturer and/or as configured and installed. The operations support activities include all tasks listed in the daily, weekly, and monthly checklists located in the OCIMS SOP.

6.3.1. Hardware Maintenance – On Site (PPM) (Firm-Fixed-Price)

6.3.1.1. The Contractor shall maintain the OCIMS hardware listed in Attachment 1 to this SOW to ensure continual and reliable system operation. To accomplish this, the Contractor shall conduct day-to-day troubleshooting and maintenance of OCIMS hardware components.

6.3.1.2. The Contractor shall carry out all tasks listed in the daily, weekly, and monthly checklists located in the OCIMS SOP.

6.3.1.3. The Contractor shall provide PM of the various OCIMS equipment and shall keep the equipment in operating condition, consistent with the OEM requirements. The Contractor shall document all work in the Maintenance and Delivery Order Book. The Contractor shall schedule PM work to be performed so as not to interfere with the Government's operations within the HOC. The Contractor shall check with the COR prior to scheduling any PM to determine the best day and time to schedule the PM based on

NRC's schedule of activities in the HOC. The COR must approve any PM work prior to implementation.

6.3.1.4. The contractor shall provide support for Iridium satellite phones to NRC users located in the Regions and Headquarters. This support is to maintain a database of satellite phones, provide troubleshooting assistance, and to coordinate the replacement of parts such as batteries, chargers and antennas.

6.3.1.5. When notified by the Government or upon discovery of a piece of Government Furnished Equipment (GFE) that is maintained by the Government is inoperative, the Contractor shall call and request the repair of the GFE to the NRC Customer Support Center (CSC) (301-415-1234 or e-mail CSC).

6.3.1.6. For any hardware listed in Attachment 1 that is either not repairable in accordance with the applicable maintenance contract, the Contractor shall provide written alternatives for proposed replacement to the COR. Once these alternatives are provided to the COR, the COR will either (a) authorize the Contractor to provide replacement components/parts if the replacement is considered to be an emergency (which would be paid for separately out of the emergency maintenance/repair line item in the task order) or (b) initiate a separate acquisition through the NRC Division of Contracts to procure the necessary hardware and, All repair requests must be documented in the Maintenance and Delivery Order book (see section 6.2.8)

6.3.2. Hardware Maintenance - On Call (Non PPM) (Labor-Hour)

6.3.2.1. The Contractor shall respond to non-PPM requests for on-call hardware maintenance. These requests for maintenance services outside the PPM will be approved by the COR. The Contractor shall respond to the request within the timeframes specified in SOW section 7.

6.3.2.2. Once the Contractor has responded to an on-call hardware request and determines that a component or parts needs to be replaced for emergency repair purposes, they must receive approval from the COR before proceeding. The Contractor will be required to provide written evidence of the Contractor's actual cost and related indirect cost burden along with their invoice for such replacement components/parts along with their invoice.

6.3.2.3. All on call requests must be documented in the Maintenance and Delivery Order book (see section 6.2.8).

6.3.2.4. Exclusions to hardware maintenance:

Electrical systems external to OCIMS equipment are maintained by the NRC through the NRC building maintenance and operations contractor or other separate contract action, as appropriate. Contractor hardware maintenance shall not include electrical work external to the equipment; the furnishing of supplies; and adding or removing accessories, attachments, or

other devices. Contractor hardware maintenance shall not include repair of damage resulting from an accident; transportation between Government sites; neglect, and misuse; failure of electrical power; air-conditioning; humidity control; or cause other than ordinary use.

6.3.3. Software and Systems Maintenance – On Site (PPM) (Firm-Fixed-Price)

6.3.3.1. The Contractor shall maintain the OCIMS software to ensure continual and reliable system operation. To accomplish this, the Contractor shall conduct day-to-day troubleshooting and maintenance of OCIMS software components.

6.3.3.2. The Contractor shall provide software maintenance to include upgrades of Commercial-Off-the-Shelf (COTS) software as listed in Attachment 2. The Contractor shall monitor software licenses and updates weekly to ensure that updates are applied to software and systems. The Contractor shall implement software upgrades upon receipt of written approval of the COR.

6.3.3.3. The Contractor shall schedule software update activities so as not to interfere with the Government's operations within the HOC. The Contractor shall check with the COR prior to scheduling any updates to determine the best day and time to schedule based on NRC's schedule of activities in the HOC. The Contractor shall request advance written approval from the COR regarding when to conduct these activities.

