

**AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT**

BPA NO.

1. CONTRACT ID CODE

PAGE

OF PAGE:

1

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2. AMENDMENT/MODIFICATION NO. M001	3. EFFECTIVE DATE See Block 15c.	4. REQUISITION/PURCHASE REQ. NO. NRC-03-08-086 T1 M1	5. PROJECT NO.(If applicable)
6. ISSUED BY U.S. Nuclear Regulatory Commission Div. of Contracts Attn: Jennifer A. DeFino, 301-492-3637 Mail Stop: TWB-01-B10M Washington, DC 20555	CODE 3100	7. ADMINISTERED BY (If other than Item 6) U.S. Nuclear Regulatory Commission Div. of Contracts Mail Stop: TWB-01-B10M Washington, DC 20555	CODE 3100

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)  SYNERGY ENTERPRISES, INC.  8757 GEORGIA AVENUE STE 450  SILVER SPRING MD 209103737  CODE 131331261 FACILITY CODE	(X)	9A. AMENDMENT OF SOLICITATION NO.
		9B. DATED (SEE ITEM 11)
		10A. MODIFICATION OF CONTRACT/ORDER NO. NRC-03-08-086 NRC-T001
	X	10B. DATED (SEE ITEM 13) 09-30-2008

**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: 920-15-111-112 JCN: J-4151 BOC: 252A  
Appr. No.: 31X0200.920 OBLIGATE: \$50,850.00

**13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

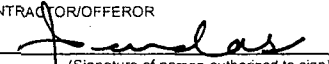
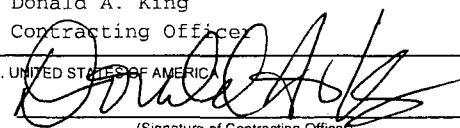
(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: Mutual Agreement of the Parties Task Order Ceiling Increase, SOW Revision, and Incremental Funding
	D. OTHER (Specify type of modification and authority)

**E. IMPORTANT:** Contractor  is not,  is required to sign this document and return 2 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

\*\*SEE PAGE TWO (2) FOR DESCRIPTION OF TASK ORDER MODIFICATION.\*\*

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) PRACHEE J. DEVADAS (President/CEO)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Donald A. King Contracting Officer
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)
15C. DATE SIGNED 2/24/09	16C. DATE SIGNED 2/23/2009

TEMPLATE - ADM001

SUNSI REVIEW COMPLETE

MAR 13 2009

ADM002

The purpose of this Task Order modification is to: (1) increase the Task Order ceiling amount by \$1,259.93 from \$100,209.10 to \$101,469.03; (2) revise the statement of work (SOW) to include the purchase of the Secure Socket Layer (SSL) certificate for the RIC website; and (3) provide incremental funding in the amount of \$50,850.00, thereby increasing the obligated amount from \$50,000.00 to \$100,850.00. Accordingly, the Task Order is hereby modified as follows:

1) On page two (2) of the Task Order award, paragraph two (2) CONSIDERATION AND OBLIGATION, sections (a) and (b) are deleted in their entirety and replaced with the following:

“(a) The total estimated cost to the Government for full performance under this Task Order is \$101,469.03.

(b) The amount obligated by the Government with respect to this Task Order is \$100,850.00. 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.”

2) On page two (2) of the Task Order award, paragraph four (4) PRICE/COST SCHEDULE is deleted in its entirety and replaced with the following:

“The following is a summary of the labor categories, number of hours and hourly labor rates.

