

**ADMINISTRATIVE SUPPORT SERVICES
PERFORMANCE WORK STATEMENT (PWS)**

Administrative Assistant Support

BACKGROUND

The contract shall provide daily administrative support services to the Department of Energy Savannah River Operations Office and the DOE-SR National Nuclear Security Administration (NNSA) offices located at SRS.

WORK SCOPE

Under this contract, the contractor shall provide administrative support services to Savannah River Operations Office and NNSA office elements located at SRS. Duties may include, but are not be limited to:

1. Administrative Assistant

- A. Provide clerical and secretarial support to a large Federal organization with a formalized structure.
- B. Prepare and develop correspondence, reports, memorandums, presentations, and other forms of communication for distribution across various organizations on site and to offices off site (both Federal and non-Federal) as directed.
- C. Review correspondence for signatures from members of assigned staff, the supervisor, or other senior managers for proper format; Review conformance with procedural instructions, grammar, typographical errors, accuracy, and necessary attachments.
- D. Properly monitor and track correspondence as required in approved databases to ensure that all assigned suspense requirements are met.
- E. Distribute correspondence to all individuals in accordance with approved guidelines and processes.
- F. Plan, coordinate, and organize events (on site and off site) for assigned Federal staff. Audience may include senior Government staff from within DOE/NNSA and/or other Government agencies, various contract staff both on and off site, and the general public. Sub-tasks may include, but are not limited to:
 - (1) Secure facilities no later than 15 days prior to event by coordinating with the DOE Conference Room coordinator or applicable office / agency.
 - (2) Submit all presentations in either paper format, electronic format, or both as required by supported staff within the prescribed time frame.
 - (3) Secure necessary equipment (projector, computer, etc.) to conduct briefing. Operate equipment (projector, computer, etc.) as required.
 - (4) Take attendance at meetings as necessary.
 - (5) Distribute meeting documents as necessary to participants.

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- G. Monitor a broad range of communication in order to make scheduling determinations and recommendations to assigned Federal staff.
- H. Maintain daily schedule of assigned Federal staff.
- I. Have a thorough understanding of the mission, objectives, and organizational structure (on and off-site; Federal and contractor) of the office to which assigned, in order to better interface and facilitate communications with others.
- J. Communicate and interface with Government and contractor executives (to include their assigned staff) to facilitate activities as assigned.
- K. Participate in document meetings, conferences, etc.
- L. Maintain assigned files and record systems in accordance to the DOE approved guidelines.
- M. Schedule and maintain a calendar of assigned meeting space within the organization.
- N. Perform all actions required to schedule, coordinate, and setup/connect for Video Teleconferences (i.e. local resources, local and distant end participants, etc.) as required.
- O. Order and maintain approved inventory of standard office supplies for assigned staff utilizing approved process and procedures.
- P. Assist Federal staff with the completion of time and attendance submissions and maintain records as required.
- Q. Assist the assigned staff with official travel requirements.
- R. Receive telephone calls and visitors. Direct call or visitor to requested Federal staff; redirect caller or visitor to appropriate staff as may be required.
- S. Coordinate with DOE Reproduction Clerk to complete copy/print job order as required.
- T. Prepare and obtain DOE authorization to relocate assigned staff using approved forms and processes.
- U. Utilizing approved requests, coordinate with DOE Office Services for the relocation of assigned staff.
- V. Prepare, obtain, and coordinate DOE authorization to install, relocate, or remove voice / fax telephone lines using approved forms and processes.
- W. Assist Federal staff and their direct support service contractors in obtaining access to the SRS data network (SRSNet).
- X. Complete and/or assist Federal staff and their direct support service contractors to obtain any and all necessary training required to gain access to the site, or that is directly related to the supported staffs mission on site (i.e. General Employee Training (GET), Consolidated Annual Training (CAT), Radiological Worker (RADCON) training, etc.)

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- Y. Coordinate with DOE Mail Room for the sending and receiving of mail items as required. Obtain authorizing signature for Overnight Services.
- Z. Search and retrieve documents from databases and files as requested and provide limited research to assigned staff as necessary. Prepare and coordinate documents for review by the Federal staff and distribute as necessary.

SKILL or RELEVANT EXPERIENCE REQUIREMENT

The contractor will provide personnel to conduct the necessary duties, having sufficient experience and skills, as follows:

1. Administrative Assistant

- a. Must have a minimum of one year of administrative support experience.
- b. A qualified typist (40 words or more per minute) is required.
- c. Must be proficient in the use of office equipment, including computers, scanners, fax, and copiers.
- d. Must be proficient in the use of Microsoft Office (Word/Excel/PowerPoint), Internet Explorer, Lotus Notes, and Adobe Reader.
- e. Must be an effective communicator (oral and written).
- f. Have an ability to work professionally with individuals, diverse groups, and the public.
- g. Have well-developed time management and schedule coordination skills.
- h. Employee is required to possess, or have the ability to attain, up to a "Q" security clearance. This requirement will be specified per individual contract.

DELIVERABLES

Deliverables will be identified by individual tasks.

GOVERNMENT-FURNISHED RESOURCES

The following will be provided during on-site activity of this contract:

- a. Computer system with access to the Site network.
- b. A work area consisting of a desk, telephone, temporary storage for equipment, office supplies applicable to the work assigned; Access to a copier, scanner, and fax machine.
- c. PPE (as required): anti-contamination clothing, nonprescription safety glasses (clear and sunglasses), hard hats, disposable ear plugs, reflective vests. The contractor will be responsible for providing prescription safety glasses, safety shoes, and similar PPE if required.

TRAVEL REQUIREMENTS

The Government shall reimburse all travel related to the conduct of this contract. Point of origin for travel will be determined as the SRS. All travel will be in compliance with the Federal Travel Regulations (FTR). All travel must be approved or authorized by the COR. Requests for travel reimbursements must be submitted monthly along with vouchers and must include documentation of charges, if requested.

PERFORMANCE MEASURES

General quality measures, as set forth below, will be applied to each Work Product and Deliverable received from the contractor under this contract.

Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance
Accuracy- Work Products and deliverables shall be accurate in the presentation, technical content and adherence to accepted elements of style.	95% of the time	Routine inspection of deliverable products.
Clarity- Work products and deliverables shall be clear and concise. Any/All diagrams shall be easy to understand and be relevant to the supporting narrative.	95% of the time	Observance of performance and work products.
Consistence to Requirements- All work products and deliverables must satisfy the requirements stated herein.	100% of the time	Routine inspection of deliverable products
Timeliness- Work products will be submitted on or before assigned deadlines as provided with each deliverable.	100% of the time	Routine inspection of deliverable products.
Format- Work products and deliverables shall be submitted in hard copy (where applicable) and in media mutually agreed upon prior to submission. Hard copy formats shall follow any specified directives or manuals.	95% of the time.	Routine inspection of deliverable products.
File Editing- All Text and diagrammatic files shall be editable by the Government.	100% of the time.	

