

ORDER FOR SUPPLIES OR SERVICES

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

BPA NO.

1. DATE OF ORDER 3/8/2010		2. CONTRACT NO. (If any) NRC-03-08-086		6. SHIP TO:	
3. ORDER NO. NRC-T004		MODIFICATION NO.		4. REQUISITION/REFERENCE NO. NRC-03-08-086-004	
5. ISSUING OFFICE (Address correspondence to) U.S. Nuclear Regulatory Commission Div. of Contracts Attn: Robin T. Barnes Mail Stop: TWB-01-B10M Washington, DC 20555				a. NAME OF CONSIGNEE U.S. Nuclear Regulatory Commission	
				b. STREET ADDRESS Attn: Betsy Oliveto, 301-415-0209 Mail Stop: O13-E19 11555 Rockville Pike	
				c. CITY Rockville	d. STATE MD
				e. ZIP CODE 20852	
7. TO:				f. SHIP VIA	
a. NAME OF CONTRACTOR SYNERGY ENTERPRISES, INC.				8. TYPE OF ORDER	
b. COMPANY NAME				<input type="checkbox"/> a. PURCHASE	<input checked="" type="checkbox"/> b. DELIVERY
c. STREET ADDRESS 8757 GEORGIA AVENUE STE 450				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.	
d. CITY SILVER SPRING				e. STATE MD	f. ZIP CODE 209103737
9. ACCOUNTING AND APPROPRIATION DATA B&R:020-15-111-112 JCN:J4151 BOC: 252A APPN:31X0200.020 OBLIGATE:\$307,000.00 DUNS:131331261 FFS:NRR10125-dtd 12/3/09 FFS:NRR10230/NRR10232/NRR10233 - dtd 03/05/10				10. REQUISITIONING OFFICE NRR	
11. BUSINESS CLASSIFICATION (Check appropriate box(es))				12. F.O.B. POINT Destination	
<input checked="" type="checkbox"/> a. SMALL	<input type="checkbox"/> b. OTHER THAN SMALL	<input type="checkbox"/> c. DISADVANTAGED	<input type="checkbox"/> g. SERVICE-DISABLED VETERAN-OWNED		
<input type="checkbox"/> d. WOMEN-OWNED	<input type="checkbox"/> e. HUBZone	<input type="checkbox"/> f. EMERGING SMALLBUSINESS			
13. PLACE OF		14. GOVERNMENT B/L NO.	15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date)		16. DISCOUNT TERMS
a. INSPECTION N/A	b. ACCEPTANCE N/A	N/A	N/A		N/A

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)
	<p>ISSUANCE OF TASK ORDER NO. 004</p> <p>TITLE: "Web Support Services, Badging, Registration, and Audio Visual Services for the RIC"</p> <p>TOTAL ESTIMATED COST: \$307,000.00</p> <p>PERIOD OF PERFORMANCE: December 3, 2009- May 31, 2010</p> <p>The issuance of this Task Order does not amend any other terms and conditions of the subject contract.</p>					

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					
c. CITY Denver		d. STATE CO	e. ZIP CODE 80235-2230		\$307,000.00
22. UNITED STATES OF AMERICA BY (Signature)				23. NAME (Typed) Donald A. King Contracting Officer TITLE: CONTRACTING/ORDERING OFFICER	

17(h)
TOTAL
(Cont.
pages)

17(i)
GRAND
TOTAL

This confirms the verbal authorization that was provided to Synergy Enterprise, Inc. (SEI) on December 3, 2010 to begin work immediately and the increase in authorization given on February 3, 2010 to continue work. In accordance with Section I.6 Task Order Procedures, of contract number NRC-03-08-086, this definitizes Task Order No. 004. The effort shall be performed in accordance with the enclosed Statement of Work.

CONSIDERATION AND OBLIGATION

- (a) The total estimated cost to the Government for full performance under this Task Order is \$307,000.00.
- (b) The amount obligated by the government with respect to this Task Order is \$307,000.00. 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.

