

ORDER FOR SUPPLIES OR SERVICES

PAGE OF PAGES

1 7

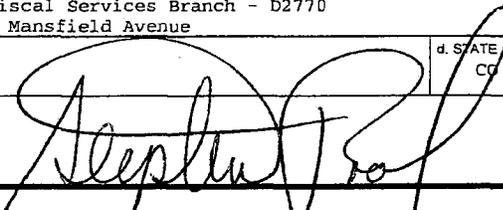
IMPORTANT: Mark all packages and papers with contract and/or order numbers.

BPA NO.

1. DATE OF ORDER SEP 22 2010		2. CONTRACT NO. (If any) NRC-03-08-086		6. SHIP TO:	
3. ORDER NO. NRC-T006		MODIFICATION NO.		a. NAME OF CONSIGNEE U.S. Nuclear Regulatory Commission	
5. ISSUING OFFICE (Address correspondence to) U.S. Nuclear Regulatory Commission Div. of Contracts Attn: James Leedom Mail Stop: TWB-01-B10M Washington, DC 20555		4. REQUISITION/REFERENCE NO. NRC-03-08-086		b. STREET ADDRESS Linda Yee Mail Stop: 0-11-A-8	
7. TO:		c. CITY Washington		d. STATE DC	e. ZIP CODE 20555
a. NAME OF CONTRACTOR SYNERGY ENTERPRISES, INC.		f. SHIP VIA		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.		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.	
d. CITY SILVER SPRING	e. STATE MD	f. ZIP CODE 209103737		10. REQUISITIONING OFFICE NRR Office of Nuclear Reactor Regulation	
9. ACCOUNTING AND APPROPRIATION DATA 020-15-111-112 J4151 252A 31X0200.020 Obligate \$55,983.07 FFS# NRR-10-422 DUNS# 131331261		CONTINUATION Page \$55,983.07		11. BUSINESS CLASSIFICATION (Check appropriate box(es))	
<input checked="" type="checkbox"/> a. SMALL		<input type="checkbox"/> b. OTHER THAN SMALL		<input type="checkbox"/> c. DISADVANTAGED	
<input type="checkbox"/> d. WOMEN-OWNED		<input type="checkbox"/> e. HUBZone		<input type="checkbox"/> f. EMERGING SMALL BUSINESS	
13. PLACE OF		14. GOVERNMENT B/L NO. N/A		15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date) May 31, 2011	
a. INSPECTION Rockville, MD	b. ACCEPTANCE Rockville, MD	16. DISCOUNT TERMS N/A		12. F.O.B. POINT Destination	

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>The purpose of this time and materials task order is to provide the NRC's Office of Nuclear Reactor Regulation (NRR) with website support, web content management, registration, Badging, audio visual and quality assurance support services for the Regulatory Information Conference (RIC).</p> <p>The RIC shall take place on March 8, 2011 through March 10, 2011. All work shall be completed in accordance with the attached Statement of Work and SEI's proposal dated 9/16/10.</p> <p>The period of performance of the task order shall be September 27, 2010 through May 31, 2011.</p> <p>The total ceiling of the task order is \$304,428.15. SEI shall submit back-up information for all subcontractor costs. SEI shall be reimbursed for actual costs plus G&A for all ODCs. All travel shall be conducted in accordance with the Federal Travel Regulations. Receipts shall be provided for all travel costs.</p>				See CONTINUATION Page	

18. SHIPPING POINT		19. GROSS SHIPPING WEIGHT		20. INVOICE NO.		17(h) TOTAL (Cont. pages)
21. MAIL INVOICE TO:						
SEE BILLING INSTRUCTIONS ON REVERSE	a. NAME Department of Interior / NBC NRCPayments@nbc.gov					17(i) GRAND TOTAL
	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	\$55,983.07		
22. UNITED STATES OF AMERICA By (Signature) 				23. NAME (Typed) Stephen Pool Contracting Officer TITLE: CONTRACTING/ORDERING OFFICER		

AUTHORIZED FOR LOCAL REPRODUCTION

TEMPLATE - ADMIN

SUNSI REVIEW COMPLETE

SEP 23 2010

OPTIONAL FORM 347 (REV. 4/2006)
PRESCRIBED BY GSA FPMR 48 CFR 53.213(f)