TASK ORDER NO. 1				
CLIN	LABOR CATEGORY	EST. HOURS	FIXED LABOR RATES	ESTIMATED TOTAL
001	Program Manager	[REDACTED]	[REDACTED]	\$12,974.99
002	Program Coordinator /Meeting Manager	[REDACTED]	[REDACTED]	\$19,012.83
003	Writer/Editor	[REDACTED]	[REDACTED]	\$ 8,380.80
004	Graphic Artist	[REDACTED]	[REDACTED]	\$ 5,640.80
005	IT Specialist	[REDACTED]	[REDACTED]	\$19,038.60
006	Logistics/Admin Assistant	[REDACTED]	[REDACTED]	\$23,569.00
CLIN	OTHER DIRECT COST (ODC) DESCRIPTION			ESTIMATED TOTAL
007	Travel The government will pay up to the rates specified in the Government Federal Travel Regulations (FTR) for travel destination. NO PAYMENT WILL BE MADE WITHOUT BACKUP DOCUMENTATION/RECEIPTS. *All travel must be approved in advance by the NRC Project Officer.*			\$ 900.00
008	Shipping & Postage			\$1,284.95
009	Supplies/Material (Signs/Posters/Banner/URL)			\$2,985.00
010	Laptop and Printers Rental (\$250.00 X \$7.00 x 3 days)			\$5,250.00
011	SSL Certificate			\$ 850.00
011	General and Administrative Rate (14%) applied to ODC's			\$1,577.79

	<b>Estimated Total for Task Order No. 1</b>	<b>\$101,469.03</b>

3) The SOW for the Task Order is deleted in its entirety and replaced with Attachment 1 to this modification.

All other terms and conditions of the task order remain unchanged.

A summary of obligations, from award date through the date of this action, is given below:

Total FY08 Obligations	\$ 50,000.00
Total FY09 Obligations	\$ 50,850.00
Total NRC Obligations	\$100,850.00

This modification obligates FY09 funds in the amount of \$50,850.00.

**STATEMENT OF WORK  
FOR TASK ORDER NO. 1 UNDER  
NRC-03-08-086, JCN – J4151**

**WEB SUPPORT SERVICES AND BADGING AND REGISTRATION**

**1. Background**

Each year, the U.S. Nuclear Regulatory Commission (NRC), Office of Nuclear Reactor Regulation (NRR) and the Office of Nuclear Regulatory Research (RES) host an annual Regulatory Information Conference (RIC) with the nuclear industry to discuss safety and regulatory issues of mutual interest. The objective of the RIC is to provide a communication forum for senior NRC and industry management regarding current and future safety initiatives and regulatory issues.

This free conference is open to the public with advance registration required. RIC 2009 is scheduled to be held at the Bethesda North Marriott Hotel and Conference Center on March 10-12, 2009. Attendance at the RIC continues to grow each year. Over 2400 participants were in attendance at RIC 2008. With increasing interest in energy concerns, new reactor licensing and advance reactor designs, it is expected that attendance at the RIC shall continue to grow.

Typically, the majority of RIC attendees are from the nuclear power industry, including manufacturers, architect/engineering firms, vendors, news media, and law firms. In addition to NRC senior management officials, there were corporation presidents, vice-presidents, chief executive officers (CEOs), and other government executives, as well as representatives of foreign countries in attendance.

**2. Task Order Objective**

The objective of this Task Order is to obtain expert support from the contractor in areas of website support, content management, registration (online pre-registration and on-site), and badging.

**3. Scope of Work**

**Task 1: Web Support Services**

**Subtask 1A**

Requirement: The contractor shall provide a URL for the RIC website. The contractor shall host and maintain website for RIC 2009 which can be accessed through the NRC public website. The contractor shall purchase the NRC Office of Information Services (OIS) required Secure Socket Layer (SSL) certificate for the RIC website.

Standard: The RIC website shall be available 24/7 and shall meet all requirements set forth in Attachment 2 entitled, "US NRC Service Level Agreement (SLA) for RIC Web Support Services."

Deliverable: RIC website URL and website.