DURATION OF THE CONTRACT PERIOD (MAR 1987)

Task Order No. 004 shall be in effect from December 3, 2009 thru May 31, 2010, with an estimated cost ceiling of \$307,000.00.

PRICE/COST SCHEDULE

The following is a summary of the tasks to be performed as provided in the Statement of Work and the price associated with completing all efforts.

TASK ORDER 004

Task 1. Web Support Services

Task 2. Badging and Registration

Task 3. Audio Visual

Task 4. Quality Assurance

Miscellaneous Items (As approved by the Project Officer. No payment will be made without backup documentation and official signed orders by the Project Officer).

CLIN	ITEM/DESCRIPTION	AMOUNT
001	Labor	\$116,704.70 - Fixed
002	Other Direct Costs	\$180,073.07 - Fixed
003	Miscellaneous	\$10,222.23 - Based Upon Actual (Signed Orders/Appropriate Documentation Required)
TASK ORDER 004 TOTAL		\$307,000.00

Your contacts during the course of this action are:

Technical Matters:

Betsy Oliveto
Project Officer
(301) 415-0209
betsy.oliveto@nrc.gov

Lorna Kipfer
Meeting Support Team
301-415-4065
Lorna.Kipfer@nrc.gov

Dorothea Washington
Technical Assistance Project Manager
(301) 415-8409
dorothea.washington@nrc.gov

Contractual Matters:

Robin T. Barnes
Contract Specialist
(301) 492-3613
robin.barnes1@nrc.gov

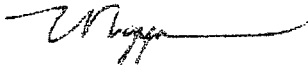
The issuance of this task order does not amend any terms or conditions of the subject contract.

Acceptance of Task Order No. 004, should be made by having an official, authorized to bind your organization, execute a copy of this document in the space provided and return to the Contract Specialist. You should retain a copy for your records.

ACCEPTED: Task Order No. 004

NHI NGUYEN (CONTRACTS ADMINISTRATOR)

Printed Name & Title



Signature

03/09/10

Date

STATEMENT OF WORK
FOR TASK ORDER NO. 004 UNDER
NRC-03-08-086, JCN – J4151

WEB SUPPORT SERVICES, BADGING AND REGISTRATION, AUDIO/VISUAL SERVICES

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 2010 is scheduled to be held at the Bethesda North Marriott Hotel and Conference Center on March 9-11, 2010. Attendance at the RIC continues to grow each year. Over 2,700 participants were in attendance at RIC 2009. With increasing interest in energy concerns, new reactor licensing and advance reactor designs, it is expected that attendance at the RIC shall reach approximately 3,000 participants.

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 registration website. The contractor shall host and maintain a registration website for RIC 2010 which can be accessed through the NRC webpage/website. The contractor shall work with the NRC in-house Office of Information Services personnel to prepare all conference content to the NRC server for posting on the US NRC public webpage, but will house and maintain the registration database and perform registration services and other duties, as outlined in this task order.

Deliverable: RIC registration website URL.

Standard: The RIC website shall be available 24 hours a day, 7 days a week, and shall meet all requirements set forth in Attachment 4 entitled, "US NRC Service Level Agreement (SLA) for RIC Web Support Services."

Subtask 1B

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

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

The approximate number of files are:

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

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

Standard: The contractor shall update content for posting to the US NRC RIC website within 2 business days of request.

Subtask 1C

Requirement: The contractor shall assist in responding to inquiries sent to the RICHelpDesk@nrc.gov.

Deliverable: Inquiry responses.

Standard: All Inquires shall be responded to within 2 business days of inquiry receipt.