DOE DIRECTIVES, LAWS, REGULATIONS, MANUALS AND PROCEDURES

DOE Order 243.1 (Records Management)
DOE Order 322.1B (Pay and Leave Administration and Hours of Duty)
DOE Order 535.1 (Time and Attendance Reporting)
SV-PRO-025 (Records Management)
SV-PRO-026 (Document Control)
SV-PRO-033 (SRSO Travel Procedure)
SV-PRO-043 (SRSO Alternate Work Schedule and Leave Administration)
SV-G-001 (SRSO Office Guide)
SRIP 243.1 (Records Management Program)
SRIP 552.1 (Foreign Travel Procedures)
SRIP 560.1 (Authorized Use of Government Telecommunications Systems)
Savannah River Nuclear Solutions (SRNS) Manual 3B, Procedure 6-1 (Mail Management)
DOE Executive Secretariat Style Guide

Citizen Advisory Board (CAB) Support

The contractor shall provide the necessary labor and technical expertise to support the full administration of the SRS CAB's operations and activities. Services shall include setting up, facilitating, and coordinating CAB meetings; providing information and technical assistance for coordinating recommendations and CAB and public requests, as follows:

A. Administration and Facilitation

- Support the overall administration of the SRS CAB operations and activities and attend and facilitate six annual full CAB meetings per meeting agenda.
- Coordinate the development of all meeting agendas with CAB committee chairs, site technical experts, and specified DOE personnel.
- Coordinate and attend all approved CAB-related site tours.
- Prepare recommendations transmittal correspondence for approval by Board Chairs within two business days after each of the six annual full CAB meetings.
- Participate as CAB Administrator for EM Site Specific Advisory Board (SSAB) meetings and conference calls.
- Note actions and pertinent information from monthly chairs and coordinators conference calls.
- Assist in the coordination and facilitation of other CAB meetings, such as the Speakers Bureau and Retreat/Work Plan Meeting, as needed.
- Prepare handouts/resource books –electronically and/or hard copy—for each of the six annual full CAB meetings; 25 estimated annual committee meetings and up to three annual special meetings.
- Provide general mailing 14 business days prior to each of the six annual full CAB meetings.
- Prepare written notice to all CAB members at least 14 business days prior to an election.
- Coordinate request for information from CAB members and general public via email or post, as appropriate.
- Prepare all CAB outgoing correspondence and electronic messages.
- Prepare and maintain files and databases of CAB correspondence, members, meetings, and activities.
- Initiate request for equipment/relocations through approved procedures.
- Order copy supplies using approved procedures.
- Attend weekly CAB Support Team meetings with Task Manager and maintain group planning calendar.
- Prepare separate meeting presentation/information packets for Site Manager and DOE Very Important Personnel (VIP) as identified.
- Provide list of all Actions noted during meetings to Task Manager for discussion at Weekly Team Meetings, and coordinate to resolution.
- Coordinate and track written public comments; file with respective meeting minutes and in Public Comments folder on shared drive.
- Send thank you email to presenters and special attendees within 3 business days following meetings.
- Schedule, coordinate, and attend the Pre-CAB meeting at least 14 calendar days prior to Full CAB meetings.
- Schedule, coordinate, and attend the Post-CAB and Recommendations Response meetings **no later than 14 calendar days** following Full CAB meetings.
- Schedule, coordinate, and attend Dry Runs Meeting at least 14 calendar days prior to scheduled meeting.

B. Technical Coordination

- Ensure DOE-SR security review of documents is completed 7 days prior to planned meetings.
- Submit all STI-approved presentations to DOE HQ for 72-Hour review 5 days prior to planned meetings.
- Publish six annual full CAB meeting notifications in Federal Register no later than 30 calendar days prior to meeting, unless otherwise requested.
- Attend and assist in preparing CAB chairpersons for Site Specific Advisory Board (SSAB) Chairs' meetings.
- Create and maintain contact matrix for presenters and managers.
- Assist in loading presentations, setting up, and operating online meeting equipment and computers, as needed.
- Attend Dry Run meetings before each committee meeting.
- Prepare committee chairs' 'Things to Remember' notes for meeting.
- Develop CAB Work Plan in coordination with CAB members and DOE input.
- Assist CAB members in securing information on technical issues from Site.
- Coordinates with DOE/Contractor points of contact staff for information assistance.
- Assist in the finalization of CAB Recommendations in coordination with committee chairs, as needed.

C. Meeting Coordination

- Secure facilities for, coordinate, and attend 6 full CAB bi-monthly meetings.
- Coordinate continental breakfast, lunch, and two coffee/snack breaks for each of the 6 full CAB meetings as necessary
- Coordinate and attend an estimated 25 annual committee meetings.
- Secure facilities for, coordinate, and attend four estimated annual special meetings (retreat, orientation, work plan development, workshops).
- Set up meeting rooms prior to all meetings.
- Set up, load presentations, and operate online meeting equipment and computers at all committee meetings.
- Coordinate/print finalized PowerPoint presentations, as needed.
- Take attendance of CAB members at all meetings.
- Prepare name tags and order signs for each of the six annual meetings.
- Coordinate travel for CAB members, as appropriate, to all meetings and tours, in compliance with the Federal Travel Regulations (FTR).
- Processes all approved CAB travel and provide reimbursements to CAB members for all approved travel vouchers in compliance with the FTR **within five business days of conclusion of the meeting / travel.**
- Photograph or arrange for photographer, audio/visual equipment, and equipment Technician, for all meetings, as needed.
- Secure Government transportation for team travel to offsite meeting locations.

D. Graphic and Outreach Coordination

- Develop, design, and reproduce multimedia materials i.e., display posters, brochures, handouts, as assigned.
- Maintain and update existing presentations.
- Maintain and update CAB letterhead, documents, presentations, website, bulletin board, plaques, etc., as needed.
- Design CAB's "Board Beat Newsletter," research and coordinate articles, publish and coordinate the reproduction of a hard copy and submit electronic edition for website, and dissemination electronically, hand carried, or by post to CAB, database distribution, and Federal workforce.
- Prepare and submit advertisements, news releases, and public service announcements of meetings at least 14 calendar days prior to each CAB meeting, as appropriate.
- Assist with coordination/printing of finalized PowerPoint presentations.
- Coordinate CAB membership drives.
- Plan, prepare, and submit information for soliciting new CAB members to Task Manager.
- Conduct CAB membership candidate phone interviews.
- Assist in preparing package for DOE Headquarters (HQ) for CAB Membership approval.
- Assist in notifying CAB membership candidates of selection status.
- Assist in planning and conducting New Member Orientations.
- Coordinate CAB-sponsored outreach activities.
- Take written notes or electronically record all committee meeting proceedings to prepare meeting summaries within five calendar days following CAB committee meetings.
- Transcribe meeting minutes from A/V recordings of Full CAB meetings within 30 calendar days following the meeting.

E. Technical Advice

- Prepare first draft of recommendations based on CAB input.
- Track DOE letter commitments to CAB recommendations and advise CAB committee chairs and DOE at least 30 calendar days prior to commitment due date or next CAB meeting.
- Maintain electronic database and prepare Recommendations Report for weekly Team Meetings and full CAB Meetings.
- Research information for draft recommendation input and provides research to CAB committee members.

F. Place of Performance

The work to be performed under this contract will be performed at the Government facility unless otherwise notified.

G. Government Furnished Resources / Government Furnished Equipment (GFE) / Government Furnished Information (GFI)

The Government will furnish all facilities, materials, property, and equipment for on-site use in the performance of this contract as specified. Under limited circumstances, such as during meetings held in off-site locations, the Government will provide facilities, materials, property and equipment for tasks not requiring a continuous on-site presence. The following will be provided during on-site activity of this contract:

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- a. Computer system with access to the site network.
- b. A work area consisting of a desk, telephone, temporary storage for equipment, and office supplies applicable to the job.
- c. Access to a copier, scanner, and FAX machine.
- d. All specialized computer and other equipment required to conduct CAB meetings.

H. Travel Requirements

The Government shall reimburse all travel related to the conduct of this contract. Point of origin for travel will be determined as the SRS. All travel will be in compliance with the Federal Travel Regulations (FTR). All travel must be approved or authorized by the Task Manager. Requests for travel reimbursements must be submitted monthly along with vouchers and must include documentation of charges, if requested.

I. Schedule of Deliverables

All deliverables required under this task shall be submitted in accordance with the following schedules.