6.3.3.4. The Contractor shall maintain database software used by systems in the HOC (see Attachment 2, "OCIMS Software"). The Contractor shall provide database administration functions, file and table maintenance, backup and restore activities.

6.3.3.5. The Contractor shall maintain and support software listed in Attachment 2 to this SOW. The Contractor shall provide operations and maintenance (O&M) support for enhancements, fixes, and changes in requirements and functionality. The Contractor shall support the COR in analysis relating to changes to the specialized in-house software. This support may include monthly reviews, requirements, and design analysis. The Contractor shall develop, test, and implement proposed changes after receipt of the written approval of the COR. The results of the COR review will be provided within 5 business days of submission.

6.3.3.6. The Contractor shall ensure, on a daily basis, that the replication of data to the backup databases is fully functional. The Contractor shall ensure that the backup servers are available, and can be utilized in the event that the primary servers are unavailable. The Contractor shall ensure that data can be restored from the backup servers after the primary servers are restored.

6.3.3.7. The Contractor shall produce incremental and full-tape backup of all the OCIMS servers. Incremental tape backups shall be produced daily and shall be stored in an NRC designated space. Full backup tapes shall be produced monthly and provided to NRC for storage in a geographically

remote location. The Contractor shall ensure that the data is recoverable from the backup tapes through quarterly testing.

6.3.3.8. The Contractor shall develop plans and change requests for all proposed software and systems changes. The Contractor shall support the COR in the review of these OCIMS change requests.

6.3.4. Software and Systems Maintenance – On Call (Labor-Hour)

6.3.4.1. The Contractor shall respond to requests for on-call software and systems maintenance. These requests for maintenance services outside the PPM will be initiated by the PO or their authorized representative by placing a call to the Contractor. The Contractor shall respond to the requested call order within the timeframes specified in SOW section 7.

6.3.4.2. Once the Contractor has responded to an on-call software and systems request, the Contractor shall observe the procedures and reporting that are outlined in the Software and Systems Maintenance – On Site section, above.

6.4 Task 4: Ensure OCIMS ATO is maintained (Firm-Fixed-Price per Month)

The contractor shall ensure that the OCIMS ATO is maintained. All documentation related to OCIMS ATO and C&A will be made available after the task order is awarded.

6.4.1. The Contractor shall work on all required activities in response to the OCIMS Plan of Action and Milestones (POA&M) in order to maintain an ATO for OCIMS. The POA&M process is an NRC tool for tracking the mitigation of IT cyber security program and system-level weaknesses. The Contractor shall resolve, within FISMA guidelines, any identified vulnerabilities entered into the POA&M system by NRC IT security personnel as a result of NRC quarterly security scanning. The POA&M resolution may include updates to OCIMS SSP and other related security documentation.

6.4.2. The Contractor shall support all of the existing security documentation and testing requirements for OCIMS as set forth by the FISMA and MD 12.5 throughout the life of the task order. The Contractor shall maintain all OCIMS security documents required by the ATO, and develop any other type of system-related documentation as requested by the COR. The Contractor shall ensure that required SC is operating and maintained as specified in the SSP. The Contractor shall coordinate, with the COR, and receive approval on any actions related to security requirements.

6.4.3. The Contractor shall conduct Contingency Plan (CP) testing, per requirements provided in writing by the COR. The Contractor shall coordinate with the COR in completing the CP testing and reporting.

6.4.4. The Contractor shall support quarterly security scans and SC tests for OCIMS. The Contractor shall coordinate with the COR in completing the SC testing and reporting.

6.4.5. The Contractor shall support Annual Security Control Testing (ASCT) for OCIMS. The Contractor shall coordinate with the PO or their authorized representative in completing the ASCT and reporting.

6.4.6. The Contractor shall support security Continuous Monitoring (CM) and reporting activities for OCIMS, based on the OCIMS Certification and ATO and direction from the PO or their authorized representative. Security monitoring activities may include applying Operating System security patches, updating anti-virus files, updating access controls, reviewing audit logs, responding to OCIMS POA&M entries and reviewing user account activity. The Contractor shall monitor for any potential IT security threats.

6.5 Task 5: Provide OCIMS support during a declared Emergency (Labor-hours)

In the event the NRC activates the HOC for more than a twenty four hour period and upon notification by the COR, the Contractor shall provide, at a minimum, one Contractor full-time equivalent on-site, 24 hours per day. The Contractor shall ensure that all of OCIMS is operating properly, as well as provide hardware and software troubleshooting when failures arise. The Contractor shall respond within the timeframe outlined in Section 7, Performance Standards for non-PPM on-call response times.

