



Statement of Work (SOW)

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**Information Technology Support From BEA
Statement of Work
Advanced Mixed Waste Treatment Project**

Idaho Treatment Group, LLC

Revision: 0

Date: 12/19/2011

<p>1.</p>	<p><u>SCOPE</u></p> <p>1. Scope</p> <p>1.1. Introduction</p> <p>Battelle Energy Alliance (BEA) shall provide a specific set of information technology (IT) infrastructure services as defined in this statement of work (SOW) to Idaho Treatment Group, LLC, (ITG) for the period beginning October 2011, and ending not later than September 2015, unless ITG reduces the scope in the future. This SOW is part of the Blanket Master Agreement (BMA) between BEA and ITG and all services provided under this SOW are subject to the terms of that BMA.</p> <p>1.2. Work Included</p> <p>For each of the topical areas listed in this section, details of the scope are spelled out in section 2 and its subparagraphs and the responsibilities of each party are documented in section 4 and its subparagraphs.</p> <p>1.2.1. Telephony services. 1.2.2. Data network services. 1.2.3. External electronic mail (e-mail) processing/integration services. 1.1.1. Radio frequency (RF) wireless infrastructure and spectrum management services.</p>
<p>2.</p>	<p><u>TECHNICAL REQUIREMENTS/TASKS</u></p> <p>2. Technical and Functional Requirements</p> <p>Specific IT services that are provided by BEA and that may be required by ITG, are detailed in the following subparagraphs.</p> <p>2.1. Telephony services.</p> <p>2.1.1. Voice services - The INL Telephone System (ITS), commonly referred to as the Digital Information Exchange (DIX), is comprised of digital Private Branch Exchanges (PBXs) distributed throughout the INL complex, inter- and intra-campus wire facilities. The ITS transports electronic information (voice, data, dialup video, and facsimile) between and among operating areas at the INL Site/STC facilities and the public switched and Internet networks (e.g. FTS 2001, AT&T, QWEST, and ESNET).</p>

2.1.1.1. Provide analog phone lines for a limited number of AMWTP requested analog voice phones and for AMWTP fire alarm system access, INEEL 777 access, and ENS access.

2.1.2. Transport services - The INL Access Network (IAN) provides wide-area access, connectivity, and transport for ITG data networking systems across the INL. Transport services include most site and town intercampus links (e.g., raw fiber).

2.1.2.1. Provide cable engineering service for both cable copper/fiber between campuses, along with the associated manholes, cable vaults, ducts, and aerial cable distribution systems.

2.1.2.2. Provide configuration management and oversight of installed cabling to the demarcation points with ITG managed data networking equipment.

2.1.2.3. BEA will provide the following services upon request on a time and-material basis.

2.1.2.3.1. Provide cable locations and/or verifications

2.1.2.3.2. Provide optical engineering, hardware and configuration support

2.1.2.3.3. Provide special services circuits (engineering, hardware, software, firmware, end-user device) implementation and support

2.1.2.3.4. Provide consultation as requested by ITG

2.1.3. Monitoring and Response

2.1.3.1. Provide after-hours service call outs to respond to alarm conditions and restore existing services for TDM voice and backbone transport.

2.2. Data network services.

ITG owned network devices shall be documented and operated, maintained, and managed by ITG. ITG will provide network services "downstream" of each demarcation point. BEA shall provide transport for data network traffic between campuses at the INL.

2.2.1. Provide space, power and climate controlled environment for ITG servers and networking equipment located at the BEA IORC facility

2.2.2. DNS - Provide external DNS services. This includes management of the AMWTP.INL.gov domain. This includes updating DNS to support

add/move/change requests for network equipment. Coordinate for off-shift domain add/change processes. Provide reverse lookup service. BEA will provide these services upon request on a time-and-material basis.

2.3. External electronic mail (e-mail) processing/integration services.

2.3.1. Reliably deliver in-bound and out-bound messaging for the ITG e-mail system, including anti-virus and anti-spam scanning. E-mail processing ensures all ITG e-mail is routed to the ITG mail system.

2.3.2. Changes to the external e-mail interface that are requested by ITG may result in additional (pre-approved) cost to ITG, with the specifics of cost and subject to negotiation at the time of the request.

2.4. Radio frequency (RF) wireless infrastructure

2.4.1. Provide RF wireless systems and services, including but not limited to the following: Ultra-High Frequency (UHF) and Very-High Frequency (VHF) Land Mobile Radio (LMR) System and VHF Radio Paging System.

2.4.2. This service shall support wide area access, connectivity and transport for voice, video, and data supporting emergency preparedness, life safety, security, power management, and other key operations.

2.4.3. Provide management of the INL pager infrastructure. (Administration of end-user pager devices is performed by the BEA IT Operations Center on an as-needed basis.)

2.4.4. Provide management of assets and real estate supporting RF wireless systems and services including:

2.4.4.1. Mountaintop installations (repeaters, buildings)

2.4.4.2. Campus RF infrastructure (cabling and antennas)

3. Media Sanitization

Provide services to ITG for the physical destruction and disposal of AMWTP electronic media. This media is to include but not limited to: computer hard drives, memory sticks, memory cards, and cell phones/Blackberrys. It will be ITG's responsibility to deliver the items to the INL media destruction facility, witness the destruction, and provide the ITG Form-1837, Media Destruction Tracking Sheet for signoff by the INL technician

destroying the items and by the ITG witness.

4. Responsibilities

- 4.1. BEA shall grant access to authorized ITG personnel to BEA-owned buildings, facilities, and campuses at the INL site where telecommunications cabling, vaults, and wiring closets are located, to enable ITG management and operations of ITG-owned IT infrastructure.
- 4.2. ITG shall grant access to authorized BEA personnel and authorized BEA subcontractor personnel to ITG buildings, facilities, and campuses at the INL site where telecommunications cabling, vaults, and wiring closets are located, to enable BEA's management and operations of BEA-operated portions of the INL telecommunications and data network infrastructure.
- 4.3. BEA shall notify ITG IT POCs within 1 hour of emergency and unplanned outage affecting services provided to ITG.
- 4.4. BEA shall notify ITG IT POCs regarding planned actions by BEA affecting BEA provided services, including system/infrastructure outages, routine software updates, configuration changes to in-scope applications and infrastructure, in-progress tasks, and similar scheduled events, a minimum of one (1) week in advance of implementation by BEA.
 - 4.4.1. At least one of the ITG IT POCs shall notify the BEA POC of any non-concurrence with the planned BEA action within one (1) working day of notice.

3. **REPORTS, DATA, AND OTHER DELIVERABLES**