Subtask 1D

Requirement: Thirty days after the completion of RIC, the contractor shall be responsible for preparing current year RIC web content information for archival for the "Past RIC Information" section of the website and for preparing the website for transition to the 2011 year's RIC. The contractor shall prepare for webposting all "IOU'S" AKA unanswered questions, poster presentations, organization charts, conference program with updated audio, transcripts, bios and slides for the Past RIC website for 2010. The contractor shall also provide a hard and electronic copy of the data for archive purposes to the NRC.

Deliverable: The contractor shall provide a hardcopy and electronic copy of the data for archive purposes to the NRC within 30 business days of the RIC.

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 2011 year's RIC (by April 30, 2010).

Meetings and Travel:

One 1- 4 hour meeting at NRC Headquarters for 2 contractor staff to finalize the Project Plan.
Two trips to the NRC Headquarters to finalize conference details
Total Estimated Meetings/Travel Under Task 1: 3

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 12, 2010 and close on February 24, 2010. The registration system shall be web-based, but also allow for individuals to call-in, mail, or fax their registration information to the contractor. The registration system shall capture the following information:

- a) the registrants first name, last name, middle initial, suffixes
- b) badge name
- c) business organization
- d) business 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)

Deliverable: RIC registration system.

Standard: A registration system that is available January 12, 2010 through February 24, 2010, 24 hours a day, 7 days a week, with backup/recapture capabilities in the event of loss of power and with the ability and to capture all required registration information.

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 registration forms received. The contractor shall 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 TM.

Deliverable: Final registration list.

Standard: All phone and hardcopy registrations shall be entered into NRC RIC database no later than March 4, 2010. There shall be no duplicate registrations in NRC RIC database. The database shall have sorting capability by the registration record for VIP's.

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 and maintain a registrant list from the hardcopy and online registrations forms received.

Deliverable: Final registrant list shall be delivered to the NRC TM no later than March 8, 2010.

Standard: All hardcopy registrations entered into NRC RIC database and delivered no later than March 8, 2010. There shall be no duplicate registrations in NRC RIC database.

Subtask 2D

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

Deliverable: Confirmation emails sent to registrants.

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

Subtask 2E

Requirement: The contractor shall provide a reminder notification to registrants, via email, 2 weeks prior to the RIC providing them any additional information about the conference, such as a "Just Announced" special speaker.

Deliverable: Announcement/reminder notification sent to all registrants.

Standard: Announcement/reminder notification sent to all registrant's 2 weeks prior to RIC (by February 23, 2010).

Subtask 2F

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

Deliverable: Registration database statistical reports, session attendance lists, tour lists and participant reports shall be delivered to the NRC TM every Friday by 2 p.m..

Standard: Registration database statistical reports and participant lists updated and provided on a weekly basis to the NRR TM no later than 2:00 p.m. every Friday

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. 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 shall be physically present during the RIC to distribute registration badges to participants.

The contractor shall also prepare name badges on-site for all individuals who have not pre-registered (walk-ins). The contractor shall provide personnel blank badges with RIC logo and holders for on-site 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 on-site 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.

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

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 on-site registrant badges (by March 4, 2010).

Subtask 2H

Requirement: The contractor shall provide on-site registration support services. Registration shall encompass both pre-registered attendee badge pick up and on-site 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 efficient and expeditious on-site registration process for pre-registered and walk-in registration. The contractor shall be able to track the number of pre-registrations picked up and on-site walk-ups. The 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 – 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 two people to perform registration for two days to distribute badges and register NRC employees one week prior to the start of the conference at NRC headquarters and provide seven registration personnel to staff and execute the registration process physically on-site at the conference location for all days of the RIC during all hours that registration is open. In addition, the contractor shall provide personnel 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 RIC speaker presentations on-site.

Deliverable: Efficient on-site RIC registration.

Standard: Perform registration activities 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.