6.6 Task 6: Emergency Repair and Replacement for OCIMS Components (Time-and-Materials)

The task order will also include a not-to-exceed ceiling amount of $50,000.00 for replacement components/parts and related Contractor labor hours for emergency repair purposes. The Contractor shall not incur costs for replacement components/parts unless and until they receive authorization from the COR. The Government will reimburse the Contractor for those replacement components/parts at their actual cost to the Contractor, plus applicable indirect cost burden and the fully burdened hourly rate negotiated in the contract for this task. The Contractor will be required to provide written evidence of the Contractor's actual cost and related indirect cost burden along with their invoice for such replacement components/parts along with their invoice.

6.7 Task 7: Project Management (Firm Fixed Price)

The contractor shall provide a Program Manager to oversee and manage the contractor tasks and resources; plan projects, monitor progress and resolve issues; drive the technical vision, design, implementation, and help define strategy and features for all aspects of OCIMS. The contractor shall maintain availability of all key personnel who are required to successfully perform the work required in the SOW. The contractor shall participate in system review meetings throughout the life of the task order to discuss issues such as project schedule, budget, resources, equipment, goals, milestones, or anything else that may need attention by the COR. The frequency of these meetings will be agreed upon by both the COR and contractor immediately following task order award. However, at a minimum, there will be at least one system review meeting conducted quarterly throughout the life of the task order.

7. OCIMS Performance Reporting Standards

7.1. PPM Standards

The Contractor shall perform work under this task order in such a manner to ensure OCIMS availability at 99.99% throughout the life of the task order. OCIMS availability will be evaluated by the NRC every month using the monthly technical progress reports provided by the contractor.

OCIMS availability shall be defined as:

$$\frac{\text{System operable time}}{\text{System operable time + system inoperable time}}$$

The Contractor shall provide this calculation in its monthly technical progress reports. The COR will verify the results against the system logs, independent inspection, periodic checks of the weekly reports and feedback from NRC response staff.

OCIMS shall be considered operable any time the OCIMS hardware and software performs the following core functions:

a. WebEOC supports the electronic creation, storage, and recording of event records.
b. HOO database and associated systems support the creation of event reports, allow for electronic distribution of daily event reports and plant status, and provide security event reports to the PWS.
c. Workstations are available and functional in each team room.
c. Display system provides display capability throughout the HOC.
d. Voice subsystem provides needed communications. These included the ability to:
    1. Receive and make telephone calls through the PBX.
    2. The voice conferencing system is available to place callers on bridges and make blast dials to predefined call lists
    3. The voice recorder is capable of recording incoming/outgoing calls
    4. The Automatic Notification System is able to call out on pre-defined scenarios
e. Event-related information can be archived.

If a component of OCIMS is down the system should be able to provide the functionality listed above through the use of backup systems or other means. The failed component should be put back in service within a time frame that is approved by the COR. Failure to provide this functionality is provided in the next section.

OCIMS shall not be considered inoperable when the cause for the system failure is outside the scope of this contract (e.g., extended power failure, PWS downtimes, agency network down times, etc.).

Scheduled maintenance down times will not be counted against the system operable time.

7.2. PPM Deductions

Failure to achieve system availability of 99.99% will be subject to the following deductions:

99.98%-99.96%	1% reduction to amount payable for monthly total firm-fixed-price portion of this task order
99.95%-99.92%	3% reduction to amount payable for monthly total firm-fixed-price portion of this task order
99.91%-99.90%	5% reduction to amount payable for monthly total firm-fixed-price portion of this task order
99.80% or below	10% reduction to amount payable for monthly total firm-fixed-price portion of this task order

7.3. Non-PPM Standards

Any non-PPM requests for service will be made by the COR. The Contractor shall document these requests and the response times in the weekly status and the monthly technical progress reports. The COR will verify the results against the HOO logs, and input from NRC response staff.

