

PERFORMANCE BASED STATEMENT OF WORK
Office Support For
DOE/NNSA Nevada Field Office, Las Vegas, Nevada
November 18, 2016

1.0 INTRODUCTION/BACKGROUND

Scope

The Contractor Shall provide office support for the National Nuclear Security Agency/ Nevada Field Office (NNSA/NFO); administrative tasks in functional areas such as correspondence processing, domestic and foreign travel coordination; support of the Energy Employees Occupational Illness Compensation Program Act (EEOICPA); data entry; and technical support in the area of training. The technical training position is dependent on future funding and thus, if necessary, any budget shortfall that leads to a cancellation of the position will be negotiated with the contractor and incorporated via contract modification. Positions will be located in the Nevada Support Facility (NSF) in North Las Vegas, Nevada.

Logistics

Core work hours are from 8:30AM to 3:30PM, Monday through Friday. However, the organization in which the contractor's employee is assigned to may request core hours that match the need of that particular organization.

NNSA/NFO's computing infrastructure is a business network, connected with the NNSA Albuquerque Complex, Headquarters in Washington DC, Germantown, MD and other NNSA field office locations throughout the United States. The NNSA/NFO "standard suite" of commercial off-the-shelf software consists of Microsoft Word, Excel, PowerPoint, Access, Exchange/Outlook Mail and Internet Explorer. Additionally, NNSA/NFO supports and utilizes Microsoft Visio and Project, the "Concur" travel system, Automated Time, Attendance, and Production System (ATAAPS) for time keeping, and Adobe Acrobat Exchange in several business areas. Several DOE/NNSA-developed programs are also utilized. Contractor personnel are expected to have a working knowledge of, and proficiency with, the standard suite applications and other systems necessary to perform the services described herein. The contractor is expected to maintain proficiency through software training provided in-house as well as through external training sources. Training will be provided to gain proficiency with DOE developed/specific software.

Most activities will be performed in the DOE Nevada Support Facility, which is a semi-secure building. Unless escorted, either a "Q," "L," or "SCI" level clearance is required for access to corresponding portions of the building. The performance of this contract will require a "Q" level clearance for approximately five contractor employees performing work in the following areas described in paragraph 3.0 of this PWS: 1 FTE Project Manager, 1 for Training support, and 3 FTEs for the administrative support, as the remaining E E O I C P A position does not require a clearance.

2.0 APPLICABLE DOCUMENTS

- Applicable DOE, NNSA and NFO Directives Orders and Notices and Contract, Attachment J-3 of the contract, DOE Applicable Directives dated January 31, 2016 or latest version incorporated by modification to the contract.

3.0 REQUIREMENTS

3.1 Project Management/Task Manager/Supervisor: The Contractor shall provide an on-site Project Manager/Task Manager/Supervisor who has management skills and resources required to plan, organize, direct, accomplish, document, invoice, and control the technical efforts set forth in this PWS. The supervisor shall manage and assign all work tasks and shall be the primary point of contact to the Government. The Task Manager shall have equivalent qualifications as other contract employees and be required to carry full duties to support other areas of the PWS. The on-site supervisor, or a delegated acting supervisor, must be available during the core hours of operation on a daily basis. The Task Manager and contractor staff shall interface with internal NNSA/NFO offices and its counterparts, as well as other Federal and Management and Operating (M&O) Contractor counterparts to accomplish their assigned tasks. The Contractor shall provide the staff to support this contract, and cross-train its staff, when necessary, to ensure continuity of work. All individuals shall be able to serve as back-up for all duties covered in the PWS and on-site contractor resources shall be available to provide administrative support at conferences and meetings, if required and authorized by the Contracting Officer's Representative (COR). The absence of any contractor personnel shall be supported by fill-in personnel, if necessary, to assure adequate performance and coverage of all functions. The Task Manager and COR will meet, as required, to review current issues, problems, and overall status of the support effort.