Meetings and Travel:

One 1- 4 hour meeting at NRC Headquarters for 3 contractor staff to finalize the Project Plan
Eight trips to NRC Headquarters and to Bethesda North Marriott Hotel and Conference Center
Total Estimated Meetings/Travel Under Task 2: 9

Task 3. Audio/Visual

Requirement: Using the attached conference set-up diagrams (Attachment #2) and list of audio visual, video telecommunications equipment (VTC) and webcasting requirements (Attachment #3), the contractor shall be required to set-up all conference and break-out rooms, provide all lighting, audiovisual equipment, sound equipment and technical support for one Opening General Session, five Plenary Sessions, and eight breakout sessions per RIC. The Opening General Session shall take place in the hotel's Grand Ballroom and the break out sessions shall take place in Salons A, B, C, D, E, F, G, and H. The contractor shall be required to provide audio recording, Internet access, and web casting services. The contractor shall provide computers for internet access, web casting services and VTC services with NRC's in-house contractors, as facilitated by the NRC TM. The contractor shall be responsible for providing AV technicians during the RIC. The contractor shall plan on providing one AV technician to be present in each conference room where plenary and breakout sessions will be conducted each day of the conference. The dedicated AV technicians will be available at least 10 minutes before the start of each RIC session and shall be available throughout the entire time of each session. The contractor may be required to provide oversight of installation, operation and teardown of AV equipment, as well as security of the equipment at the conference facility. Please see Attachment 2 entitled, "RIC 2010 Conference Facility Layout" for a sample of the RIC conference facility. NOTE: The contractor should be aware that all on-site audio/visual additions will require a special prior approval process and should be avoided if possible.

Deliverables: Draft and final itemized list of AV needs. AV technicians for each RIC session.

Standard: The contractor shall provide to NRR TM a draft itemized list of AV needs and approximate number of AV Technicians needed 30 business days before start of RIC (by January 26, 2010). The contractor shall provide the final list of AV needs 2 weeks before start of RIC (by February 23, 2010).

Task 4. Quality Assurance

Subtask 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 NRR TM will also perform a Q&A check on all updated pages to ensure information posted is current and accurate and links are active.

Subtask 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 will be conducted by the NRR TM.

4. PERIOD OF PERFORMANCE

The period of performance for this task order shall be December 3, 2009 through May 31, 2010.

5. MEETINGS AND TRAVEL

Task 1: Web Support Services

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

Two trips to NRC Headquarters

Total Estimated Meetings/Travel Under Task 1: 3

Task 2: Badging and Registration

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

Approximately eight trips to NRC Headquarters and to Bethesda North Marriott Hotel and Conference Center.