ADMIN

CONTINUATION PAGE

A.1 PRICE/COST SCHEDULE

ITEM NO.	DESCRIPTION OF SUPPLIES/SVCS	QTY	UNIT	UNIT PRICE	AMOUNT
1	LOGISTICAL CONFERENCE SUPPORT FOR RIC	1.00	LOT	\$55,983.0700	\$55,983.07
	FUNDING/REQ NO: 1:			\$55,983.07	03-08-086T006

GRAND TOTAL --- \$55,983.07
=====

ACCOUNTING AND APPROPRIATION DATA:

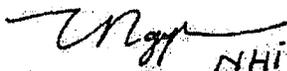
ACRN APPROPRIATION	REQUISITION NUMBER	AMOUNT
1 B&R-020-15-111-112-JCN-J4151-BOC-252A-APPNUMBER-31X0200.020	03-08-086T006 P	\$55,983.07

CLIN	LABOR CATEGORY	EST. HOURS	FIXED LABOR RATES	ESTIMATED TOTAL
001	Program Manager	320	\$ [REDACTED]	\$ [REDACTED]
002	Program Coordinator	194	\$ [REDACTED]	\$ [REDACTED]
003	Senior Conference Manager/Meeting Planner	154	\$ [REDACTED]	\$ [REDACTED]
004	Writer/Editor	40	\$ [REDACTED]	\$ [REDACTED]
005	Graphic Artist	80	\$ [REDACTED]	\$ [REDACTED]
006	IT Manager	90	\$ [REDACTED]	\$ [REDACTED]
007	Web Developer	120	\$ [REDACTED]	\$ [REDACTED]
008	Application Developer	250	\$ [REDACTED]	\$ [REDACTED]
009	Logistics Specialist	275	\$ [REDACTED]	\$ [REDACTED]
010	Admin. Assistant	210	\$ [REDACTED]	\$ [REDACTED]
TOTAL ESTIMATED LABOR				\$125,666.08
CLIN	OTHER DIRECT COST DESCRIPTION	ESTIMATED TOTAL		
011	Travel The government will pay up to the rates specified in the Government Federal Travel Regulation's (FTR) for travel destination. NO PAYMENT WILL BE MADE WITHOUT BACKUP DOCUMENTATION/RECEIPTS.	\$ [REDACTED]		

	All travel must be approved in advance by the NRC Project Officer.	
012	Shipping and Postage	\$ [REDACTED]
013	Supplies / Other Direct Expenses	\$ [REDACTED]
014	Meeting Room, AV Rental and Onsite	\$ [REDACTED]
015	G&A on ODCs Only (14%)	\$ [REDACTED]
TOTAL ESTIMATED OTHER DIRECT COSTS		\$178,762.07
	Estimated Total Ceiling	\$304,428.15

Acceptance of Task Order No. 006 should be made by having an official, authorized to bind your organization, sign and date this document in the space provided and return one copy to the Contract Specialist. You should retain a copy for your records.

Accepted Task Order No. 006:


 NAME NHI NGUYEN

CONTRACTS ADMINISTRATOR
 Title

09/22/10
 Date

TASK ORDER TERMS AND CONDITIONS

NOT SPECIFIED IN THE CONTRACT

A.2 NRC Acquisition Clauses - (NRCAR) 48 CFR Ch. 20

A.3 CONSIDERATION AND OBLIGATION--TASK ORDERS (AUG 1989)

(a) The total estimated amount of this contract (ceiling) for the products/services ordered, delivered, and accepted under this contract is \$304,428.15. The Contracting Officer may unilaterally increase this amount as necessary for orders to be placed with the contractor during the contract period provided such orders are within any maximum ordering limitation prescribed under this contract.

(b) The Contracting Officer will obligate funds on each task order issued.

(c) A total estimated cost as well as any fee, if any, will be negotiated for each task order and will be incorporated as a ceiling in the resultant task order. The Contractor shall comply with the provisions of 52.232-20 - Limitation of Cost for fully funded task orders and 52.232-22 - Limitation of Funds for incrementally funded task orders, issued hereunder.

A.4 DURATION OF CONTRACT PERIOD (MAR 1987)

This contract shall commence on September 27, 2010 and will expire May 31, 2011.

A.5 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.6 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.