3.2 Training Support. The contractor shall provide support in the area of training. This will include applying the systematic approach to training procurement, development, and evaluation consistent with DOE directives and guidance; developing and maintaining the necessary support systems to administer training and qualification programs. These support systems shall include exam banks, qualification standards, individual continuing training plans, qualification cards, and continuing training packages. Contractor shall provide DOE 426.2 assessment program support. This support includes providing assessment of training and qualification programs in accordance with DOE-STD-1070-94, Guidelines for the Evaluation of Nuclear Facility Training Programs. Contractor shall provide general management and training analyst support in order to determine new requirements and their impact on various NNSA organizations. Contractor shall support the DOE Federal Technical Capability Program (FTCP)-driven training and qualification programs for the NNSA. Contractor shall provide training and technical subject matter expertise support to the FTCP. This support will include attending meetings and assisting with development of qualification standards, implementation plans, policy, procedures, and standards. The contractor shall provide analysis and reports necessary to meet FTCP and continuous reporting requirements. Contractor shall support the Technical Qualification Program (TQP). These activities include analysis of TQP positions, design qualification and training programs including appropriate evaluation method, development of qualification and training, development of self-study materials, course materials, and continuing training programs, etc. Contractor shall support Safety System Oversight (SSO) program training and qualification. These activities include analysis of SSO knowledge, skills and abilities; design qualification and training program including appropriate evaluation method; and development of qualification and training including development of self-study materials and course materials. The contractor shall support the SSO programmatic requirements including reporting, policy/procedure development and implementation and TQP assessment. Contractor shall support the Facility Representative (FR) Program. The contractor shall support qualification standard development, mentoring FRs, preparing FRs for written examinations, oral board examinations, facility final evaluated walk-throughs, and final qualification documentation. Contractor shall support FR programmatic requirements including reporting, policy/procedures development, implementation, continuing training, and FR program assessment. Contractor shall support the Senior Technical Safety Manager (STSM) program. These activities include analysis of TQP positions, design qualification and training programs including appropriate evaluation method, development of qualification and training including development of self-study materials, course materials, etc. Contractor shall support the TQP programmatic requirements including reporting, policy/procedure development and implementation and TQP assessment. Contractor shall support the training needs assessment as requirements in DOE O 360.1 using input from DOE directives, program requirements, qualification standards, management, and the Federal Technical Capability Panel. Using the resulting needs assessment, develop annual training plans that identify existing training courses. If appropriate, acquire; maintain and upgrade these courses for NNSA use. New courses shall be developed

when there is no appropriate existing course to meet the requirements that result from the systematic approach to training. Contractor shall review methods of automating the systematic approach to training and develop new systems and tools to automate, enhance and make training and qualification processes more efficient.

3.3 Administrative Support. The contractor shall provide administrative/clerical support for functions such as freedom of information programs, legal, safety and security programs, site operations and others, including, but not limited to, word processing, correspondence, copying, compiling reports, records coordination, utilizing correspondence and issues management tracking systems and other computer administrative support systems and databases, and provides data entry support. Types, revises, and prints a large assortment of technical and nontechnical documents. Formats documents in accordance with applicable regulations and guidelines. Proofreads documents to ensure there are no formatting, typographical, grammatical, or spelling errors.

3.4 EEOICPA Support. This position provides advanced forms of word processing of technical and nontechnical reports and documents; design and create spreadsheets. Provides data entry and clerical duties to include, but not limited to, filing, photocopying, and receptionist duties. Formats documents in accordance with applicable regulations and guidelines. Proofreads documents to ensure there are no formatting, typographical, grammatical, or spelling errors. Ensures all final documents are free of errors for purposes of reproduction and distribution. Uses optical scanner for data and graphics whenever possible. Copies and distributes approved documents. Proficient with the following office equipment: computer, printer, scanner, copier, facsimile, and telephone.