Total Estimated Meetings/Travel Under Task 2: 9

Total Estimated Meetings/Travel Under Task Order 004: 12

6. NRC-FURNISHED MATERIAL

Task 1: Web Support Services

- Sample website
- 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

7. ATTACHMENTS

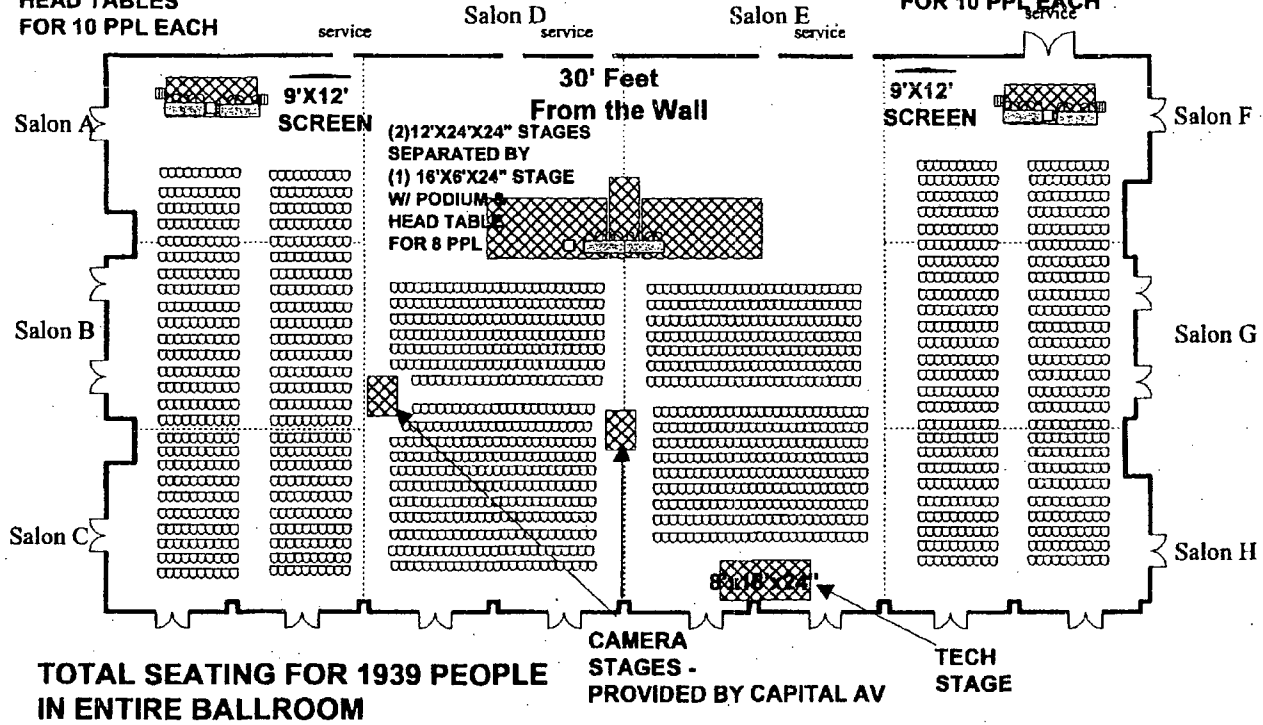
- Attachment 1 – RIC 2009 Conference Facility Layout
 - Attachment 2 – Conference Set-up Diagrams
 - Attachment 3 – List of Audio-Visual/VTC/Webcasting Equipment
- Attachment 4 – US NRC Service Level Agreement (SLA) for RIC Web Support Services



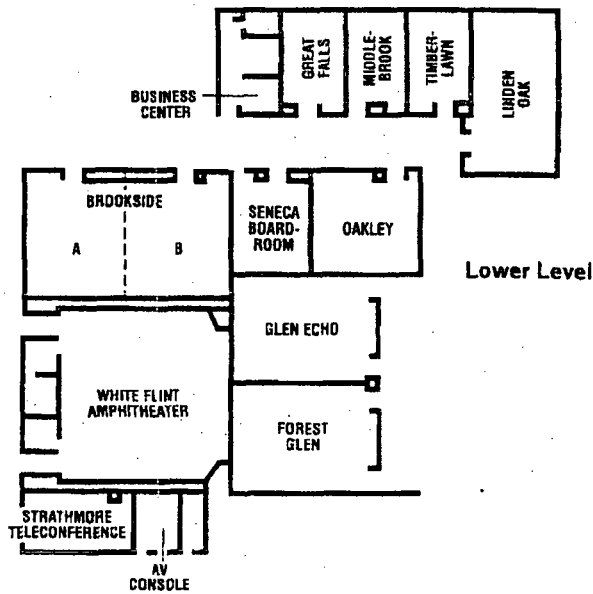
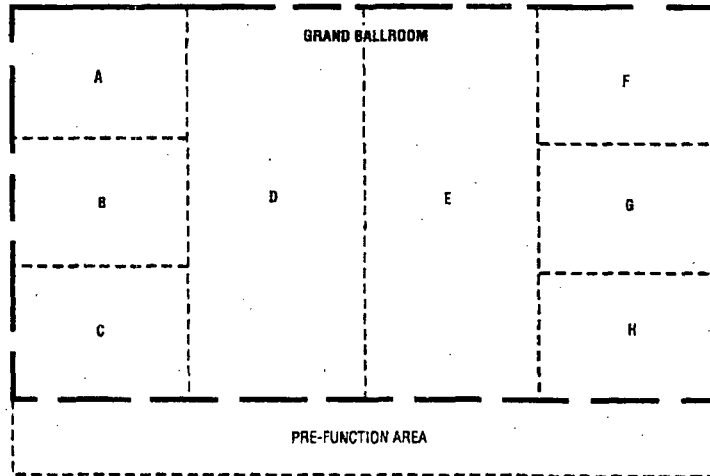
**8'x18'x24"
STAGE W/
PODIUM &
HEAD TABLES
FOR 10 PPL EACH**