A.7 PROHIBITION OF FUNDING TO ACORN (NOV 2009)

In accordance with section 163 of the Continuing Appropriations Resolution, 2010, Division B of Public Law No. 111-68 (CR), until further notice, no federal funds may be provided to the Association of Community Organizations for Reform Now (ACORN), or any of its affiliates, subsidiaries, or allied organizations. Additional information can be found at: http://www.whitehouse.gov/omb/assets/memoranda_2010/m10-02.pdf

A.8 REDUCING TEXT MESSAGING WHILE DRIVING (OCT 2009)

(a) In accordance with Section 4 of Executive Order 13513, "Federal Leadership on Reducing Text Messaging While Driving," (October 1, 2009), the Contractor or Recipient is encouraged to:

(1) Adopt and enforce policies that ban text messaging while driving company-owned or rented vehicles or Government-owned vehicles, or while driving privately-owned vehicles when on official Government business or when performing any work for or on behalf of the Government; and

(2) Consider new rules and programs to further the policies described in (a)(1), reevaluate existing programs to prohibit text messaging while driving, and conduct education, awareness, and other outreach programs for employees about the safety risks associated with text messaging while driving. These initiatives should encourage voluntary compliance with the text messaging policy while off duty.

(b) For purposes of complying with the Executive Order:

(1) "Texting" or "Text Messaging" means reading from or entering data into any handheld or other electronic device, including for the purpose of SMS texting, e-mailing, instant messaging, obtaining navigational information, or engaging in any other form of electronic data retrieval or electronic data communication.

(2) "Driving" means operating a motor vehicle on an active roadway with the motor running, including while temporarily stationary because of traffic, a traffic light or stop sign, or otherwise. It does not include operating a motor vehicle with or without the motor running when one has pulled over to the side of, or off, an active roadway and has halted in a location where one can safely remain stationary.

(c) The Contractor or Recipient shall encourage its subcontractor(s) or sub-recipient(s) to adopt and enforce the policies and initiatives described in this clause.

A.9 2052.215-70 KEY PERSONNEL (JAN 1993)

(a) The following individuals are considered to be essential to the successful performance of the work hereunder:

Project Manager [REDACTED]

The contractor agrees that personnel may not be removed from the contract work or replaced without compliance with paragraphs (b) and (c) of this section.

(b) If one or more of the key personnel, for whatever reason, becomes, or is expected to become, unavailable for work under this contract for a continuous period exceeding 30 work days, or is expected to devote substantially less effort to the work than indicated in the proposal or initially anticipated, the contractor shall immediately notify the contracting officer and shall, subject to the concurrence of the contracting officer, promptly replace the personnel with personnel of at least substantially equal ability and qualifications.

(c) Each request for approval of substitutions must be in writing and contain a detailed explanation of the circumstances necessitating the proposed substitutions. The request must also contain a complete resume for the proposed substitute and other information requested or needed by the contracting officer to evaluate the proposed substitution. The contracting officer and the project officer shall evaluate the contractor's request and the contracting officer shall promptly notify the contractor of his or her decision in writing.

(d) If the contracting officer determines that suitable and timely replacement of key personnel who have been reassigned, terminated, or have otherwise become unavailable for the contract work is not reasonably forthcoming, or that the resultant reduction of productive effort would be so substantial as to impair the successful completion of the contract or the service order, the contract may be terminated by the contracting officer for default or for the convenience of the Government, as appropriate. If the contracting officer finds the contractor at fault for the condition, the contract price or fixed fee may be equitably adjusted downward to compensate the Government for any resultant delay, loss, or damage.

ATTACHMENT NUMBER	TITLE	DATE	NO. PAGES
001	Statement of Work		23

**STATEMENT OF WORK
FOR TASK ORDER NO.6 UNDER
NRC-03-08-086, JCN – J4151**

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

1. BACKGROUND

The United States 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 conference is free and open to the public with advance registration required. The majority of RIC attendees are from the nuclear power industry, including manufacturers, architect/engineering firms, vendors, news media, and law firms. Corporation presidents, vice-presidents, chief executive officers (CEOs), and other government executives, as well as representatives of foreign countries, have also attended.

RIC 2011 is scheduled to be held at the Bethesda North Marriott Hotel and Conference Center on March 8-10, 2011. Attendance at the RIC continues to grow each year. Over 2,700 participants were in attendance at RIC 2010. With new Commissioners on board, increasing interest in energy concerns, new reactor licensing, and advance reactor designs, it is expected that attendance at RIC 2011 will draw approximately 3,000 participants.