PWS Task#	Deliverable Title	Format	Due Date	Distribution/Copies	Frequency and Remarks
I.1	Recommendations correspondence.	CAB letterhead	2 days after CAB meeting.	DOE Mgr. and HQ /Electronically	6 times annually
	General Mailing	Meeting presentations and material	14 days before CAB meetings.	CAB & distribution/ electronically	6 times annually
	Election Notices	Email	14 days before election	CAB members	6-10 times annually
	List of Meeting Actions	Hard copy	Thursday before each weekly Team Meeting	Task Manager	Each week
	Thank-You Emails	Email	Within 3 business days after each meeting	All presenters or those assisting with meeting success	After each meeting, as appropriate
	Schedule Pre-CAB, Post-CAB & Recommendation Response Meetings	Email and/or phone calls	Before end of calendar year	Team, Task Manager, DDFOs & OEA	Schedule once for entire year based upon DDFOs calendar
I.2	Submit documents for security reviews	Electronic process	7 days before CAB meetings	Security office	Prior to each CAB meeting
	Submit documents to DOE-HQ for 72-Hour Review	Via Large Document Transfer System or Email	5 days before CAB meetings	HQ distribution to be provided.	Prior to each CAB meeting
I.3	Process all CAB travel vouchers	Email	Within 5 business days after CAB meetings.	Appropriate payment structure per contract	After each CAB meeting

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	Secure Meeting venues and provide annual schedule	Email and Phone	By November CAB meeting	DOE-HQ; DOE-SR; bulletin boards; database contacts; newsletter; CAB website, etc.	Annually before November CAB meeting
	Full setup of Meeting Rooms	At meeting facility	Within 2 hours of start of meeting	N/A	Prior to each CAB meeting
I.4	Advertise all upcoming CAB meetings	Email or Phone	14 days prior to meeting	Identified media contacts; bulletin boards; post; database contacts	Prior to each CAB meeting
	Prepare Committee Meeting summaries	Electronically	5 days after meeting	Get security review and Post on CAB webpage	After each committee meeting
	Transcribe Full CAB minutes	Electronically from disks	30 days after Full CAB meeting	Submit for security review and post on CAB webpage	After each Full CAB meeting
I.5	Track DOE commitments from Recommendation Response	Electronically	30 days prior to commitment due date, or before next Full CAB meeting	Task Manager, <u>Deputy Designated Federal Officer</u> (DDFO)s, CAB chair, and committee chairs	As appropriate
	Prepare recommendations Report	Electronic and hard copy	To review at each weekly team meeting and report at Full CAB meetings	Team Meeting and CAB members	During each team meeting and at Each Full CAB meeting.

J. Performance Standards

General quality measures, as set forth below, will be applied to each work product and deliverable received from the contractor under this contract.

Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance
Accuracy- Work products and deliverables shall be accurate in the presentation, technical content and adherence to accepted elements of style.	95% of the time	Routine inspection of deliverable products.
Clarity- Work products and deliverables shall be clear and concise. Any/All diagrams shall be easy to understand and be relevant to the supporting narrative.	95% of the time	Observance of performance and work products.

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Consistence to Requirements- All work products and deliverables must satisfy the requirements stated herein.	100% of the time	Routine inspection of deliverable products
Timeliness- Work products will be submitted on or before assigned deadlines as provided with each deliverable.	100% of the time	Routine inspection of deliverable products.
Format- Work products and deliverables shall be submitted in hard copy (where applicable) and in media mutually agreed upon prior to submission. Hard copy formats shall follow any specified directives or manuals.	95% of the time.	Routine inspection of deliverable products.
File Editing- All text and diagrammatic files shall be editable by the Government.	100% of the time.	N/A

K. Directives, Laws, Regulations, Manuals and Procedures

The following publications are applicable to the performance of this task:

- Public Law 92-463 (Federal Advisory Committee Act)
- 41 Code of Federal Regulations (CFR) Chapters 300 – 304 (FTR)
- DOE Order 243.1 (Records Management)
- DOE Manual 515.1-1(Advisory Committee Management Program)
- DOE Publication 141.2 (Public Participation and Community Relations)
- Savannah River Operations Office (SR) Implementing Procedure (SRIP) 243.1 (Records Management Program)
- SR SRIP 560.1 (Authorized Use of Government Telecommunications Systems)
- <http://cab.srs.gov>

Office of the Field Chief Financial Officer Support

The contractor shall provide the necessary labor and technical expertise to provide augmentation support to the full administration of the DOE-SR Office of the Field CFO, Budget and Finance Division's operations, and activities under the instruction of the Contracting Officer's Representative/Task Manager (Budget Director or Finance Director (as assigned)). The work scope and deliverables will include, but are not limited to, the following:

A. Budget Technician Level II (1 Position):

The contractor shall perform a wide variety of administrative and technical functions to assist the Budget Director and Budget Division in the execution of the Savannah River Operations Office appropriated multi-year budgets. The employee will be required to sign a Non-Disclosure Statement. This is a mid-level position with skills using Microsoft Office Excel and downloading data into Excel from various DOE financial systems. The work tasks will include assisting the Budget Director and members of the Budget Division in any of the following work task areas:

- Enter budget data into the Budget Execution and Reporting System (BEARS).
- Track, compile, and report data in BEARS.
- Follow guidance from and assist the BEARS Administrator in accordance with the BEARS Operations Manual as directed.
- Conduct the BEARS-to-STARs Reconciliation Review twice per month.
- Support Internal Controls and monitoring of the Funds Control Process.
- Facilitate the issuance of monthly financial obligation plans to contractors as needed.
- Upload and download data from the Department of Energy's Standard Accounting & Reporting System (STARs) as directed.
- Prepare the monthly project funds control sheets for projects as assigned, track spend plans, report forecasts and actual monthly costs, status cost variances and un-liquidated obligations, running cost and obligation reports.
- Create twice monthly reconciliation reports and include the BEARS-to-STARs, BEARS to Strategic Integrated Procurement Enterprise System (STRIPES), STRIPES to STARs, and other reconciliations as directed.
- Obtain various budget reports from STARs, DOE iPortal, and I-managed Data Warehouse (IDW).
- Download historical reports and other specialized financial reports from BEARS and IDW.
- Track the Work Authorization Documents (WADs) for the Budget Team Lead and Budget Director.
- Prepare the monthly project funds control worksheets for projects as assigned.
- Create and track budget data in annual spend plans.
- Prepare and present Monthly Funds Control Sheets and Annual Spend Plans for the Budget Director, Budget Team Lead, and the customers of the Budget Division.
- Compile, track, analyze, and report spend plan forecasts and actual costs monthly, status cost variances and un-liquidated obligations, and running cost and obligation reports.
- Track and provide a monthly status and quarterly report on the Undelivered Orders (UDOs) of contracts for the Budget Division.
- Prepare charts and graphs as assigned on UDOs and other data as assigned.
- Track and report Inter-Entity Work Orders (IEWO).
- Track and status monthly and report quarterly the Undelivered Orders on contracts for the Budget Division.