Grand Ballroom

**8'x18'x24"
STAGE W/
PODIUM &
HEAD TABLES
FOR 10 PPL EACH**



Main Level



Lower Level

A/V, VTC, and Webcasting Requirements Summary
22nd Annual Regulatory Information Conference
March 9-11, 2010

General Overview

- Hotel provides staging platforms in Grand Ballroom and in ALL breakout sessions
- Hotel provides audio support for ALL breakout sessions
- A/V Contractor provides laptops and printers for ALL rooms and registration area
- A/V Contractor provides audio support in conjunction with hotel for the Opening Session and Plenaries in the Grand Ballroom
- NRC provides VTC and Webcasting Technicians
- NRC provides video taping equipment

Sunday, March 7, 2010

3:00 PM – Rigging and move-in for A/V Contractor *to be confirmed*

Monday, March 8, 2010

Move-in and setup for NRC and hotel, must be set by 4:00 PM for Full Rehearsal

Hotel to provide:

- Staging platforms *dimensions to be confirmed by A/V Contractor
- Three (3) camera risers for NRC video cameras
- VTC technician to support NRC VTC technicians as needed
- Power Cables
- 10 extension cords and cord covers
- Internet connectivity in Grand Ball Room, Registration Area, and Oakley
- 3rd party contractor for IP-ISDN conversion
- Getner Telephone interface
- Direct inward dial (DID) phone line for Getner
- DID phone line (VTC support lines) – 3 lines minimum

NRC to provide:

- VTC technician(s)
- Video cameras
- Video camera operator(s)

AV Contractor to provide:

- Upgraded staging including pipe & drape
- Gobos
- Four (4) 12'x16' screens for Opening Session staging
- Microphones
- Getner device
- Laptop computer and mouse
- Confidence monitor
- 10 laptops and 5 printers for Registration Service Desk area
- 2 laptops and 1 printer for Oakley

Tuesday, March 9, 2010

8:30 am – 3:45 pm – Opening Session and Commissioner Plenaries

[VTC & WEBCASTING FOR:

- 1. Opening Session 8:30-11:30am**
- 2. Commissioner Lyons Plenary 1:30-2:30pm**
- 3. Special Session 2:45-3:45pm]**

Hotel to Provide:

- Staging platforms *dimensions to be confirmed by A/V Contractor
- Three (3) camera risers for NRC video cameras
- VTC technician to support NRC VTC technicians as needed
- Power cables
- 10 extension cords and cord covers
- Internet connectivity
- 3rd party contractor for IP-ISDN conversion
- Getner telephone interface
- Direct inward dial (DID) phone line for Getner
- DID phone line (VTC support lines) – 3 lines minimum

NRC to provide:

- VTC technician(s)
- Video Cameras
- Video camera operator(s)

AV Contractor to provide:

- Upgraded staging including pipe & drape
- Gobos
- Four (4) 12'x16' screens for Opening Session Staging
- Microphones
- Getner device
- Laptop computer and mouse
- Confidence monitor

4:00 pm – 5:30 pm – Technical Sessions

Hotel to provide:

- Staging platforms for Salons A, D, E, F, and Brookside
- Power cables
- 10 extension cords and cord covers
- 12'x16' screens in Salons A, F, and Brookside
- Microphones and audio support in Salons A, F, and Brookside