2. TASK ORDER OBJECTIVE

The objective of this Task Order is to obtain expert support from the Contractor in areas of website support, web 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 uniform resource locator (URL) for the RIC registration website. The Contractor shall host and maintain a registration website for RIC 2011 which can be accessed through the NRC webpage/website. The Contractor shall work with the NRR Project Manager (PM) and the NRC Office of Information Systems (OIS) and Computer Security Office (CSO) guidelines to obtain the proper Authority to Operate (ATO) and Certification and Accreditation (C&A) to receive approval to use the .gov domain. The Contractor shall prepare all conference content and registration systems for posting on a RIC

public webpage, maintain the registration database, perform registration services and other duties as outlined in this Task Order, and shall be compliant with all NRC's website templates and naming conventions.

Deliverable: RIC registration website URL, and ATO and/or C&A required for use of the .gov domain.

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

Subtask 1B

Requirement: The Contractor shall maintain and update the RIC website and its webpage(s) content as provided by the NRR PM. RIC website content to be maintained and updated includes but it not limited to:

- Updating and posting
 - general conference information (approximately 60 postings) and program agenda for RIC
 - biographies and information about keynote speakers (approximately 160 biographies)
 - speaker presentations (approximately 350 slides) and technical poster and tabletop presentations (approximately 15 poster and tabletop presentations)
 - RIC program agendas
 - information about the conference facility
 - information about hotel availability and sleeping room accommodations
 - information about sponsored events
 - travel information
 - frequently asked questions
 - past RIC information
 - RIC contact information
- Monitoring conference registration information
- Maintaining and posting an on-line registrant list

Deliverable: Revised program agenda(s), presentation slides and biographies; hardcopy and softcopy formats for web posting and distribution. RIC webpage(s) and weekly reports on registration and demographics as requested by the NRR PM.

Standard: The Contractor shall update content for posting to the RIC website within two (2) business days of request.

Subtask 1C

Requirement: While on-site during the conference, the Contractor shall provide a method of capturing and screening presentations for viruses received for uploading prior to the beginning of the technical sessions.

Deliverable: The Contractor shall provide virus-scanning software on-site for presentations received during the conference. Presentations will be captured and uploaded to the RIC website within two (2) business days after the conclusion of the conference.

Standard: The Contractor will have a mechanism in place that ensures that presentations provided on-site are scanned and cleared of any viruses and are captured and pre-loaded. These presentations shall be added to the RIC program page and the website shall be updated with all presentations received within two (2) business days after the conclusion of the conference.

Subtask 1D

Requirement: Thirty (30) business days after the completion of RIC, the Contractor shall be responsible for preparing current year RIC web content information for archiving in the "Past RIC Information" webpage of the RIC website and for preparing the RIC website for transition to RIC 2012. The Contractor shall prepare for web posting all "IOU's," i.e., unanswered questions, technical poster and tabletop presentations, organization charts, conference program agenda with updated audio, transcripts, and slides for the "Past RIC Information" webpage for 2011. 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 hard and electronic copy of the data for archive purposes to the NRC within 30 business days after the completion of the RIC.

Standard: Thirty (30) days after the completion of RIC, the Contractor shall be responsible for moving current year RIC web content information into the "Past RIC Information" webpage of the RIC website and preparing the RIC website for transition to RIC 2012 (by April 21, 2011).

Task 2. Badging and Registration

Subtask 2A Pre-registration

Requirement: The Contractor shall host a database application to serve as a registration system for RIC attendees. The application must be hosted on a secure server that meets the system and security requirements as stated in Attachment 2, "US NRC Service Level Agreement (SLA) for RIC Web Support Services." On-line pre-registration shall be "live" on or before January 4, 2011. The registration system shall be web-based, but it shall also allow for individuals to call-in, mail, e-mail, or fax their registration information to the Contractor. The

database shall allow the registrant the ability to edit, update, or cancel their own registration record at any time up to the official registration closing date and shall include a field for notating the basic reason for cancellation.

The database shall capture the following information:

- registrant's first name, last name, middle initial, suffixes;
- badge name;
- title information;
- business organization;
- business organization acronym (if any);
- business telephone number;
- business e-mail;
- business address, city, state/province, zip+4, country;
- registrant's permission to be listed on the RIC website as attending the conference;
- affiliation type: public, NRC employee, industry vendor, law firm, etc.;
- registrants' interest as it pertains to attendance at specific technical sessions;
- sessions attending and tour(s) participation (i.e., such as the Office of Nuclear Security and Incident Response [NSIR] Incident Response Center Experience); and
- reason for cancellation.

In addition, the database shall also allow the NRR PM the ability to:

- Have a password protected administrative page to allow the NRR PM to track registration information such as the number of attendees, the status of speaker confirmations received, ribbon field, status of speaker release agreements, biographies, slide presentations, technical poster and tabletop presentation placement, and audio visual setup requirements.
- Test, and implement the administrative page prior to on-line registration going "live," and shall provide access to the administrative page to the NRR PM prior to going "live."