B. Budget Analyst Level I (2 positions):

The contractor shall perform a wide variety of administrative and technical functions to assist the Budget Director and Budget Division in the execution of the Savannah River Operations Office appropriated multi-year budgets. The employee will be required to sign a Non-Disclosure Statement. This is an entry level budget analyst position with some experience in budgeting and intermediate skills when using Microsoft Office Excel, Word, and PowerPoint. The work tasks will include assisting the Budget Director and members of the Budget Division in any of the following work task areas:

- Employ computer data bases to sort, filter, and compile financial data.
- Support Internal Controls and monitoring of the Funds Control Process.
- Facilitate the Initiating and Reviewing Roles for Procurement Requisitions in the Strategic Integrated Procurement Enterprise System (STRIPES).
- Identify funds for obligation in the Budget Execution and Reporting System (BEARS).
- Prepare the budget execution of committed funds as assigned.
- Prepare the project monthly funds control sheets (MFCS) for projects as assigned.
- Create and track budget data to include obligations and cost variances analysis and supporting narratives in the annual spend plans for projects as assigned.
- Prepare and present Monthly Funds Control Sheets and Annual Spend Plans for the Budget Director, Budget Team Lead, and the customers of the Budget Division.
- Compile, track, analyze, and report spend plan forecasts and actual costs monthly, statusing cost variances and un-liquidated obligations, running cost and obligation reports, and making recommendations to the Budget Director and Budget Team Lead.
- Support the compilation and analysis of data with the Quarterly Budget Execution Reviews and the Quarterly Performance Report briefings to Headquarters.
- Obtain various reports from STARS, iPortal, and I-managed Data Warehouse (IDW).
- Download historical reports and other specialized financial reports from BEARS and IDW.
- Monitor the DOE-SR Site-wide Assessment Pool (SAP) of multi-sourced projects with its accompanying Annual Spend Plans and Monthly Funds Control Sheets.
- Assess the Technology Development Funds at the Site.
- Coordinate SAP multi-source funding allocations with other budget analysts for the initiating and reviewing of SAP Procurement Requests in STRIPES.
- Track and status monthly and report quarterly the Undelivered Orders on contracts for the Budget Division.
- Process and track the Work Authorization Documents (WADs) for the Budget Team Lead and Budget Director.

C. Budget Analyst Level II (1 position):

The contractor shall perform a wide variety of administrative and technical functions to assist the Budget Director and Budget Division in the execution of the Savannah River Operations Office appropriated multi-year budgets. The employee will be required to sign a Non-Disclosure Statement. This is a mid-level budget analyst position with experience in budgeting, funds management, and intermediate to advanced skills using Microsoft Office Excel, Word, and PowerPoint. Strong written and verbal communications skills are required. This position will employ Oracle Business Intelligence reporting skills in iManaged Business Intelligence Answers and Dashboards found on DOE's iPortal. The ability to sort and filter data and create a customized financial report is an important skill in this job. This position must have the ability to learn and apply software systems quickly.

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Experience with pulling data from an I-Managed Data Warehouse system is preferred to learn such systems. The analyst must possess solid reading, writing, presentation, and telephone communication skills. The finer details of most tasks can be learned on site in performing the work with the right employee attitude, energy level, education, knowledge, abilities, and skills potential.

The work tasks will include assisting the Budget Director and members of the Budget Division in any of the following work task areas:

- Employ computer data bases to sort, filter, and compile financial data.
- Use pivot tables in MS Excel, MS Access, and other databases.
- Perform regression analysis in MS Excel.
- Support Internal Controls and monitoring the Funds Control Process.
- Facilitate the Initiating and Reviewing Roles for Procurement Requisitions in the Strategic Integrated Procurement Enterprise System (STRIPES).
- Initiate funds for obligation in the Budget Execution and Reporting System (BEARS).
- Initiate the budget execution of committed funds as assigned.
- Prepare the project monthly funds control sheets (MFCS), as assigned.
- Perform budget analyst duties in the management of the PBS SR-0100 Community and Regulatory Support funding at the site.
- Create and track budget data to include obligations, cost variances analysis, and supporting narratives in the annual spend plans for projects as assigned.
- Prepare and present Monthly Funds Control Sheets and Annual Spend Plans for the Budget Director, Budget Team Leader, and the customers of the Budget Division.
- Compile, track, analyze, and report spend plan forecasts and actual costs monthly, statusing cost variances and un-liquidated obligations, running cost and obligation reports, and making recommendations to the Budget Director and Budget Team Lead.
- Support the compilation and analysis of data and writing cost variance analysis narratives with the Quarterly Budget Execution Reviews and the Quarterly Performance Report briefings to Headquarters.
- Obtain various reports from STARS, iPortal, and I-managed Data Warehouse (IDW).
- Download historical reports and other specialized financial reports from BEARS and IDW.
- Initiate and/or back up the DOE-SR Site-wide Assessment Pool (SAP) of multi-sourced projects with its accompanying Annual Spend Plans and Monthly Funds Control Sheets.
- Coordinate SAP multi-source funding allocations with other budget analysts for the initiating and reviewing of SAP Procurement Requests in STRIPES.
- Track and provide the monthly status of the Undelivered Orders as assigned in the UDO data base.
- Communicate via telephone or Video Tele-Conference (VTC) the status of budget execution to stakeholders.
- Defend a project's budget verbally in meetings, on the phone, and in writing.
- Facilitate the Initiation and Review Roles for STRIPES Procurement Requisitions in support of Budget Execution.
- Commit funds for obligation in the Budget Execution and Reporting System (BEARS).
- Prepare project monthly funds control sheets and annual spend plans for projects as assigned for review with the Budget Director, Budget Team Leader, and budget customers.
- Create and track budget data of annual spend plans and monthly funds control sheets by populating Excel spreadsheets in a workbook summary of spend plans and monthly funds control sheets.

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- Prepare and present Monthly Funds Control Sheets and Annual Spend Plans for the Budget Director, Budget Team Leader, and the customers of the Budget Division.
- Compile, track, analyze, and report spend plan forecasts and actual costs monthly, statusing cost variances and un-liquidated obligations, running cost and obligation reports, making cost projections, tracking estimated at completion and uncosted carry over, and making recommendations to the Budget Director and Budget Team Leader.
- Obtain historical reports and other specialized financial reports from BEARS and IDW.
- Initiate the budget execution of DOE-SR projects as assigned with its accompanying Annual Spend Plans and Monthly Funds Control Sheets and perform the appropriated level of analyses and recommendations for the Budget Director.
- Learn within one year the Standardize Accounting and Reporting System (STARS) financial accounting system for DOE at SRS.
- Create customized financial reports using iPortal's Oracle Business Intelligence (BI) Foundation Suite.
- Using Oracle Business Intelligence (BI), assist the Office of the CFO better analyze data from multiple sources, visualize data from multiple sources by using dashboards, perform what-if and predictive analysis, deliver personalized content to financial users, generate and distribute highly formatted reports, and analyze the site's corporate performance.
- Examine financial metadata layers, analyze and visualize business intelligence content, and create and generate financial reports as directed by the Office Director.
- Assist the Office of Financial Management in creating executive level financial reports
- Support Internal Controls and monitor the Funds Control Process.
- Employ DOE's iPortal in building, creating and pulling various iPortal budgets and other customized financial reports.
- Interface and respond to iPortal requirements from the DOE HQ iPortal manager.
- Assist the Budget Director with the financial software systems requirements related to iPortal to include BEARS, IDW, STARS, and STRIPES and others in support of budget execution of multi-year appropriated funds.
- Prepare budget execution charts, graphs, and presentation materials for the Budget Director's use in briefings to the Field CFO, Site Manager, and DOE Headquarters.
- Prepare Inter-Entity Work Orders (IEWOs), as assigned, for transfer of funding after review and approval of the Budget Director.
- Prepare Certification for Funds Available for Withdrawal for the Budget Director's and/or Budget Team Lead's review and approval.
- Assist the Budget Director and Budget Division in the preparations of Quarterly Budget Execution Review presentations to EM DOE Headquarters.

D. Accounting Technician (2 Positions)

The Accounting Technicians shall have knowledge and familiarity with federal employee travel, payroll and accounting matters, assists in analyzing and reconciling problems, and referring items to supervisor or higher level accountants when procedural or policy matters are involved. Duties are, but are not limited to, the following:

- Ensure that the payroll is processed and certified each pay period (every two weeks) by the established due dates. Is knowledgeable of payroll processing, codes, and timekeeper duties/responsibilities.
- Coordinate with HQ-Payroll, Defense Finance Accounting Service (DFAS), Office of Human Capital Management (OHCM), and employees to resolve payroll issues.
- Provide proactive and helpful assistance and customer service.