**Subtask 1B**

Requirement: The contractor shall maintain/update the RIC website and its webpage(s) content as provided by the NRR Conference Planner. RIC website content to be maintained/updated includes:

- updating information about the agenda for RIC

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- . updating biographies and information about keynote speakers
- . updating speaker presentations and technical posters
- . monitoring conference registration information
- . maintaining an on-line registrant list
- . posting information about the conference facility
- . posting information about hotel availability and sleeping room accommodations
- . posting information about sponsored events
- . posting travel information
- . posting frequently asked questions
- . posting past RIC information
- . posting RIC contact information

The approximate number of files are:

- 60 general information postings
- 350 presentation slides
- 160 speaker bios
- 15 poster presentations

Standard: Updated content posted to RIC website within 2 business days.

Deliverable: RIC webpages; periodic reports on registration and demographics as requested by the NRR Conference Planner.

### **Subtask 1C**

Requirement: The contractor shall assist in responding to inquiries sent to the [RICHelpDesk@nrc.gov](mailto:RICHelpDesk@nrc.gov).

Standard: Inquires are responded to within two business days of inquiry receipt.

Deliverable: Inquiry response.

### **Subtask 1D**

Requirement: Thirty days after the completion of RIC, the contractor shall be responsible for moving current year RIC web content information into the "Past RIC Information" section of the website and for preparing the website for transition to the 2010 year's RIC. The contractor will also provide a hard and electronic copy of the data for archive purposes to the NRC.

Standard: Thirty days after the completion of RIC, the contractor shall be responsible for moving current year RIC web content information into the "Past RIC Information" section of the website and for preparing the website for transition to the 2010 year's RIC.

Deliverable: The contractor will provide a hardcopy and electronic copy of the data for archive purposes to the NRC.

## **Task 2: Badging and Registration**

### **Subtask 2A**

Requirement: The contractor shall host a database application to serve as a registration system specifically for RIC attendees. The application must be hosted on a secure server that meets the system and security requirements as stated in Attachment 1, entitled, "US NRC Service Level Agreement (SLA) for RIC Web Support Services." On-line pre-registration shall be available beginning on January 1, 2009 and close on February 27, 2009. The registration system shall be web-based, but also allow for individuals to call-in, mail, or fax or call in their registration information to the contractor. The registration system shall capture the following information:

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- a) the registrants first name, last name, middle initial, suffixes
- b) badge name
- c) organization;
- d) organization acronym (if any)
- e) business telephone number
- f) business email
- g) business address, city, state/province, zip+4, country
- h) registrant's permission to be listed on the RIC website as attending the conference
- i) affiliation type: public, NRC employee, industry vendor, law firm, etc.
- j) registrants' interest as it pertains to attendance at specific technical sessions
- k) sessions attending and tours participation (i.e. such as the NSIR Incident Response Experience)

Standard: A 24 hour, 7 day a week registration system, available January 1, 2009 through February 27, 2009, with backup/recapture capabilities in the event of loss of power and with the ability and to capture all required registration information.

Deliverable: RIC registration system.

**Subtask 2B**

Requirement: The contractor shall receive all pre-registration requests online, via telephone, via mail, and via fax. The contractor shall enter all telephone and hardcopy registration forms into the NRC RIC database. The contractor shall review all hardcopy registrations forms and online registrations for completeness and ensure the removal of duplicates in the NRC RIC database. The contractor shall compile a registrant list from the hardcopy and online registrations forms received. The contractor may also be asked to respond to email inquiries as to a participant's registration status and other questions that are conference related. The registration record for each participant will also have an indicator, such as a ribbon field, to indicate whether someone is a VIP, speaker, staff or Chair. The contractor should be able to sort on this field, so they may be able to pull these registrations aside for special handling and delivery by the NRR Conference Planner.

Standard: All phone and hardcopy registrations entered into NRC RIC database. No duplicate registrations in NRC RIC database. Sorting capability by via the registration record for VIP's.

Deliverable: Final registration list.

**Subtask 2C**

Requirement: The contractor shall receive all hardcopy registration forms and online registrations. The contractor shall enter all hardcopy registration forms into the NRC RIC database. The contractor shall review all hardcopy registrations forms and online registrations for completeness and ensure the removal of duplicates in the NRC RIC database. For instance, when a registrant submits a website registration form and also a hard copy form or a second web registration correcting a previous submission, duplicates shall be removed. The contractor shall compile a registrant list from the hardcopy and online registrations forms received.