Deliverable: RIC registration system, database, and administrative page on or before January 4, 2011.

Standard: The Contractor shall provide a registration system that has been tested and will be ready to go "live" and begin receiving participant data on or before January 4, 2011, available 24 hours a day, seven (7) days a week, and have the backup/recapture capabilities to restore registration information in the event of loss of power, as outlined in the requirements set forth in Attachment 2, "US NRC Service Level Agreement (SLA) for RIC Web Support Services." The database will have the capability for registrants to manipulate the information contained in their own record and an administrative component for accessing current registration data. The Contractor shall provide the NRR PM access to the administrative page to meet reporting needs.

Subtask 2B

Requirement: The Contractor shall input all pre-registration requests received into the RIC database. The Contractor shall review all registrations for accuracy and completeness, and ensure the removal of duplicates in the RIC database. The Contractor shall also edit the database for consistency in company names, such as USNRC versus NRC. The Contractor shall compile a registrant list from the registrations received. The Contractor shall respond to all inquiries as to a participant's registration status and other questions that are conference-related. The registration record for each participant shall have an indicator, such as a ribbon field, to indicate whether they are a very important person (VIP), speaker, international affiliation, staff, Coordinator or Chair, or which NRC office they are from. The Contractor should be able to sort on these fields so they may be able to pull these registrations aside for special handling and delivery by the NRR PM. Cancelled registrations shall be identified in a final report with a synopsis of the reasons given for not attending the conference.

Deliverable: Final registration list free of duplicates. Final report to include registration statistics including cancellation summary.

Standard: All received registrations shall be entered into RIC database. There shall be no duplicate registrations and all registrations shall be checked for accuracy and completeness. The database shall have sorting capability by the registration fields.

Subtask 2C

Requirement: The Contractor shall provide confirmations, via e-mail, to RIC registrants within three (3) business days following receipt of their registration.

Deliverable: Confirmation e-mails sent to registrants.

Standard: Confirmation e-mail sent to registrants within three (3) business days of registration receipt.

Subtask 2D

Requirement: The Contractor shall provide a reminder notification to registrants, via e-mail, two (2) weeks prior to the RIC providing information about the conference, such as a "Just Announced" special speaker.

Deliverable: Reminder notification sent to all registrants.

Standard: Reminder notification sent to all registrants two (2) weeks prior to the RIC (by February 22, 2011).

Subtask 2E

Requirement: The Contractor shall provide custom queries and reports that provide registration 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: The Contractor shall provide registration database statistical reports, session attendance lists, tour lists, and participant reports. The Contractor shall also ensure the reports are accurate, complete, compare registration history from previous RICs, and are 90 percent error-free to the NRR PM on a weekly basis.

Standard: Accurate and complete registration database statistical reports and participant lists updated and provided on a weekly basis to the NRR PM. Reports shall be 90 percent error-free.

Subtask 2F

Requirement: The Contractor shall provide pre and on-site registration support services using the RIC database information. Registration shall encompass both pre-registered attendee badge pickup and on-site registration services. The Contractor shall provide all necessary personnel and equipment for both early registration badge pick-up at NRC headquarters and for pre-registration and registration on-site at the conference facility. This includes registration booth(s), laptops, printers with extra ink, calculators, paper, pens, pencils, telephones, staplers, rubber bands, envelopes, paper, registration lists, message board, blank badges with the RIC logo, and an internet connection to achieve an efficient and expeditious on-site registration process for pre-registered and walk-in registration. The Contractor shall provide all necessary materials and produce all pre-registered applicant badges, including badgeholders/neckwallets, ribbons, and any other registration materials for attendee pickup on-site at the RIC. Badges for all pre-registered attendees shall be prepared, proofed, and arranged in alphabetical order prior to the conference opening date. The Contractor shall prepare badges/neckwallets and ribbons based upon registrant and VIP lists, and pull and deliver NRC staff or special VIP badges and NRC Offices, such as Office of Nuclear Material Safety and Safeguards and RES as requested. The Contractor shall be present to distribute registration badges and ribbons to participants at NRC headquarters for early registration badge pick-up and at the conference facility during registration hours before and during the RIC.