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- Ensure that all payroll documentation is filed and verified each pay period, and that monthly and quarterly payment reports are prepared and submitted in a timely and accurate manner. This includes the quarterly South Carolina Withholding Tax Report.
- Ensure travel administration for Temporary Duty, Foreign Travel, and Permanent Change of Station Travel.
- Ensure that Travel Authorizations and Vouchers are reviewed and processed daily, accurately, and in a timely manner while remaining in accordance with the Federal Travel and SR policies, procedures and regulations. Is knowledgeable of travel policies and airline ticket/reservations and charges.
- Responsible for processing financial reservations, de-reservations, obligations, and de-obligations.
- Ensure that all conference attendance travel has been approved in advance by the responsible Manager.
- Verify that training has been properly authorized prior to approval of the corresponding travel (as applicable).
- Inform Accountants and Director apprised of issues/concerns, as it relates to travel, payroll, and accounting issues/problems.
- Is proficient in analyzing and reconciling data, and finding errors and problems in the Standard Accounting & Reporting System (STARS).
- Is proficient with the federal electronic travel system and interface processing.
- Perform liaison functions with the Travel Management Contract (TMC) personnel and identifies any problems or discrepancies regarding the travel function.
- Assure that the necessary funding allocations are available and sufficient.
- Assist Senior Accountants in performing the day-to-day accounting operations and processing in STARS, Contractor Invoice Approval System (VIAS), and other financial systems. Assures that tasks are thoroughly completed, accurate, and timely.
- Track refunds, nonrefundable tickets, maintains electronic database and prepares reports.
- Assist with filing travel, payroll, and accounting documents.

E. Place of Performance

The work to be performed under this contract will be performed at the Government facility on the Savannah River Site B-Area unless otherwise notified.

F. Government Furnished Resources / Government Furnished Equipment (GFE) / Government Furnished Information (GFI)

The Government will furnish all appropriate facilities, materials, property, desk-top services, and equipment for on-site use in the performance of this contract as specified or as needed. Under limited circumstances, such as during meetings held in off-site locations, the Government will provide facilities, materials, property and equipment for tasks not requiring a continuous on-site presence. The following will be provided during an on-site activity under this contract:

- a. Computer system with access to the site network.
- b. A work area consisting of a desk, telephone, temporary storage for equipment, and office supplies applicable to the job.
- c. Access to a copier, scanner, and FAX machine.
- d. All specialized computer equipment required to conduct Budget Execution and Accounting Operations.

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G. Travel Requirements

The Government shall reimburse travel related only to the conduct of this contract that is DOE specific. Travel and per diem expenses for all other training shall be provided by the contractor. Point of origin for travel will be determined as the SRS. All travel will be in compliance with the Federal Travel Regulations (FTR). All travel must be approved or authorized by the COR/Task Manager. Requests for travel reimbursements must be submitted monthly along with vouchers and must include detailed documentation of charges, if requested.

H. Schedule of Deliverables

All deliverables required under this task shall be submitted in accordance with the following schedules:

PWS Task#	Deliverable Title	Format	Due Date	Distribution/Copies	Frequency and Remarks
H.3.1.1 H.3.1.2 H.3.1.3	Reconciliations: BEARS to STARS	Will be created in Excel and/or the financial system download reconciliation.	By COB each Tuesday.	To the BEARS Administrator and the Budget Director	Weekly except for the first week of the month.
H.3.1.1	Budget Execution Data Reference Book	The format exists in a Spreadsheet that will be provided in Excel	Within 3 business days of Allotment	To all members of the Budget Division	Monthly or with each Allotment
H.3.1.1	Comprehensive BEARS Summary Report	BEARS download report exported to Excel format	Each Monday by noon	To all members of the Budget Division	Weekly
H.3.1.1 H.3.1.2 H.3.1.3	Various BEARS Reports	Prepare various BEARS Reports as directed	Upon request	To all members of the Budget Division	Weekly as needed, or upon request
H.3.1.1 H.3.1.2	WAD Processing and Tracking	WAD Tracking worksheet in Excel, WAD form processing	Upon receipt of new WAD	Budget Team Lead, Budget Director and Cognizant Analyst	Twice Monthly
H.3.1.1	UDO Tracking and Status Report	Provided in the UDO database.	By the end of each month.	Budget Team Lead Budget Director and Cognizant Analyst	Monthly
H.3.1.1	IEWO Tracking and Status Report	Create in Excel Workbook and IEWO Form	By the end of each month	Budget Team Lead Budget Director and Cognizant Analyst	Monthly
H.3.1.2 H.3.1.3	Summary Report Monthly Funds Control Sheet	Excel spreadsheets and workbook	20 th of the month	Budget Director	Monthly

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H.3.1.2 H.3.1.3	Monthly Funds Control Sheet	Create and maintain in Excel spreadsheets and workbook.	By the 15 th of each month	Budget Director	Monthly
H.3.1.1 H.3.1.2 H.3.1.3	Weekly Status Report	MS Word paragraph form	Thursday evening of each week	Budget Director and Office Assistant	Weekly
H.3.1.1 H.3.1.2 H.3.1.3	Budget Execution Quarterly Review	Excel charts and PowerPoint slides	Right after the end of each quarter	Budget Director	Quarterly
H.3.1.4	Payroll processed notification	Email that payroll has been processed and certified by due dates	End of each pay period - Every two weeks	FD Director Accountants	Bi-Weekly
H.3.1.4	Travel Processing Status Report	Email of the status of Travel Authorizations and Vouchers	Each Friday	FD Director Accountants	Weekly
H.3.1.4	Foreign Travel Processing	Approved Foreign Travel Package	Each Request	Manager, FD Director	As requested
H.3.1.1 H.3.1.2 H.3.1.3 H.3.1.4	Staff Meetings	Attend Budget Division Staff meetings	As scheduled	Budget Director	Weekly
H.3.1.1 H.3.1.2 H.3.2.3 H.3.1.4	Various Meetings	Attend other various meetings as directed	As directed, as needed	Budget Director Budget Team Lead	Weekly
H.3.1.1 C.3.1.2 H.3.2.3 H.3.1.4	IDW Reporting	iManaged Data Warehouse Reports	Mid-Month and Monthly Report	Budget Director Budget Team Lead	Twice Monthly
H.3.1.3	iPortal BI Reporting	iManaged Business Intelligence Reports Dashboards and Answers	Weekly	Budget Director Budget Team Lead	Weekly

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I. Performance Standards

J.

General quality measures, as set forth below, will be applied to each work product and deliverable received from the contractor under this contract.

Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance
Accuracy- Work Products and deliverables shall be accurate in the presentation, technical content and adherence to accepted elements of style.	99% of the time	Routine inspection of deliverable products.
Clarity- Work products and deliverables shall be clear and concise. Any/All diagrams shall be easy to understand and be relevant to the supporting narrative.	99% of the time	Observance of performance and work products.
Consistence to Requirements- All work products and deliverables must satisfy the requirements stated herein.	99% of the time	Routine inspection of deliverable products
Timeliness- Work products will be submitted on or before assigned deadlines as provided with each deliverable.	99% of the time	Routine inspection of deliverable products.
Format- Work products and deliverables shall be submitted in hard copy (where applicable) and in media mutually agreed upon prior to submission. Hard copy formats shall follow any specified directives or manuals.	95% of the time.	Routine inspection of deliverable products.
File Editing- All Text and diagrammatic files shall be editable by the Government.	99% of the time.	Routine inspection of deliverable products.