Standard: All hardcopy registrations entered into NRC RIC database. No duplicate registrations in NRC RIC database.

Deliverable: Final registrant list.

**Subtask 2D**

Requirement: The contractor shall provide confirmations, via letter or email, to RIC registrants within 3 business days following receipt of their registration.

Standard: Confirmation letter/email sent to registrants within 3 business days of registration.

Deliverable: Confirmation letter/email.

### **Subtask 2E**

Requirement: The contractor shall provide a reminder notification to registrants, via letter or email, two weeks prior to the RIC providing them any additional information about the meeting, such as a "Just Announced" special speaker.

Standard: Announcement/reminder notification sent to all registrant's two weeks prior to RIC.

Deliverable: Announcement/reminder notification.

### **Subtask 2F**

Requirement: The contractor shall provide custom queries and reports that provide statistics and participant lists information about RIC registrants. These custom queries and reports shall detail weekly registration information, alphabetically by name, by Office, by organization, by title, by affiliation/type, and by country, VIP, speaker, staff or Chair lists; session attendance lists.

Standard: Registration database statistical reports and participant lists updated and provided weekly to the NRR Conference Planner.

Deliverable: Registration database statistical reports, session attendance lists, tour lists and participant reports.

### **Subtask 2G**

Requirement: The contractor shall be required to use database information and NRC provided badge artwork to prepare name badges with the registrants' name and organization clearly displayed. Requirement: The contractor shall provide all necessary materials and produce all preregistered applicant badges for attendee pickup on-site at the RIC. Badges for all pre-registered attendees shall be prepared, proofed, and arranged in alphabetical order in advance of the conference opening date. The contractor shall prepare badges based upon registrant and VIP lists, pull and deliver NRC staff or special VIP badges as assigned, and be physically present during the RIC to distribute registration badges.

The contractor shall also prepare name badges onsite for all individuals who have not pre-registered (walk-ins). The contractor shall provide personnel blank badges with RIC logo and holders for onsite badge preparation. For walk-in registrants the contractor shall enter their registration information into the RIC database for inclusion into the final registration report and the onsite and post RIC statistical reports.

The contractor shall rely on the submitted registrant information to prepare the name badges and shall maintain an accurate list of the number of badges created.

Standard: Quality Assurance of pre-registered attendees badges - three days before start of RIC with 99% accuracy. For example, based on 1800 registrants, no more than 18 badges will be inaccurate or missing. Preparation of all pre-registrant and onsite registrant badges.

Deliverable: Pre-registered and onsite registered attendee name badges.  
List of the number of badges produced.

### **Subtask 2H**

Requirement: The contractor shall provide onsite registration support services. Registration shall encompass both pre-registered attendee badge pick up and onsite registration services. The contractor shall provide all necessary on-site equipment, including registration booth, laptops, printers with extra ink, calculators, paper, pens, pencils, telephones, staplers, rubber bands, envelopes, paper, registration lists, message board, internet connection to achieve an efficiently, expeditious, on-site registration process for pre-registered and walk-in registration. Contractor will be able to track number of pre-registrations picked up and on-site walkups. Contractor shall be physically on-site during the days of the RIC and during all hours that registration is open. Hours of operation shall generally be between 2:00 pm – 7:00 pm the day prior to the conference; 7:00 am –

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5:00 pm on the first two days of the conference; and shall be reduced to approximately 7:00 am – 12:00 noon on the final day of the conference. The contractor shall provide 2 registration personnel for two days to distribute badges and register NRC employees one week prior to the start of the conference at NRC headquarters and provide 7 registration personnel to staff and execute the registration process physically on-site at the meeting location for all days of the RIC and during all hours that registration is open and for registration material move-in and move-out. The contractor shall reduce the number of staff needed as conference participants pick up their registration materials by 50% for the last day of registration. The contractor shall convert registration computer stations and printers into internet information stations for the RIC attendees to use to check their emails and access the RIC website for access to presentations and the capability to print out RIC speaker presentations on-site.