Performance standards for non-PPM include the PPM performance standards as well as the following:

	Response Time	Arrive On-Site
Non-PPM PBX Failures	1 hour	2 hours
Non-PPM All Other Failures	1 hour	4 hours
NRC Activation of Incident Response Function*	30 minutes	1 hour

7.4. Non-PPM Reductions to Amount Payable for Monthly Labor-Hour of Task Order

Failure to achieve non-PPM standards will be subject to the PPM reductions as well as the following reductions:

	Failure to Respond In	Deduction	Failure to Arrive On-Site in	Deduction
Non-PPM PBX Failures	1 hour	2% reduction to amount payable for monthly total firm-fixed-price portion of this task order	2 hours	An additional 2% reduction to amount payable for estimated labor-hour services billed.
Non-PPM All Other Failures	1 hour	1% to amount payable for monthly total firm-fixed-price portion of this task order	4 hours	An additional 1% reduction to amount payable for estimated labor-hour services billed.

NRC Activation of Incident Response Function*	30 minutes	1% to amount payable for monthly total firm-fixed-price portion of this task order	1 hour	An additional 1% reduction to amount payable for estimated labor-hour services billed.

*Contractor maintenance personnel are critical and considered to be first responders to system problems on a 24 hours per day, 7 days per week basis. After a call to the Contractor by the COR, the Contractor shall provide continuous on-site support while the Operations Center is activated.

8. Period of Performance:

February 1, 2012 – January 31, 2013.

9. Place of Performance

The equipment location will be:

U.S. Nuclear Regulatory Commission
Headquarters Complex
Rockville, Maryland 20852

10 List of Acronyms

Acronym	Definition
A/V	Audio/Video
ADM	Office of Administration
ADM/DFS	Office of Administration Facilities Branch
ASCT	Annual Security Control Testing
ATO	Authority to Operate
C&A	Certification and Accreditation
CCB	Change Control Board
CM	Continuous Monitoring
CNSS	Committee on National Security Systems
CO	Contracting Officer
COTS	Commercial-Off-the-Shelf
CP	Contingency Plan
CSC	Customer Support Center
CSO	Computer Security Office
DDS	Document Database System
ERAD	Explosive Release Atmospheric Dispersion
ERDS	Emergency Response Data System
ETS	Emergency Telecommunications System
FIPS	Federal Information Processing Standards
FAR	Federal Acquisition Regulation
FISMA	Federal Information Security Management Act
GFE	Government Furnished Equipment

Acronym	Definition
GSA	General Services Administration
HOC	Headquarters Operations Center
HOO	Headquarter Operations Officers
HOODB	HOO database
IIS	Internet Information Services
IRC	Incident Response Center
IRMS	Incident Response Management System
ISSO	Information System Security Officer
IT/IM	Information Technology and Information Management
LAN	Local Area Network
MATLAB	Matrix Laboratory
MD	NRC Management Directive
MS	Microsoft
NIST	National Institute of Science and Technology
NRC	U.S. Nuclear Regulatory Commission
NSIR	Office of Nuclear Security and Incident Response
OCIMS	Operations Center Information Management System
OEM	Original Equipment Manufacturer
OIS	Office of Information Services
OMB	Office of Management and Budget
PBX	Private Branch Exchange
PM	Preventive Maintenance
PMM	Project Management Methodology
PO	Project Officer
POA&M	OCIMS Planned Operations, Actions, and Management
POC	Point Of Contact
PPM	Principal Period Of Maintenance
PRA	Probabilistic Risk Assessment
PWS	Protected Web Server
RASCAL	Radiological Assessment System for Consequence Analysis
SC	Security Control
SGI	Safeguards Information
SID	Security Information Database
SOP	Standard Operating Procedure
SOW	Statement of Work
SPMS	Space and Property Management System
SQL	Structured Query Language
SSP	Systems Security Plan
ST&E	Security Test and Evaluation
SVTS	Secure Video Teleconferencing System
TWFN	Two White Flint North
UPS	Uninterruptible Power Supply

Enclosures:

Enclosure 1 to SOW: OCIMS Equipment
Enclosure 2 to SOW: OCIMS Software

Enclosure 1 – OCIMS Equipment

The following is an overview and a list of equipment used by the Operations Center Information Management System (OCIMS). Categorization of hardware into the various sub-systems is arbitrary in some instances. Some of the equipment provides functionality in multiple subsystems, for example the Cubix rack PCs play a role in both the display as well as the data subsystem.

1. Summary

1.1. Voice Subsystem

1.1.1. Private Branch Exchange (PBX)
The PBX provides for voice communication traffic into and out of the HOC. It consists of an Avaya (Nortel) CS1000M system. All the phones in center are Avaya (Nortel) M3904 telephones. There are a total of 113 installed units and 44 spare units. Four of the phones are equipped with 2 M3900 Key Based Expansion Modules each. The system provides both digital and analog lines. Session Initiation Protocol (SIP) and Voice over IP (VoIP) connectivity is provided by 3 signaling servers. LAN connectivity to the PBX is via a Nortel ERS 4526T 24 port switch.