The Contractor shall be able to track the number of pre-registrations picked up and on-site walk-ins. For walk-in registrants, the Contractor shall enter their registration information into the RIC database. The Contractor shall be present on-site during the days of the RIC and during registration hours. Registration hours shall generally be between 2:00 p.m.–7:00 p.m. the day prior to the conference and 7:00 a.m.–5:00 p.m. each day of the conference; however, registration hours shall be reduced on the final day of the conference. Specified hours are to be determined as dictated by the conference program.

For "NRC Only" early registration badge pick-up, the Contractor shall provide two (2) registration personnel to be present at NRC headquarters one week prior to the start of the RIC, for two (2) days, (March 1 and 2, 2011) to perform registration activities to include distributing badges and pre-registering NRC employees.

For general conference pre-registration and on-site registration, the Contractor shall provide seven (7) registration personnel to be present at the conference facility to execute the registration process, including the distribution of NSIR Incident Response Center Experience tour tickets to tour participants, for all days of the RIC during registration hours. In addition, the Contractor shall provide personnel for registration material move-in and move-out. As conference participants pick up badges, tour tickets and registration materials, the Contractor shall reduce the number of staff needed. By the final day of registration, registration staff shall be reduced by 75 percent.

The Contractor shall convert registration computer stations and printers into internet information stations for the conference participants to use to check their e-mails or access the RIC website for access to RIC speaker presentations and shall have the capability for participants to print out RIC speaker presentations on-site. The internet information station shall be available all three (3) days of the conference.

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

Standard: Perform registration activities all three (3) days of RIC. Efficiently run registration services at NRC headquarters and at conference facility. On-site pre- and walk-in registration and NSIR Incident Response Center Experience tour registration waiting lines should not have more than five (5) registrants in queue at any time. Quality assurance of pre-registered attendees badges three (3) days prior to the start of the RIC with 99 percent accuracy. For example, based on 1,800 registrants, no more than 18 badges shall be inaccurate or missing. All pre-registrant and on-site registrant badges shall be proofed and arranged in alphabetical order by March 3, 2011.

Task 3. Audio/Visual

Subtask 3

Requirement: The Contractor shall be required to provide all staging, lighting, audio/visual (AV) equipment (depending on room size), and technical support for one (1) opening session, one (1) general session, five (5) plenary sessions, six (6) to eight (8) breakout sessions, and approximately 15 technical poster boards per RIC. The Contractor shall be required to provide audio recording, internet access, and web casting services. The Contractor shall coordinate the internet access, web casting services, and video teleconference services with NRC's in-house Contractors. The Contractor shall be responsible for providing AV technicians during the RIC. The Contractor shall provide at least one (1) AV technician, each day of the conference, to be present in each conference room where plenary and breakout sessions will be conducted. The dedicated AV technician shall be available at least 10 minutes prior to the start of each RIC

session and shall be available for the duration 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. Attachment 3, "RIC 2010 Conference Facility Layout" illustrates the floor plan for the RIC conference facility. The Contractor should be aware that all on-site AV additions shall require a special approval process and should be avoided if possible.

Deliverables: Draft and final itemized list of AV needs. At least one (1) AV technician for each day of the conference for each RIC session. Audio files provided electronically, preferably MP3 format for each of the breakout sessions 10 business days after the completion of the RIC (on or before March 24, 2011.)

Standard: The Contractor shall provide to the NRR PM a draft itemized list of AV needs 30 business days prior to the start of RIC (on or before January 25, 2011). The Contractor shall provide the final list of AV needs two (2) weeks prior to the start of RIC (by February 22, 2011). In addition, the Contractor shall provide to the NRR PM the audio recordings from each of the sessions 10 business days after the completion of the conference (by March 24, 2011).

Task 4. Quality Assurance

Subtask 1: Web Support Services

The Contractor shall perform a quality assurance (Q&A) check on all updated web pages on the RIC website to ensure information posted is current and accurate and that the links are active.

Subtask 2: Badging and Registration

The Contractor shall perform a Q&A check by cross-checking all registrant forms and the database list with the produced badge output. NRC staff will perform Q&A check on five (5) percent of the registration badges to assure accuracy of data, ribbon designation, assure each registrant has a badge and ribbon (if applicable), and a badgeholder/neckwallet prior to registration opening. The estimated number of people pre-registering is approximately 1,800. Q&A shall require visual examination of the badges being sampled. Q&A of registration reports shall be conducted by the NRR PM.

Subtask 3: Audio/Visual

The Contractor shall perform a Q&A check on all audio and visual transmissions of the RIC sessions to ensure transmissions were successfully captured electronically, reviewed, edited, finalized, and delivered to the NRR PM without incident.