Standard: Monitor registration - all days of RIC. Efficiently run registration services at the NRC HQ and at RIC conference location. On-site pre and walkup registration waiting line should not have more than 5 registrants in cue at any time.

Deliverable: Efficient onsite RIC registration.

**4. Quality Assurance**

Task 1: Web Support Services

The contractor shall perform a Q&A check on all updated pages to ensure information posted is current and accurate and active. The NRC Technical Monitor shall also perform a Q&A check on all updated pages to ensure information posted is current and accurate and links are active.

Task 2: Badging and Registration

The contractor shall perform a Q&A check by cross checking the registrant forms and database list with the produced badge output. NRC staff will also perform quality assurance check on 5% of the registration badges to assure accuracy of data printed on the badges and assure each registrant has an accurate badge. Estimated number of people pre-registering is 1800.

Q&A shall require visual examination of the badges being sampled. Q&A of registration reports by the NRR Conference Planner.

**5. Period of Performance**

The period of performance for this task order shall be from September 30, 2008 through March 31, 2009.

**6. Level of Effort**

Task 1: Web Support Services

The total estimated level of effort for the web support services for this task order is 350 staff hours.

Task 2: Badging and Registration

The total estimated level of effort for the web support services of this task order is 700 staff-hours.

The above estimates are advisory only and not to be considered as the sole basis for development of a staffing plan.

**7. Meetings and Travel**

**Meetings with the NRC**



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Task 1: Web Support Services

1- 4 hour meeting at NRC Headquarters for 2 contractor staff to finalize the Project Plan

Task 2: Badging and Registration

1- 4 hour meeting at NRC Headquarters for 2 contractor staff to finalize the Project Plan

**Travel**

Task 1: Web Support Services

Travel to NRC Headquarters, approximate number of trips = 2

Task 2: Badging and Registration

Travel to NRC Headquarters and to Bethesda North Marriott Hotel and Conference Center. Approximate number of trips = 8

**8. NRC-Furnished Material**

Task 1: Web Support Services

- Sample websites
- Content for general information
- Presentation slides

Task 2: Badging and Registration

- artwork for the name badges and tent cards
- sample plastic attendee badge holders
- sample ribbons for designating specific individuals
- sample of outgoing RIC invitation

**9. Project Officer**

The Project Officer for this Task Order is Betsy Oliveto, 301-415-1099.

**10. Attachments**

- Attachment 1 – Performance Assessment Summary
- Attachment 2 - USNRC Service Level Agreement (SLA) for RIC Web Support Services