1.1.2. Executive Team Briefing and Teleconferencing System
The Executive Team (ET) Briefing and Teleconferencing System provides the ET with the ability to communicate, using the teleconferencing bridge system, with NRC regional management, the State Governor's office, the White House and other high ranking government officials. The system controllers provide the ET staff members with the ability to connect or disconnect the ET Bridge, control or mute call volume and enable audio in the ET room so that HQ staff can hear the communication.

1.1.3. Voice Recorder
Most of the phone lines in the HOC are recorded using a Mercom ULTRA-PRO Recorder (MS Windows 2003). This system is co-located with the PBX. An Audiolog ULTRA-PRO Central Archiver Server (MS Windows XP), with dual 9.4GB DVD RAM drives is used to archive the recorded information.

1.1.4. Voice Conferencing System
The HOC uses an Avaya Meeting Exchange system to provide voice conferencing services. This system is connected to the PBX via a Session Initiation Protocol (SIP) interface. The system consists of primary and backup MX S6200 servers and a Client Reservation Server (CRS).

1.1.5. Automatic Notification System
In order to rapidly call in responders the HOC uses the Communicator NXT system from Dialogic Communications Corporation (DCC). Thee are currently two systems installed in the HOC, both systems are connected to the PBX with a PRI circuit each.

1.1.6. Fax Services
The fax server in the HOC is a Castelle FaxPress Premier (MS Windows 2000) with six analog lines. In addition to this there are a number of fax machines supported by this contract, as well as Government Furnished Equipment (GFE) faxes.

1.1.7. Communication Hardware
This consists of items such as speaker phones, playback machines, tape recorders, modems, and headsets.

1.2. Display Subsystem

1.2.1. Audio/Video (A/V) Matrix
The A/V matrix consists of a number of AutoPatch Epica, and AutoPatch Modula units from AMX.

1.2.2. Audio/Video (A/V) Displays
There are twenty seven (27) display monitors ranging in size from 24" to 67". In addition there are two (2) High Definition TV units.

1.2.3. Audio/Video (A/V) Inputs
Inputs to the A/V matrix consist of connections from a satellite dish, a direct TV dish, five (5) broadband signals using Crestron TV tuners, three camera feeds, two (2) DVD players, as well as feeds from sixty (60) HOC PCs and twenty four (24) rack mounted PCs that interface with the WebEOC system to display computer graphics and briefing slides (captured screen images) produced by WebEOC. The PC use Extron RGB units to interface with the A/V system.

1.2.4. Audio/Video (A/V) Controller
The A/V system is controlled using a Rack2 system from Crestron

1.2.5. Satellite
Satellite services are provided with a movable antenna (Patriot 3.1 m commercial) connected to a Pico Macom (SIRD-FTA) Digital Satellite Receiver.

1.2.6. Dish Network
DD and SD programming is provided by a Solo VIP 211k unit.

1.2.7. Iridium Satellite Phones
Iridium Satellite Phone model 9575 103 units
Iridium Satellite Phone model 9505 12 units
Iridium fixed mast ICHU1000 pole mount antenna 7 units

1.3. Data Subsystem

1.3.1. Local Area Network (LAN)
The HOC network is a sub-net of the NRC's network and consists of two class C segments. Connectivity to the NRC's network is provided by a switch which is outside the scope of this contract. Connectivity within the

HOC is provided by four (4) CISCO 3750 switches. Cable distribution is provided via direct runs or connections to a patch panel.

1.3.2. HOODB

This consists of a number of applications used by the Headquarters Operations Officers. The applications are written using MS Access/Visual Basic (version 2007) and are installed on the HOO PCs. The back-end database is Sybase Adaptive Server Enterprise (ASE) (version 12.5.4). The database software is installed on a primary server using MS Server 2003. A backup server is co-located with the primary and there is an alternate server installed in the backup site. Both of these are MS Server 2003 servers installed with Sybase ASE. Replication to these two servers is provided by Sybase Replication Server (version 12.6)

1.3.3. WebEOC

This is a web based COTS package from ESi, and the current version is 7.1. The system uses two servers to provide this functionality, the first server uses MS IIS for web services, and the second server uses MS SQL 2005 for the back-end database. Both servers use MS Windows 2003 server software. Backup is provided using a second pair of servers configured identically to the primary pair. Replication to the backup is via Double-Take (version 5.0). Connectivity to other WebEOC systems is via another ESi COTS product, WebFusion. This system also uses a pair of servers, configured the same as the primary.