4. PERIOD OF PERFORMANCE

The period of performance for this Task Order shall be September 27, 2010 through May 31, 2011.

5. MEETINGS AND TRAVEL

Approximately 14 meetings at NRC headquarters or Bethesda North Marriott Hotel and Conference Center located in Rockville, Maryland for approximately two (2) Contractor staff for discussions relating to web, badging, registration, and AV support services for the RIC.

6. NRC-FURNISHED MATERIAL

The following items will be provided to the Contractor by the NRR PM once appropriate security clearances have been obtained.

Task 1: Web Support Services

- Sample website
- Content for general information
- Sample Bio, Sample Program, Sample Pocket Guide
- Presentation slides

Task 2: Badging and Registration

- Sample name badge
- Sample ribbons for designating specific individuals
- Sample of save the date postcard

7. ESTIMATED LEVEL OF EFFORT

The overall level of effort for this Task Order is estimated at 600¹ staff-hours.

<u>Labor Category</u>	<u>Level of Effort</u>
Program Manager/Coordinator	160
Meeting Manager	520
Information Technology Support	160
Administrative Support	120
Quality Assurance	12
Graphic Artist	<u>12</u>
Total	984

¹ This estimate is advisory only and should not be used as the sole basis for development of a staffing plan.

8. ATTACHMENTS

Attachment 1 – Performance Assessment Summary

Attachment 2 - US NRC Service Level Agreement (SLA) for RIC Web Support Services

Attachment 3 – RIC 2010 Conference Facility Layout

PERFORMANCE ASSESSMENT SUMMARY

Task 1	Web Support Services
Indicator	<p>The Contractor shall provide a uniform resource location (URL) for the RIC registration website and will maintain the website. The United States Nuclear Regulatory Commission (NRS) will be able to access and navigate conference program information via the internet. The Contractor shall maintain and update the Regulatory Information Conference (RIC) website and its contents.</p> <p>The Contractor shall have all security controls in place to acquire an Authority to Operate (ATO) and/or Certification & Accreditation (C&A) to host the RIC website using a .gov domain.</p>
Standard	<p>The website shall be available 24 hours a day, seven (7) days a week. The Contractor shall update RIC webpage(s) and ensure information posted is current and accurate.</p> <p>The Contractor shall add any presentations provided on-site to the program page and the website shall be updated within two (2) business days after the completion of the conference.</p>
Surveillance	<p>The Office of Nuclear Reactor Regulation (NRR) Project Manager (PM) will perform a quality assurance (Q&A) check on all updated webpage(s) to ensure information posted is current and accurate.</p> <p>The Contractor will have mechanism(s) in place that ensures that presentations provided on-site are scanned and cleared of any viruses and are captured and preloaded prior to the session.</p>
Acceptable Quality Level	<p>The Contractor shall perform a Q&A check on all updated webpage(s) on the RIC website to ensure information posted is current and accurate and that the links are active. All RIC webpage(s) are accessible and all hot links are connected to correct program information. RIC webpage(s) are available during contracted dates. RIC webpage(s) are "live" 90 percent of the time.</p> <p>Thirty (30) days following the conference, the Contractor shall move web content into the "Past RIC Information" section of the RIC website and provide NRR PM with hard and electronic copy of the data.</p>
Deductions if Not Met	Ten (10) percent of the estimate of damage (EAD)* for not meeting the standard.
Task 2	Badging and Registration

Indicator	<p>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 has been tested and meets the NRC's system and security requirements. The administrative site component of the system shall be assessable by the NRR PM to meet reporting needs.</p> <p>The system will be available 24 hours a day, seven (7) days a week. Pre-registration requests shall be accepted online, via telephone, mail, e-mail, and fax. The Contractor shall receive all hardcopy registration forms and enter them into the RIC registration database.</p> <p>On-site registration support services as required. Registration shall encompass both pre-registered attendee badge pick up, and on-site registration services.</p>
Standard	<p>The Contractor shall host the RIC registration database on a secure server. 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, zip code, telephone and fax numbers, e-mail addresses, and any comments.</p> <p>The Contractor shall provide a registration system that has been tested and will be ready to be "live" and begin receiving participant data on or before January 4, 2011, will be available 24 hours a day, seven (7) days a week, and will have the backup/recapture capabilities to restore registration information in the event of loss of power, as outlined in the requirements set forth in Attachment 2, "US NRC Service Level Agreement (SLA) for RIC Web Support Services." The database will have the capability for registrants to manipulate the information contained in their own record, and an administrative component for accessing current registration data. The Contractor shall provide the NRR PM access to the administrative page to meet reporting needs.</p> <p>The Contractor shall also provide confirmations to the RIC registrants within three (3) business days of registration receipt.</p> <p>The Contractor shall enter all registrations received into the database and cross-check the registrant forms and database list with the produced badge output to ensure registration is free of duplicates. The Contractor shall provide to the NRR PM statistical data in the form of a weekly registrant report with names and registration numbers listed and a copy of the confirmation. Based on 1,800 registrants, no more than 90 badges and ribbons will be inaccurate or missing.</p> <p>The Contractor shall provide a reminder notification to registrants, providing them with any additional information about the conference two (2) weeks prior to the RIC (by February 22, 2011).</p>
Task 2	Badging and Registration (Continued)