Performance Assessment Summary					
Task	Indicator	Standard	Surveillance	Acceptable Quality Level	Deductions if not met
<b>Web Support Services</b>	The NRC shall be able to access and navigate conference program information via the internet.	The contractor shall update RIC pages within 2 business days of receipt and ensure information posted is current and accurate.	The NRC Technical Monitor shall perform a Q&A check on all updated pages to ensure information posted is current and accurate.	All RIC pages are accessible and all hot links are connected to correct program information. RIC Pages are available during contracted dates. RIC pages are live 90% of the time.	10% of EAD* for not meeting standard.
<b>Badging</b>	Cross checking the registrant forms and database list with the produced badge output.  Weekly registrant report with names listed	Based on 1800 registrants, no more than 12 badges will be inaccurate or missing.	NRC staff will check on 5% of the registration badges to assure accuracy of data printed on the badges and assure each registrant has an accurate badge.	99% of badge output is accurate and available prior to registration opening.	10% of the EAD* for not meeting the standard.
<b>Registration</b>	The contractor shall host a database application to serve as a registration system specifically for RIC attendees. The application must be hosted on a secure server that meets the NRC's system and security requirements  Pre-registration requests shall be accepted online, via telephone, via mail, and via fax. The contractor shall receive all hardcopy registration forms and enter them into the RIC registration database.  Onsite registration support services as required. Registration shall encompass both pre-registered attendee badge pick up, and onsite registration services.	The RIC database shall consist of the registrants' first name, middle name or initial (if given), last name, and other information if applicable, such as organization name, sub-organization name, title, mailing address, city, state, and zip code, telephone, and fax numbers, e-mail addresses, and any comments.  The contractor shall also provide confirmations to RIC registrants following registration receipt and prior to the conference.  Contractor shall be physically on-site during the days of the RIC and during all hours that registration is open.	The contractor shall provide statistics about RIC registrants including, weekly registration reports alphabetically by name, by Office, by organization, by title, by affiliation/type, and by country.  Weekly registrant report with names listed and registration numbers with a copy of the confirmation.  Contractor shall provide registration booths and supplies (i.e. computers, printers, calculators, paper, blank badges and holders, internet connection, phones, personnel, etc.) needed to execute the onsite registration process.	Database and reports are free from errors with 10% or less error rate.  Reports are free from errors with 10% or less error rate and provided weekly.  Pre-printed badges, ribbons, and badge holders, badges and ribbons should be inserted into badge holders in alphabetical order by last name. Ribbons should be inserted with appropriate name.	Additional 5% of the EAD* for each additional 10% over the acceptable quality level.  Additional 5% of the EAD* over the acceptable quality level.  Additional 5% of the EAD* over the acceptable quality level

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\*Estimate of Damage; being the damages negotiated at the time of the award representing the cost of hiring a third party to re-perform the task.

**USNRC SERVICE LEVEL AGREEMENT (SLA) FOR RIC WEB SUPPORT SERVICES**

This Service Level Agreement (SLA) describes the environment and services being provided by Synergy Enterprises Incorporated to NRC/NRR/PMDA ("the Customer"). The SLA is subject to an IT Services Master Agreement between the Customer and Synergy Enterprises Incorporated. The contents of this SLA will be reviewed by the Customer and Synergy Enterprises Incorporated at least annually. Synergy Enterprises Incorporated will provide the following facilities, equipment, software, and services:

***Physical Facility***

Requirement	Contractor (select one)		Comments
	<i>meets</i>	<i>does not meet</i>	
Data center temperature and humidity are maintained within conventional, vendor recommended limits for computing and telecommunications equipment			
Sufficient power for all installed equipment, with an uninterruptible power supply and standby generator to maintain normal business operations during a utility outage			
Physical security of the computer room with controlled access limited to approved personnel			

***Equipment***

Requirement	Contractor (select one)		Comments
	<i>meets</i>	<i>does not meet</i>	
Preliminary consultation with the Customer to determine needs and performance requirements, leading to an agreement on equipment to be provided for the Customer's use			
Additional meetings with the Customer, as needed, to revise equipment requirements based on changing business needs and/or new technical requirements			
Equipment acquired and configured to meet identified Customer requirements			
Timely delivery of equipment when needed			

***Operating System and Utility Software***

Requirement	Contractor (select one)		Comments
	<i>meets</i>	<i>does not meet</i>	
Operating system and supported utility software installed and configured to Customer requirements			
Operating system upgrades and patches to versions fully supported by the vendor and compatible with application			

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software, upgrades to be done on a schedule acceptable to both Synergy Enterprises Incorporated and the Customer			
Regular updates and upgrades of other Synergy Enterprises Incorporated-provided software at times which are coordinated with the Customer			
Security patches applied to Synergy Enterprises Incorporated-provided software in a timely manner coordinated with the Customer			

**System Administration**

Requirement	Contractor (select one)		Comments
	<i>meets</i>	<i>does not meet</i>	
Ongoing administration including management of user accounts and management of storage on the equipment provided			
Timely diagnosis and resolution of hardware and system software problems within the ITSMA SLA limits of vendor provided assistance			