K. Directives, Laws, Regulations, Manuals and Procedures

The following publications are applicable, when appropriate, to the performance of these tasks:

41 Code of Federal Regulations (CFR) Chapters 300 – 304 (FTR)

OMB Circular A-11

GAO's Principles of Federal Appropriation Law

OMB's Federal Budget Process

DOE O 243.1 Records Management

DOE O 322.1C, DOE Pay and Leave Administration

DOE O 413.3B Capital Planning for Capital Asset Projects

DOE O 534.1B Accounting

DOE O 551.1C, Foreign Travel

DOE M 552.1a, DOE O 552.1A DOE Travel Manual, DOE Travel Order

DOE Accounting Handbook

SRM 300.1.1B Human Capital Management Systems Manual, Alternate Work Schedules, Flexi-Workplace, Leave Program

SRIP 243.1 Records Management Program

SRIP 500 Ch 551.1 Foreign Travel

SRIP 551.1 0 DOE-SR Foreign Travel Procedures

SRIP 552.2 1 DOE-SR Non-Refundable Airline Ticket Pilot Program 5

SRIP 552.3 0 DOE-SR Travel Procedures (Local Travel, Conferences and Workshops, Seminars and Training, and Flight Departures)

SRIP 553.1 2 DOE-SR Government Travel Charge Card

SRIP 560.1 Authorized Use of Government Telecommunications Systems

BEARS Operations Manual

STARS Operations Manual

STRIPES Operations Manual

iManage Business Intelligence Answers and Dashboard Manual

DNFSB Administrative Support Services Liaison

The contractor shall provide the necessary labor and technical expertise to support the Defense Nuclear Facilities Safety Board (DNFSB) Administrative Support Services Liaison operations and activities. Services shall include the management of government property that will include, but is not limited to, the following:

A. DNFSB Administrative Support Services Liaison

1. PURPOSE

The purpose of this requirement is to procure the services of a contractor to provide administrative support to assist the Office of Safety and Quality Assurance (OSQA) in the support and interface with the Defense Nuclear Facility Safety Board (DNFSB).

2. BACKGROUND

OSQA is located within the Department of Energy's Savannah River Site (SRS) Operations Office. OSQA provides support and interface between the DNFSB site representatives and staff and DOE-SR and Savannah River Site contractors.

3. SCOPE

This contract will support the Government in the interface and support of the DNFSB site representatives and provide direct interface between the DNFSB site representatives, Staff, and DOE-SR/SRS contractors.

This contract will also support the Government in the interface and support of the DNFSB members/staff in the coordination of DNFSB visits by distributing requested agendas, confirming facility availability, reserving conference rooms and equipment, scheduling planning meetings and dry runs, preparing and issuing the final agenda, obtaining classification reviews and preparing copies of presentation material, arranging escorts, providing transportation, and making security arrangements to allow staff access to facilities. This contract will also ensure DNFSB personnel have necessary site or facility specific training and dosimetry and will arrange for orientation briefings and tours. The contract may be required to arrange for food delivery during DNFSB member visits.

4. STATEMENT OF WORK SPECIFIC TO THE DNFSB LIAISON:

- 4.1. Serve as the Site's administrative point of contact for all interactions, both oral and written, with the DNFSB and members of their staff, in conjunction with all activities at SRS.
- 4.2. Provide relevant information to the operating contractors in all matters relating to the day-to-day activities of the DNFSB at SRS.
- 4.3. Coordinate DNFSB visits by distributing requested agendas, confirming facility availability, reserving conference rooms and equipment, scheduling planning meetings and dry runs, preparing and issuing the final agenda, obtaining classification reviews and preparing copies of presentation material, arranging escorts, providing transportation, and making security arrangements to allow staff access to facilities.

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Thus, ensuring personnel have necessary site or facility specific training and dosimetry and arrange for orientation briefings and tours. During DNFSB member visits, arrange for food delivery as directed by the Task Manager.

- 4.4. Participate during DNFSB member and staff visits. Provide input to DOE-SR to ensure that information being provided by the contractors is fulfilling DNFSB agenda. Help coordinate any additional support needed to close gaps.
- 4.5. Prepare a meeting summary package as a historical record and enter it into Documentum. Provide this information package when requested.
- 4.6. Arrange for phone lines, rooms, and equipment for teleconference calls and videoconferences as requested.
- 4.7. Process all document/info requests. Contact relevant site personnel to get the requested documents and/or information. Maintain database of all document and information requests. Track status of open requests to ensure they are processed in a timely manner. Give facility personnel periodic updates on the status of their requests. Give periodic updates to the DNFSB Cognizant Engineer. Ensure documents are reviewed and have RO/disclaimer stamps prior to transmitting them offsite to the DNFSB.
- 4.8. Distribute DNFSB letters, technical reports, recommendations, and site representative weekly reports to DOE management and applicable staff as soon as they are available.
- 4.9. Set up computer accounts for DNFSB staff, as necessary.
- 4.10. Ensure that DOE-SR provided equipment (computers connected to SRS network, pagers, office equipment and space) are sufficient. Arrange for equipment to be replaced/repared as needed.
- 4.11. Arrange local and DNFSB Headquarters training for DNFSB staff as required.
- 4.12. Resolve issues that impact the ability of DNFSB staff to conduct their business at the site.
- 4.13. Position requires the handling of Official Use Only, Business Sensitive, and Unclassified Controlled Nuclear Material. Candidate must be able to receive a Q clearance.
- 4.14. Maintain/update internal SRS webpage for DNFSB Topics. Information such as DNFSB letters, technical reports, recommendations, etc., is added as they become available. Notify site personnel of any new information added.
- 4.15. Provide historical information about DNFSB activities as requested.
- 4.16. Periodically provide reports on DNFSB activities to DOE-SR.
- 4.17. Participate in DOE/DNFSB interface workshops.
- 4.18. Arrange for viewing of public meetings as requested.
- 4.19. Collect and organize information relating to SRS DNFSB activities for inclusion in the Annual Report to Congress.
- 4.20. Participate in calls with DOE-HQ representatives and other DOE DNFSB liaisons where decisions are made that affect the DNFSB program activities.
- 4.21. Participate in bi-weekly Senior Management meetings with Site Representatives. Conduct follow-up to issues identified during meeting.
- 4.22. Interact with DNFSB onsite representative (Site Rep) in order to communicate issues and ensure responsiveness. Keep Site Rep informed of DOE activities that may be of interest.
- 4.23. Interact frequently with Site Reps and DNFSB Cognizant Engineers in the Washington DC office to keep apprised of DNFSB activities involving SRS and DOE.
- 4.24. Maintain a level of knowledge of the Defense Nuclear Facilities Safety Board, the Board's mission and functions, and program objectives and recommendations applicable to DOE-SRS operations and activities.

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4.25. While this position directly reports to DOE-SR, the position provides the support described above also for NNSA, as needed.

5. PLACE OF PERFORMANCE

The place of performance shall normally be at the Government's facility: Savannah River Operations Office, Building 703-41A, P.O. Box A, Aiken, SC 29802.

6. GOVERNMENT FURNISHED RESOURCES/GOVERNMENT FURNISHED EQUIPMENT GFE)/ GOVERNMENT FURNISHED INFORMATION (GFI)

Work will take place in a Government office and on the Savannah River Site. Normal computer equipment (computer, monitor, scanner and printer) will be furnished to the contractor. Information pertinent to the DNFSB and OSQA will be provided as needed and agreed upon between the Task Manager and contractor.

7. TRAVEL REQUIREMENTS

The Government shall reimburse all travel related to the conduct of this contract. The point of origin for travel will be determined as the SRS. All travel will be in compliance with the Federal Travel Regulations (FTR). All travel must be approved or authorized by the COR. Requests for travel reimbursements must be submitted monthly along with vouchers and must include documentation of charges, if requested.