1.3.4. e-Library

This is a web based application that provides for the collection and management of documents used in the HOC. The system is based on an MS Windows 2003 server, web access is provided using JBoss Web/Application server, and document management is provided by a Apache Jack Rabbit Document Management System. The data is stored on an Adaptec 1.4 terra byte SNAP server. A duplicate system acts as a backup.

1.3.5. Servers

The OCIMS network uses an MS Windows 2003 server to provide domain controller and print server functions. A MS Windows 2000 server is used as a file server.

1.3.6. Workstations

System access is provided by using a combination of Dell Optiplex and Dell Precision workstations.

1.3.7. Peripherals

OCIMS uses a variety of color and black and white printers; additionally there are also a number of scanners with OCR capabilities.

1.3.8. Software

In addition to the major software applications listed above, OCIMS uses a number of other productivity packages such as GIS Arcview, RASCAL, Weather Bug, and Street Atlas. A complete list is provided in Attachment 2, OCIMS Software. These packages are a combination of COTS and GFE. The contractor shall ensure that these packages are maintained and upgraded to their latest release levels as directed by the OCIMS Project Officer (OCIMS PO).

1.4. Facility

1.4.1. PBX UPS

This is an 8KVa Symmetra LX model from APC and provides backup power to the PBX equipment located on the P2 level.

- SYA8K8RMP - Basic UPS Unit with 2 Batteries - 13U
- SYPM4KP - Extended Battery Cabinet with 9 Batteries
- SBP16KP - Bypass Panel
- AP9215 - Remote Monitor Panel Connected to UPS via RJ45.

2. List

2.1. Voice Subsystem

PBX		
Phone System	Nortel Meridian 1 Option 81-C	1
Signaling Server	Nortel Networks Signalling Server	3
Telephones	Nortel M3904	157
Accessory	M3900 Key Based Expansion Modules	4
Power Fail Transfer Unit	Model 154 8 trunk	2
Console	Wyse VT520 Terminal	1
Printer	Okidata MICROLINE 420 Serial	1
Alarm Panel	Puleo PBX Annunciator PE1400-003 48Vdc	1
Alarm Panel	Puleo PBX Annunciator PE102-8 115Vac	1

Voice Recorder		
Recorder	Mercom ULTRA-PRO Recorder	1
Archiver	Mercom Audiolog ULTRA-PRO Central Archiver Server	1

Voice Conferencing		
Conferencing System	Avaya MX S6200	2
Client Reservation Server	Avaya MX CRS	1

Automatic Notification System		
ANS	DCC Communicator NXT	2

Speaker Phones		
Speaker Phones	Polycom	4

Headsets		
Headset	Plantronics S12	39
Headset	Plantronics CS55	5
Headset	Plantronics PLX-500	12
Headset	Plantronics M10	5
Headset	Plantronics CT12	1

Fax		
Network Fax	Castelle Premier	1
Stand Alone	Canon LC3170	2

Racks		
Server Rack	APC NetShelter 42U	1
Rack Console	Dell PowerEdge Rack Console 115FP	1
Comm Rack	DAMAC Communications Rack	1

2.2. Display Subsystem

Display Monitors		
Message Boards	Clarity Visual Systems (Bobcat) 42"	8
ET, RST, PMT	Clarity Visual Systems (Puma) 50"	8
RST	Clarity Visual Systems (Lion) 67"	1
EST, Chamber, PA, RST, OST, HOO	Samsung SyncMaster 211MP (LCD)	7
Display Boards 42"	Mitsubishi (LCD)(MLM400)	15
Televisions (ET)	Toshiba (HDTV) TOS26HLB3	2
ET	SmartBoard DViT (LCD)	2
RST	SmartBoard (3000i/Rear Proj.)	1
SGT	LG 26LC7DC	3
SGT	LG M4210C	2

A/V Matrix		
Matrix Switch	AutoPatch Epica 112x48 RGBHV	4
Matrix Switch	Auto Patch Modula 32x16	6
Matrix Switch	Auto Patch Modula 16x8	4