A/V Contractor to provide:

- Split Staging in Salons D and E
- 12'x16' screens
- Microphones
- Laptop computer and mouse in Salons A, D, E, F, and Brookside

Wednesday, March 10, 2010

9:00 am – 11:30 am – General and Commissioner Plenaries

[VTC & WEBCASTING FOR:

- 1. Commissioner Jaczko Plenary 9:00-10:00am**
- 2. Commissioner Svinicki Plenary 10:30-11:30]**

Hotel to provide:

- Staging platforms *dimensions to be confirmed by A/V Contractor
- Three (3) camera risers for NRC video cameras
- VTC technician to support NRC VTC technicians as needed
- Power cables
- 10 extension cords and cord covers
- Internet connectivity
- 3rd party contractor for IP-ISDN conversion
- Getner telephone interface
- Direct inward dial (DID) phone line for Getner
- DID phone line (VTC support lines) – 3 lines minimum

NRC to provide:

- VTC technician(s)
- Video Cameras
- Video camera operator(s)

A/V Contractor to provide:

- Upgraded staging including pipe & drape
- Gobos
- Four (4) 12'x16' screens for Opening Session Staging
- Microphones
- Getner device
- Laptop computer and mouse
- Confidence monitor

12:30 pm – 5:30 pm – Technical Sessions

[VTC & WEBCASTING FOR:

- 1. Knowledge Management Session 12:30-2:00pm**
- 2. Subsurface Session 4:00-5:30pm]**

Hotel to provide:

- Staging Platforms for Salons A, D, E, F, and Brookside
- 12'x16' screens in Salons A, F, and Brookside
- Microphones and audio support in Salons A, F, Brookside, and White Flint Amphitheater

A/V Contractor to provide:

- Split staging in Salons D and E
- 12'x16' screens in Salons D and E
- Microphones
- Laptop computer and mouse in Salons A, D, E, F, and Brookside

Thursday, March 11, 2010

8:30 am – 12:00 pm – Technical Sessions

Hotel to provide:

- Staging platforms for Salons A, D, E, F, and Brookside
- 12'x16' screens in Salons A, F, and Brookside
- Microphones and audio support in Salons A, F, Brookside, and White Flint Amphitheater

A/V Contractor to provide:

- Split staging in Salons D and E
- 12'x16' screens in Salons D and E
- Microphones
- Laptop computer and mouse in Salons A, D, E, F, Brookside and White Flint Amphitheater

Attachment 4

US NRC 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			

Attachment 4

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 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			

10

Attachment 4

In the event an adverse incident is detected by system monitors, Synergy Enterprises Incorporated will contact the Customer as per the Customer requirements			
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Backup

Requirement	Contractor (select one)		Comments
	meets	does not meet	
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			

Relational Database Management System Infrastructure Administration

Requirement	Contractor (select one)		Comments
	meets	does not meet	
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			

Attachment 4

Provide database backup and recovery and disaster recovery services per agreement			
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Middle Tier Software Administration

Requirement	Contractor (select one)		Comments
	meets	does not meet	
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			

Firewalls and Host-Based Security

Requirement	Contractor (Check one)		Comments
	meets	does not meet	
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			

Attachment 4

Host-based security solutions installed, maintained, and monitored to prevent system compromises (e.g., virus infections, intrusions, etc.)			
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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 Nili 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			

TASK ORDER TERMS AND CONDITIONS

NOT SPECIFIED IN THE CONTRACT

A.1 SEAT BELTS

Contractors, subcontractors, and grantees, are encouraged to adopt and enforce on-the-job seat belt policies and programs for their employees when operating company-owned, rented, or personally owned vehicles.

A.2 WHISTLEBLOWER PROTECTION FOR NRC CONTRACTOR AND SUBCONTRACTOR EMPLOYEES (JULY 2006)

(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.

(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.