8. QUALIFICATIONS OF CONTRACTOR SUPPORT PERSONNEL

Contractor will provide qualified staffing familiar with information management/technology, and knowledgeable of DNFSB Liaison requirements.

- 1) **Information Management/Technology skills** – Knowledge of workstation hardware, software and network resources such as SafetyNet, STARS, ACCESS, TRAIN, EDWS, and various other Facility and Engineering Databases in order to accomplish work tasks. Experience with internet-based systems is required, i.e., Documentum, Lotus Notes, HTML, and Web Editing Software.
- 2) **Functional skills in the subject matter** – Knowledge of DNFSB interface requirements and processes for both DOE and contractors.
- 3) **Familiarity with the specific administration and reporting requirements** pertaining to DNFSB interface and support. Minimum requirements are as follows:
 - Knowledgeable of **DOE M 140.1-1B INTERFACE WITH THE DEFENSE NUCLEAR FACILITIES SAFETY BOARD.**
 - Must be proficient in MS Word, FileMaker Pro, Documentum, Power Point, Web Editing, and Excel.
 - Experience with SRS security requirements, badge and facility access requirements and processes, training requirements, and scheduling.
 - Self-Starter, ability to work independently.
 - Strong communication skills to interface with DOE, DNFSB, and Contractor personnel.

9. SECURITY

A General Site Access photo badge is required for access (entry and exit) to the Site. The contractor must be able to obtain a Q clearance.

10. DATA USE, DISCLOSURE OF INFORMATION AND HANDLING OF SENSITIVE INFORMATION

❖ **The contractor will be required to sign a non-disclosure form.**

All data received, processed, evaluated, loaded, and/or created as a result of this contract shall remain the sole property of the Government unless a specific exception is granted by the Contracting Officer.

11. SCHEDULE OF DELIVERABLES

Specific Deliverables are located in the table below. Deliverables must be submitted to the Task Manager (TM) for inspection, review, and acceptance. Formal acceptance occurs upon CO signature. The deliverables become the property of the U.S. Government. The government will provide timely comments on each deliverable as necessary. The contractor shall incorporate the government's comments within **two business days** of receipt. In the event of rejection of any deliverables, the contractor will be notified in writing by the Government of the specific reasons why deliverable is unsatisfactory. The contractor must return a revised document within **two business days** to the Task Manager. Deliverables are to be submitted electronically indicating delivery.

PWS Task#	Deliverable Title	Format	Due Date	Distribution/Copies	Frequency & Remarks
11.3.1	Coordinate with DNFSB site reps and Staff in developing draft agenda	Hard Copy	As Necessary	Hard copies / email to all concerned & Task manager	As necessary
11.3.2	Coordinate with DNFSB site reps and Staff in developing final agenda	Hard Copy	As Necessary	Hard copies / email to all concerned & Task manager	As necessary
11.5.1	Prepare a meeting summary package as a historical record	PDF	5 working days	PDF / email to Task Manager	As necessary
11.5.2	Enter meeting summary package into DOCUMENTUM.	PDF	5 working days	Notify Task Manger when complete.	As necessary
11.7.1	Provide database printout of all open document and information requests	PDF	As necessary	Relevant Site personnel, Facility Management, DNFSB Cognizant Engineer, Task Manager, DOE Personnel	5 th day of each month
11.7.2	Contact relevant site personnel to get the requested documents and/or information	Email, Phone	As necessary	Relevant site personnel	As necessary
11.7.3	Ensure documents are reviewed and have RO/disclaimer stamps prior to transmitting them offsite to the DNFSB.	Hardcopy	As necessary	As necessary	As necessary

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11.7.4	Provide listing of all documents provided to DNFSB	PDF	As necessary	Email / Task Manager, SRS Chief Engineer	5 th day of the each month
11.8.1	Distribute DNFSB letters, technical reports, recommendations, and site representative weekly reports to DOE management and applicable staff as soon as they are available.	PDF	As necessary	Email / Chief Engineer, Task Manager, Others as assigned	As necessary
11.14.1	Maintain/update internal SRS webpage for DNFSB Topics. Information such as DNFSB letters, technical reports, recommendations, etc., is added as they become available. Notify site personnel when new information is added.	HTML PDF	15 working days	Email / Chief Engineer, Task Manager, Others as assigned	As necessary
11.19.1	Send electronic request for input to Annual Report to Congress to all concerned.	Email, PDF	Annually in October	Email All Concerned	Annually in October
11.19.2	Organize input from DOE-SR and Contractor Sources into required format for transmission to DOE.	Word	Annually in November	Email, Chief Engineer, Task Manager	Annually in November
11.19.3	Transmit DOE-SR input for Annual Report to Congress when approved to HQ.	Word	Annually in November	Email, Chief Engineer, Task Manager, Others as assigned	Annually in November
11.21.1	Provide status of issues identified during bi-weekly DOE-SR Senior Management meetings with DNFSB Site Representatives until closure.	Word	Within 1 day of meeting	Email, Meeting attendees, Chief Engineer, Task Manager, Others as assigned.	Bi-weekly

12. PERFORMANCE STANDARDS

General quality measures, as set forth below, will be applied to each work product and deliverable received from the contractor under this contract.

Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance
Accuracy- Work Products and deliverables shall be accurate in the presentation, technical content and adherence to accepted elements of style.	95% of the time	Routine inspection of deliverable products.
Clarity- Work products and deliverables shall be clear and concise. Any/All diagrams shall be easy to understand and be relevant to the supporting narrative.	95% of the time	Observance of performance and work products.
Consistence to Requirements- All work products and deliverables must satisfy the requirements stated herein.	100% of the time	Routine inspection of deliverable products.
Timeliness- Work products will be submitted on or before assigned deadlines as provided with each deliverable.	100% of the time	Routine inspection of deliverable products.
Format- Work products and deliverables shall be submitted as a hard copy (where applicable) and in media as long as there is a mutual agreement prior to submission. Hard copy formats shall follow any specified directives or manuals.	95% of the time	Routine inspection of deliverable products.
File Editing- All Text and diagrammatic files shall be editable by the Government.	100% of the time	

13. STANDARDS OF CONDUCT

The Contractor will be responsible for maintaining satisfactory standards in employee competency, conduct, appearance, and integrity.

14. CONFIDENTIALITY

All information regarding the work done under this contract must be considered as sensitive information by the Contractor and not to be disclosed to anyone outside the Contractor's organization without the written permission of the Contracting Officer.

15. DIRECTIVES, LAWS, REGULATIONS, MANUALS AND PROCEDURES

The following regulatory requirements are applicable to this performance of this task.

**DOE M 140.1-1B INTERFACE WITH THE DEFENSE NUCLEAR FACILITIES
SAFETY BOARD**

STATEMENT OF WORK FOR ENTERPRISE INFORMATION SERVICES

BACKGROUND

The Department of Energy – Savannah River has a requirement for a contractor to provide support to the federal and DOE support contractors' workforce. The contractor will aid in the acceleration of the EM mission and promote technological advancements as the site transforms its mission. The contractor is responsible for the oversight and management of Classified and Unclassified computer hardware and software resources for the Savannah River Site federal/support contractors, which includes the operation and maintenance physical servers, virtual servers, and storage area network (SAN) devices in the Data Center. The contractor will maintain the computing environment consisting of the Local Area Networks, file/print servers, and workstations located at multiple buildings and sites. The current computing environment is based on a continuously evolving platform as defined in Savannah River's (SR) computing architecture. The contractor will provide field support to approximately 750 users accessing various site systems through approximately 800 personal computers. The contractor will comply with all pertinent DOE directives and regulations in addition to the DOE O 205.1B, Program Cyber Security Plan (PCSP), the current Risk Management Approach Implementation Plan (RMAIP), and the Environmental Management Program Security Plan (PSP).