**Monitoring**

Requirement	Contractor (select one)		Comments
	<i>meets</i>	<i>does not meet</i>	
Systems are monitored 24 hours per day, 7 days per week			
Monitoring includes hardware status and system performance (e.g., CPU, memory, disk space utilization, services, selected ports and processes)			
System problem diagnosis/resolution by systems experts either on site or on call			
In the event an adverse incident is detected by system monitors, Synergy Enterprises Incorporated will contact the Customer as per the Customer requirements			

**Backup**

Requirement	Contractor (select one)		Comments
	<i>meets</i>	<i>does not meet</i>	
All backups administered in accordance with Synergy Enterprises Incorporated standards and Customer requirements			
Backups of Customer-managed applications may require additional coordination with the Customer			
Daily and/or weekly backups of servers, with off-site storage if required for disaster recovery			
In the event of a system problem causing loss of data, Synergy Enterprises Incorporated will restore data from the most recent backup. In the event of an accidental deletion or corruption of			

data by the Customer, Synergy Enterprises Incorporated will restore data from the Customer requested backup date			
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**Relational Database Management System Infrastructure Administration**

Requirement	Contractor (select one)		Comments
	<i>meets</i>	<i>does not meet</i>	
RDBMS and supported utility software installed and configured to Customer requirements			
RDBMS installs upgrades and patches to versions fully supported by the vendor and compatible with the Operating System. Upgrades to be done on a schedule acceptable to both Synergy Enterprises Incorporated and the Customer			
Security patches applied to RDBMS software in a timely manner coordinated with the Customer			
Timely diagnosis and resolution of RDBMS system-level problems within the limits of vendor provided assistance			
Databases are monitored 24 hours per day, 7 days per week			
Provide database backup and recovery and disaster recovery services per agreement			

**Middle Tier Software Administration**

Requirement	Contractor (select one)		Comments
	<i>meets</i>	<i>does not meet</i>	
Middle Tier Software installed and configured to Customer requirements			
Middle tier installs upgrades and patches to versions fully supported by the vendor and compatible with the Operating System. Upgrades to be done on a schedule acceptable to both DCSS/Synergy Enterprises Incorporated and the Customer			
Security implementations and patches applied to middle tier software in a timely manner coordinated with the Customer			
Timely diagnosis and resolution of middle tier system-level problems within the limits of vendor provided assistance			
Middle tier processes are monitored 24 hours per day, 7 days per week with middle tier infrastructure-level problem diagnosis/resolution by systems middle tier experts either on site or on call			
Provide Middle Tier software backup and recovery			

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**Firewalls and Host-Based Security**

Requirement	Contractor (Check one)		Comments
	<i>meets</i>	<i>does not meet</i>	
Basic protection of hardware and software through NIH border firewalls and network intrusion detection in accordance with the data center security architecture			
Secure management in accordance with the Federal Security Management Act (FISMA) and NIST guidelines			
If contracted, application firewall services are provided to meet specific Customer security requirements. Customer collaboration is required to establish application security architecture and to create and review firewall rule sets			
Host-based security solutions installed, maintained, and monitored to prevent system compromises (e.g., virus infections, intrusions, etc.)			

**Audits**

Requirement	Contractor (select one)		Comments
	<i>meets</i>	<i>does not meet</i>	
Annual SAS 70 audits of physical security, operating practices and procedures			
Triennial Certification and Accreditation of host systems in accordance with NIH policy and procedures			

**Disaster Recovery Service**

Requirement	Contractor (select one)		Comments
	<i>meets</i>	<i>does not meet</i>	
In collaboration with the Customer, prepare, implement, and test a disaster recovery plan within the scope of the NII Computer Center disaster recovery program as described in the Computer Center Disaster Recovery Plan			
Provision of off-site data storage and hot site availability			
Recovery of the Customer's systems in case of a disaster in accordance with the disaster recovery plan			