Satellite		
Receiver	Pico Macom Digital SIRD-FTA	1
Antenna	Patriot 3.1 commercial, movable	1

Dish Networks		
Dish Networks	PVIP 211k	1
Antenna	standard	1

Controller		
A/V Controller	Crestron Rack-2	2

Clock		
Clock	Geochron Boardroom	1

Tuners/Audio/Video		
Tuners	Crestron ST-Tune	5
Receiver A/V Signal	Crestron CNX-BV4	1
Multimeter	Crown International D-45	1
Amplifier	Crown International CTS42100	1
Audio	Middle Atlantic WRK44-SR32	5
Equalizer	AudioPath C2N-VEQ4	1
Audio	Audio Flex	1
Audio	Kramer Balanced Audio DA	1
Distribution Box	Wohler LM106-6	1
Processor	Crestron Video graphics processor CNX BVP4	1

Control Panels		
Large	Crestron TPS3000	6
Small	Crestron	7

VCR/DVD/Camera		
DVD	Marantz DV7110P	3
VCR	JVC SR-V10U	3
VCR	Mitsubishi HS-U69	1
Camera	Panasonic/Matsuhita AW-E600	3

Interface Units		
PC to Display Interface	Extron RGB 192	57
PC to Display Interface	Extron RGB 201RXI	23
PC to Display Interface	Extron IN1402	14
PC to Display Interface	Extron 203RXI	1
PC to Display Interface	Extron 460XI	5

Rack PCs		
Rack	Cubix Corporation 24 Blade Stations	24

Racks		
Video Rack	Middle Atlantic WRK44SR-32 44U	5
Audio Rack	CPR Multimedia 44U	2

2.3. Data Subsystem

LAN		
Switches	CISCO 3750	4
Hubs	Linksys	7

LAN		
Hubs	Netgear	4
Hubs	Belkin	2

Servers		
WebEOC	Dell PowerEdge 2950	6
HOO	Dell PowerEdge 2850	3
DNS/Print	Dell Precision 690	1
File Server	Dell PowerEdge 2600	1
e-Library servers	Dell PowerEdge 2950	2
Network Storage	Adaptec SnapAppliance SNAP Server 4500	8

Workstations		
PC	Dell Optiplex 755	78
PC	Dell Precision 340	10
PC	Dell Precision 390	11
PC	Dell Precision 690	2

Monitors		
Monitor	Dell 2007FPB	89
Monitor	ACER X223W	1
Monitor	Dell Ultra Sharp	1
Monitor	ADVUEU (FP)	1
Monitor	Viewsonic E55	1
Monitor	Princeton 17M	1
Monitor	Princeton 15	11
Monitor	Dell (Under Desk Mount)	11
Monitor	Dell E556	1
Monitor	Mass Eng Design Inc.C2H-18	2

Peripherals		
Scanner	HP ScanJet 8270	2
Scanner	HP ScanJet	2
Printer	HP LaserJet 4100dtn	10
Printer	HP LaserJet 4700dtn	3
Printer	HP LaserJet 9000dn	2
Printer	HP LaserJet 4550n	1
Printer	HP LaserJet 4P	1
Printer	HP Business InkJet 2280tn	1
Printer	XEROX Phaser 6250DP	1
Printer	HP DesignJet1055cm (Large Format)	1
Printer	HP DesignJet 110 Plus (Large Format)	1

Backup		
Tape Drive	Dell PowerVault 114T	1
HOO	Dell PowerVailt 120T	2

Racks

Racks		
Server Rack	Dell PowerEdge 4220 42U	1
Rack Console	Dell PowerEdge Rack Console 115FP	1
WebEOC Rack	Dell PowerEdge 2420 24U	1

Miscellaneous		
KVM	various	8
Rack Console	Dell PowerEdge Rack Console 115FP	1
WebEOC Rack	Dell PowerEdge 2420 24U	1

2.4. Facility

UPS		
PBX	APC Symmetra LX 8kVA	1

Enclosure 2 – OCIMS Software

The following is a list of software used by the Operations Center Information Management System (OCIMS).

