



Statement of Work (SOW)

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Implementing Document: MP-PCMT-15.1

Sentinel Database Management System

Statement of Work

Advanced Mixed Waste Treatment Project

Idaho Treatment Group, LLC

Revision: 0

Date: 06/18/2014



Statement of Work (SOW)

1.	<p><u>SCOPE</u></p> <p>This Statement of Work (SOW) has been developed to define and establish services to be provided by the Idaho National Laboratory (INL) operated by Battelle Energy Alliance, LLC (BEA) for maintenance and support of the applicable servers and software applications employed by and within Sentinel.</p> <p>Included Services shall include:</p> <ul style="list-style-type: none">• Maintenance and support of the applicable servers and software applications employed by and within Sentinel and solely controlled and administered by BEA.• Maintenance and support of applicable links from other supporting databases and applications to Sentinel including, but not limited to databases and software use by CWI's Radiation Dosimetry and Records (RDR), BEA's Health Physics Instrument Laboratory (HPIL), BEA and CWI In Vitro and In Vivo Bioassay, BEA's Health Physics Dosimetry Laboratory (HPDL), BEA Web Reports, AMWTP Training, Radiological Engineering, etc.• Sufficient BEA Information Management (IM) support to maintain the entire BEA system such that the required access to the Sentinel, and existing reporting tools are available to BEA, CWI, AMWTP and all other applicable INL contractors; thus enabling all applicable INL Rad Con users to continue to perform all necessary activities utilizing Sentinel.• Provide AMWTP sufficient user rights to allow AMWTP to perform all necessary non system administrative functions in Sentinel.• BEA will not be liable for the maintenance or quality assurance of systems or data outside their jurisdiction or responsibility. Specifically databases and software applications owned and operated by AMWTP.• BEA will not provide services, data, or reports beyond that which was in place at the time of the INL switch to Sentinel at any other rate than that established by this agreement.• BEA and the Sentinel program will not be responsible for any calculation of dose or the manipulation of data after it has been presented and input into the Sentinel database.
2.	<p><u>TECHNICAL REQUIREMENTS/TASKS</u></p> <p>Sentinel functionality will be maintained so as to assure total electronic functionality with minimal unscheduled/unplanned and only planned necessary scheduled down times. BEA will maintain the current agreed level of BEA IM Department support services as follows:</p> <ul style="list-style-type: none">• If reported during normal BEA IM working hours, immediate action to begin correction;• If reported during non-normal BEA IM working hours (including weekends and normal company holidays) corrective activities to begin within 4 hours of report. <p>Unanticipated additional labor cost incurred by BEA in the normal performance of this SOW that were not known at the time this agreement was put in place or have been placed upon</p>



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BEA beyond their control and are essential to the successful continuation of said services will be shared by all applicable INL contractors on a prorated basis by the number of seats in affect at the time of charge.

While it should be rare and generally planned, in the event Sentinel becomes unavailable for any period, AMWTP will be responsible to record their own access control functions such that when Sentinel becomes available again all AMWTP access control functions that occurred during the down time can be manually entered by AMWTP personnel.

BEA Technical support shall be such as to assurance compliance with the above and shall include but not limited to data and server management as well as report generation as reasonable and necessary.

In the event AMWTP should require functionality or maintenance services in a timelier manner or beyond those described above, the additional cost associated with such will be solely the responsibility of AMWTP.

No inquiries or requests for changes that will affect the overall combined INL Rad Con system should be investigated or sought without being first presented to the Sentinel Database manager.

In the event that a user determines that there is a need to change or modify any part of the combined INL Rad Con Sentinel system and if applicable AMWTP Rad Con management with how such changes will affect the Sentinel program, database, or any other segment of the system which is exclusively controlled by BEA, all such changes or modifications must first be presented to BEA Sentinel Database manager. Such presentation must be written and include what the change is for and how it will improve the overall system. Changes beyond mandatory vendor upgrades will be developed or funded by the company requesting the change (unless the requesting company can substantiate that the proposed change will benefit all INL users), presented to the BEA Database Administrator, presented to the Rad Con management not requesting the change (but impacted), accepted and implemented or rejected.

Approved modifications that will change how the system is used will be presented to all applicable INL Rad Con management with how such changes will affect current use prior to their implementation and in sufficient time to accommodate any necessary training.

Quality Assurance/Control

Activities shall be performed in accordance with DOE O 414.1 "Quality Assurance". BEA will maintain QA Program compliant with 10 CFR 830, Subpart A.

- 3. REPORTS, DATA, AND OTHER DELIVERABLES**
- BEA Responsibilities:**
- AMWTP shall contact the BEA Rad Con System Administrator for all items related to the Sentinel system.



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- Provide and maintain BEA Sentinel primary and backup servers and software applications
- Provide ongoing “Hot Line” assistance to all Sentinel users.
- Provide support for obtaining RDR, HPIL, Bioassay, Security, and Training data applicable to Sentinel.
- After AMWTP’s payment, BEA will assume all remaining costs including the use by other non-AMWTP users, i.e., DOE, CWI etc.
- Notify the AMWTP Point of Contact (POC) of any modifications to the Sentinel software and report functions that will affect AMWTP’s expected use of such prior to implementation of those changes (minimum of 30 days advanced notification).
- Test and validate program modifications and data structure changes prior to implementation and provide documentation for review of testing/validation prior to implementation to the AMWTP POC.
- Obtain concurrence from AMWTP (excluding mandatory vendor standard patches and upgrades) prior to implementation of modifications. Concurrence from AMWTP will not be required for mandatory vendor stand patches and upgrades.
- BEA Information Management (IM) will provide ITG (AMWTP) with layer 2 and layer 3 connections through the BEA network infrastructure to the Sentinel applications for applicable Sentinel AMWTP users. AMWTP understands that the Sentinel database administrator or BEA Rad Con cannot provide this service. It must come from BEA’s IM department.
- Provide upfront custom reports for AMWTP after required specifications are provided to BEA.
- Provide upfront basic training on the Sentinel software to AMWTP.

AMWTP Responsibilities:

- Supply and maintain personal computers and associated network with the necessary configuration and software to connect to BEA servers and operate as AMWTP employee access control and, as necessary, data input workstations for all AMWTP employees who require such use.
- Purchase the Sentinel seat licenses directly from the vendor of Sentinel, PTI.
- Contact the BEA Technical Point of Contact for discussions with PTI (Sentinel contractor)
- AMWTP IM will work with BEA IM to gain layer 2/3 network access to the BEA owned Sentinel database system.
- Necessary access to AMWTP’s training database with an Oracle link and view to the Rad Worker training qualifications.
- Provide a list of Sentinel users and what type of user permission’s needed in Sentinel: RWP writer/approver, access control entry/exit coordinator, OSL/TLD temporary dosimeter



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	<p>assigner, etc.</p> <ul style="list-style-type: none">• Provide written request(s) for custom reports needed.• Provide a list of computer hostnames and the facility (location) where the computer resides.• Provide notice to the BEA Sentinel administrator when a computer is replaced for another. This will aid the verification process that AMWTP will not go over their seven Sentinel seat licenses.
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