This position is responsible for processing claims for designated sites. Processes Part B Claims for Employment Verifications (EV), coordinates EVs with contractors (such as WSI, Pro2Serve, URS—formerly EG&G Special Projects, Yucca Mountain—Legacy Management, and Los Alamos) and any small subcontractors to which the Management and Operating (M&O) contractor does not have access (searches and verifications, starting with the Internet and then making calls). When a claim is received for a federal employee, forwards the claim to DOE as they are the responsible office. Coordinates with the M&O contractor to secure exposure data and maintaining tracking system. When tasked by the Department of Labor, uploads all requested data into the Secure Electronic Records Transfer (SERT) system. Responsible for retrieving exposure data per National Institute for Occupational Safety and Health requests, and ensures all requests meet the 60 day response time frame. Maintains all hard copies of requests received.

4.0 OBJECTIVES, MEASURES, AND EXPECTATIONS

The Contractor shall establish and implement a Quality Assurance Program to ensure that contract requirements are met. Contractor performance will be evaluated on the following specific performance-based objectives, measures, and expectations that are directly associated with the work described in Section 3.0, Requirements.

Objective	Measures	Expectations	Method of Surveillance
Daily Office Management and General Administrative/ Correspondence Support	<ul style="list-style-type: none"> - Timeliness - Accuracy 	<ul style="list-style-type: none"> - Initial response made within one business day of a notification or a request for assistance. - Reports are to be 100% accurate. - Correspondence generated by the Contractor shall be 100% grammatically accurate. - Cost, schedule and resource utilization reports are accurate and provided within two business days of request 	Periodic Review/ Customer Complaint
Training Support	<ul style="list-style-type: none"> - Timeliness - Accuracy 	<ul style="list-style-type: none"> - Initial response made within two business days of a notification or a request for assistance. 	Periodic Review/ Customer Complaint
Records Management and Archival Support	<ul style="list-style-type: none"> - Timeliness 	<ul style="list-style-type: none"> - On site records (within the control of the contractor) are located and made available within one business day of request excluding weekends and holidays. Off site records (within the control of the contractor) are retrieved within 5 working days. 	Periodic Review/ Customer Complaint
Correspondence Processing	<ul style="list-style-type: none"> - Timeliness - Accuracy 	<ul style="list-style-type: none"> - Correspondence is processed within three business days of receipt. - Handling of classified documents is 100 percent accurate. 	Periodic Review/ Customer Complaint

Failure to meet the performance expectations will result in the contractor correcting deficiencies as a high priority at no additional cost to the NNSA/NFO.

5.0 RESOURCES/GOVERNMENT FURNISHED PROPERTY

The NNSA/NFO will provide office space, telecommunications, furniture, computers, fax, and copiers necessary for the task order performance. General computer supplies and consumables, guides and manuals will also be provided by NNSA/NFO. The contractor must supply those items unique to their operations such as timekeeping systems or other materials necessary to track hours or expenses.

Occupational medicine support is also provided by the Management & Operations (M&O) contractor.

6.0 TRAVEL

It is anticipated that some travel may be required under this effort. All travel will require coordination and approval from the Contracting Officer's Representative (COR) prior to travel being conducted. All approved travel will be reimbursed as authorized by the applicable regulation(s).

7.0 TRAINING

Required trainings will occasionally be required. These trainings may include computer based trainings, or in-person classroom training. These required trainings may be annual requirements (like a security refresher), or non-reoccurring trainings regarding new or updated requirements.

8.0 TRANSITION/PHASE-IN

8.1 Phase-in Plans. The contractor shall provide/incorporate a Phase-in Plan (does not apply to the incumbent) for each task of the PWS. The Phase-in Plan includes a 14 day transition period. The Phase-in Plan must address the requirements of the PWS to ensure no deterioration of service and must include risk mitigation.

8.2 Contractor Transition. The contractor shall provide a Transition Plan (this does not apply to the incumbent). The Transition Plan shall be sufficiently detailed to provide the contractor's methodology for transitioning new personnel to positions at time of award of the contract/TO with minimum disruption of ongoing support requirements. In addition, the Transition Plan shall be sufficiently detailed to provide the contractor's methodology for transitioning to another contractor at the conclusion of the contract/TO.