COTS Software

Manufacturer	Program Name	Version	License Info
Adaptec	Snap Server Guardian OS	4.1.0.1	8 copies
Adobe	Acrobat Full	9.0	9 copies
Adobe	Acrobat Reader	9.0	Shareware
Adobe	DreamWeaver CS3	9,0	1 copy
Adobe	Flash Player	9.0.28.0	Shareware
Adobe	Macromedia Shockwave Player	9	Shareware
Adobe	Photoshop Elements	7	1 copy
Apple	QuickTime	6	Shareware
Avaya	BridgeTalk	5.2.2	1 copy
Autodesk	AutoCad LT	2009	1 copy
AWS	Weatherbug	6.04.0.9	1 copy
Castelle	FaxMain	4.1.106	1 copy
Castelle	FaxPress	6	1 copy
Cheyenne	ArcServe IT	NT	Enterprise Edition
Cisco	Catalyst IOS	12.2(25)EN	4 copies
DeLorme	Street Atlas USA	2010	1 copy
DeLorme	Topo USA	5.00	1 copy
Dialogic Communications Corporation	Automatic Notification System (The Communicator)	NXT	2 copies
Dialogic Communications Corporation	Auto Roster Import	1	1 copy
Dialogic Communications Corporation	Survey Module	1	1 copy
Esi	WebEOC	7.1	1 copy
Esi	WebFusion	1.0	1 copy
ESRI	ArcGIS	9.3	6 copies
ESRI	ArcView	9.3	6 copies
Google	Earth	2006	
Hewlett packard	LaserJet 3100 JetSuite	3.1	Utility
Hewlett-Packard	JetAdmin	3.42	Utility
Impact Weather	Tropical User (STD)		20 user login
Jasc Software	Quick View Plus	6.0.1	App
KOAA-TV	WeatherBug	6.05	App
Mercom	Audiolog	3.30.0026	1 copy
Microsoft	.Net	1.1	Utility
Microsoft	.Net	2	Utility
Microsoft	.NET Framework SDK	1.1	App

Microsoft	Dev Studio	1	
Microsoft	HighMat	1.1.1905.1	Utility
Microsoft	Internet Explorer	7	Utility
Microsoft	MS SQL	2000	1
Microsoft	MS SQL	2005	5
Microsoft	Office Professional	2003	Enterprise License
Microsoft	Office Professional	2007	Volume License
Microsoft	Visual SourceSafe	6.0	1 copy
Microsoft	Visual Studio	6.0	1 copy
Microsoft	Visual Studio .Net	2003	1 copy
Microsoft	Windows Advanced Server	2000	5 copies
Microsoft	Windows Media Player	10	Utility
Microsoft	Windows Professional	XP	95 copies
Microsoft	Windows Server	2003	12 copies
PKWare	SecureZip	8.20.0014	Enterprise License
Roxio	Easy CD Creator	9	Utility
ScanSoft	PDF Professional	3.0.1.000	3 copies
ScanSoft	Text Bridge Professional	11.00.0000	4 copies
Snagit	Snagit	7.2.1	Multi-User
SSH Command Security	Techtia Client	4.3.0	5 – Commercial version
Symantec	Anti-Virus Enterprise	10.1.5000.5	85 copies
Symantec	Anti-Virus Enterprise	11	11 copies
Symantec	BackupExec	12	1 copy
Symantec	Client Security	10.1.0.5000	25 copies
Symantec	Ghost	7.0	50 copies
Veritas	BackupExec	9.1	2 copies
WeatherBug	Professional Streamer	Platinum	Site License
WeatherBug	GIS Data Service		Site License

Specialized NRC Software

Manufacturer	ProgramName	Version	License Info
Aloha	Aloha	5.2.3	Government License
Athey Consulting	RASCAL	4.2	Government License
Cameo	Cameo	1.2	Government License
CINDY	CINDY	1.3	Government License
ERAD	ERAD	2003a	Government License
LandView	LandView	5.0	Government License
Marplot	Marplot	3.3.1	Government License
Perlstein	HOO Database	4.4.2	Developed for HOC
Perlstein	HOO Log	4.0.0	Developed for HOC
Perlstein	HOO RAMQC	5.0.4	Developed for HOC
Perlstein	HOO SID	5.0.0	Developed for HOC
Sea Island Software Inc	Hurrevac	2011	Government License

Agency Supplied Software

Manufacturer	Program Name	Version	License Info
Corel	WordPerfect Office Suite	X3	No cost to contract
Microsoft	Outlook	2007	No cost to contract
Sybase	Adaptive Server Enterprise	12.5.4	No cost to contract
Sybase	ASE OLE DB Config Manager	2.70	No cost to contract
Sybase	ODBC	3.11	No cost to contract
Sybase	Replication Server	12.6	No cost to contract