Standard (Continued)	The Contractor shall be physically on-site during the days of the RIC and during all hours that registration is open. The Contractor shall provide registration booths and supplies (i.e., computers, printers, calculators, paper, blank badges and holders, internet connection, telephones, personnel, etc.) needed to execute the on-site registration process.
Surveillance	<p>NRC staff will sample five (5) percent of the registration badges to assure accuracy of data printed on the badges and assure each registrant has an accurate badge. Q&A of registration reports shall be conducted by the NRR PM.</p> <p>The NRR PM will access the administrative site component of the system to review statistics on RIC registrants including weekly registration reports categorized by name, office, organization, title, affiliation/type, and country.</p>
Acceptable Quality Level	<p>RIC registration system, database, and administrative webpage on or before January 4, 2011.</p> <p>The Contractor shall perform a Q&A check by cross-checking the registrant forms and database list with the produced badge output. Ninety-five (95) percent of badge output is accurate and available prior to registration opening. Pre-printed badges, ribbons, and badge holders—badges and ribbons should be inserted into badge holders and arranged in alphabetical order by last name. Ribbons should be inserted with appropriate name.</p> <p>The Contractor shall provide to the NRR PM statistical registration reports that are accurate, complete, and are 90 percent error free on a weekly basis. Final report to include statistics including cancellation summary.</p> <p>Efficient on-site RIC registration. Pre-registered and on-site registered attendee name badges. List of the number of badges produced.</p>
Deductions if Not Met	Ten (10) percent of the EAD* for not meeting the standard.

Task 3	Audio/Visual
Indicator	Initial itemized list of audiovisual (AV) needs and timeline. Final list of AV needs. AV technicians dedicated for each RIC session, if directed.
Standard	<p>The Contractor may be required to provide all staging, lighting, AV equipment, sound equipment (depending on room size), and technical support for one (1) opening Session, one (1) general session, five (5) plenary sessions, six to eight (6-8) breakout sessions, and poster and tabletop presentation boards per RIC.</p> <p>The Contractor may be required to provide audio recording, internet access and webcasting services. The Contractor may be responsible for providing AV technicians during the RIC. If needed, the Contractor shall provide at least one (1) 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 technician(s) will be available at least 10 minutes before the start of each RIC session and shall be available for the duration of each session.</p> <p>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.</p>
Surveillance	<p>Initial itemized list of AV needs to NRR PM and timeline – t30 business days before start of RIC (by January 25, 2011).</p> <p>Final list of AV needs – two (2) weeks before the start of RIC (by February 22, 2011).</p>
Acceptable Quality Level	<p>Initial itemized list of AV needs. Final list of AV needs. AV technician(s) for each RIC session, if directed.</p> <p>The Contractor shall provide an appropriate number of dedicated AV technicians that will available at least 10 minutes before the start of each RIC session and shall be available for the duration of each session.</p> <p>AV transmissions of the opening, general, plenary and breakout sessions, and poster/tabletop presentations are successfully captured electronically, reviewed, edited, finalized and delivered to the NRR PM without incident.</p>
Deductions if Not Met	Five (5) percent of EAD* for not meeting the standard.

* *Estimate of Damage* – defined as the damages negotiated at the time of the award representing the cost of hiring a third party to re-perform the task.

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 shall 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 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 shall 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 shall restore data from the most recent backup. In the event of an accidental deletion or corruption of data by the Customer, Synergy Enterprises Incorporated shall restore data from the Customer requested backup date			

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			

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			

**RIC 2010
Conference
Facility
Layout**

Bethesda North Marriott Hotel & Conference Center - Lower Level