The service provider shall provide services and support the organization's standard approved desktop computing infrastructure environment which includes, but is not limited to, the following:

- Desktop computing hardware devices and associated system software and locally attached peripheral devices
- Mobile Computing hardware devices and associated system software
- Business productivity software and organization's applications that are part of the organization's standard approved desktop computing device images
- Network-attached printers, scanners, multifunctional devices (such as printer/scanner/fax) and copiers that are attached to the local-area network (LAN)
- These services will be completed at the organization's locations as identified in this SOW

The Contractor will be responsible for **supporting**, in accordance with DOE Order 200.1A, the following:

- 1.0** *Acquisition, Use, and Management of Enterprise Information Services* to include the following:
 - a. *Formulation of Information Technology Strategic Plan.* Support strategic planning activities, consistent with performance-based and results-based management and in accordance with the Clinger-Cohen Act sections 5113 and 5123.
 - b. *Capital Planning and Investment Control.* Assist in development, implementation, and maintenance of a Capital Planning and Investment Control process in compliance with DOE P 413.1, Office of Management and Budget (OMB) Circular A-11 Sections 53 and 300, OMB Circular A-130,

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Management of Federal Information Resources, Parts 8 and 9, and Clinger-Cohen Act Sections 5112 and 5122.

- c. *Enterprise Architecture.* Support the maintenance of DOE-SR Enterprise Architecture for the life-cycle management of information, information resources, and related IT investments in compliance with OMB Circular A-11 Sections 53 and 300 and OMB Circular A-130 Parts 8 and 9.
 - d. *Hardware and Software Acquisition.* Support DOE-SR's acquisition, use, and management of IT hardware and software meet program and mission goals. In addition, promote sound resource management and a more cost-effective government, while remaining in accordance with Federal Acquisition Regulation Part 39, Acquisition of information Technology, DOE O 413.3A, and Program and Project Management for the Acquisition of Capital Assets.
 - e. *IT Operations and Use.*
 - i. Access for People with Disabilities. Ensure that all Departmental technology is accessible to employees and members of the public with disabilities, in compliance with Section 508 of the Rehabilitation Act.
 - ii. Web Policy. Ensure that DOE websites comply with OMB Memorandum M-05-04, Policies for Federal Agency Public Websites, OMB Circular A-130, and established Departmental Web procedures.
 - iii. Personal Use. Promote requirements and assign responsibilities for employees' limited personal use of Government resources, consistent with DOE O 203.1, Limited Personal Use of Government Office Equipment Including Information Technology.
 - iv. Public Access. Promote public access to DOE information through the effective use of IT.
 - v. Software Piracy. Adopt procedures to prevent illegal or inappropriate use of software licenses.
- 2.0** *Cyber Security Management.* Ensure compliance with established security requirements for the protection and control of information, information systems, and matter required to be classified or controlled by statutes, regulations, and DOE Directives. This includes DOE O 205.1B, Cyber Security Management, DOE P 470.1, Integrated Safeguards, Security Management, and consistent with the Federal Information Security Management Act of 2002 (FISMA).
- 3.0** *Spectrum Management.* Ensure that all use of radio frequency spectrum is in compliance with Title 47 Code of Federal Regulations (CFR), Part 300, Manual of Regulations and Procedures for Federal Radio Frequency Management, and other key publications that provide requirements, standards, and procedures.
- 4.0** *Records Management.* Ensure that a records management program is maintained and consistent with DOE O 243.1, Records Management Program.

RESOURCES

The contractor must provide all of the personnel needed to accomplish the work under the task assignments. The work required by task assignments will be performed at the DOE's facilities.

SCOPE

The contractor will support work to include the information technology, information management, and information assurance areas. Services that will be supported are IT operations and maintenance, IT systems development and implementation, service center support, researching/reporting on topics of interest, forensic investigations, cyber security, and continual transformation of the Integrated Business Management System (IBMS).

In general the contractor will be responsible for support of SR mission-related IT systems and the implementation of a Federal Boundary related to the implementation, operation, and security of existing and future mission systems. The contractor will be involved in the entire System Development Life Cycle (SDLC) for these systems. Hardware and software provided for technical refresh and future systems will be provided as a product of a task and in many cases will be a turn-key solution. All commercial warranties for hardware and software purchases shall be passed on to the Government.

The contractor will be responsible for the continual transformation of the business systems. They will research and promote the best solutions for the federal staff as it relates to technology. They will eliminate any systems that will not support the ease of transfer to the best industry standard.

WORK ASSIGNMENT/PERFORMANCE REQUIREMENTS

Work assignments will be issued upon contract award. Additional task assessments may be issued after contract award, based on the requirements and scope. Deliverables and due dates will be documented in each new task assignment issued.

8.1 Service Center

The service center role connects the customer and Enterprise Information Services department. The service center is frequently the first point of access for IT queries by customers, providing answers and simple solutions to enable continued use of their IT systems. The service center provides centralized information and support management service to handle a company's queries and operational problems about IT-related processes, policies, systems, and use. Services include: hardware and software support, logging of problems, dispatch of service technicians or parts, training coordination, and other IT-related issues.

The service center shall provide services to include, but are not limited to, the following:

- Maintain and update all computer equipment associated with the DOE-SR Loaner Laptop Program.
- Facilitate the utilization of a knowledge base of common application/hardware problems and corrective actions.
- Provide IT metrics as needed of ongoing service center operations.
- Repair all computers, printers, and peripheral with government furnished parts when deemed cost effective and not covered by other warranties or contracts.
- Coordinate with the M&O contractor to create/reset network and email accounts for end users.

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- Perform acceptance testing of all M&O software releases and updates.
- Support the Datacenter in the diagnosis, analysis, and resolution of all site network related problems with M&O contractor.
- Install, configure, and maintain all local and networked printers.
- Install, configure, and maintain software on all new and existing computers to ensure optimal performance in accordance with established Service Level Agreement (SLA).
- Install, configure, and maintain all new and existing peripherals in accordance with manufacturer recommendations.
- Inspect all desktop/laptop computers to ensure only authorized “stand alone” and/or “site licensed” software is installed. Observation of unauthorized software shall be fully documented and referred to the COR and Cyber Security for corrective action.
- Provide explanations, demonstrations, training, and orientation to end-users when necessary for problem resolution.
- Assist in performing remediation services related to computer viruses, malware, and other contamination incidents. All occurrences shall be reported to the COR and Cyber Security as soon as they are identified in accordance with site wide procedures.

NOTE: The DOE Service center shall support all software application purchased and/or developed by DOE-SR, and to a lesser extent, the M & O Contractor.

PWS Task#	Deliverable Title	Due Date	Frequency and Remarks	Role
SC.1	Track work orders and trouble tickets and provide statistics report.	10 th day of the month	Weekly	Contractor
SC.2	Log and Scan NON-SRS Media.	10 th day of the month	As needed	Contractor
SC.3	Track software/ hardware licenses or warranties.	10 th day of the month	Monthly Provide notification 90 days prior to expiration.	Contractor
SC.4	Track loaner pool usage (# of loaner equipment used)	10 th day of the month	Monthly	Contractor

Key Processes	Key Attributes	Key Toolsets
<ul style="list-style-type: none"> • Single point of contact • Tier 1, problem resolution • Tier 2 and Tier 3 support • Service request tracking • Problem management • Call escalation management • Dispatch, knowledge management • Self-help and self-healing 	<ul style="list-style-type: none"> • Single point of contact for all IT service requests and incident reports • E-mail/Web ticketing capability • Fully automated call distribution • Interactive voice response systems 	<ul style="list-style-type: none"> • Service request management tool • Customer satisfaction and performance assurance processes • Knowledge base and knowledge management tool • Integrated toolsets

8.2 Desktop Client Services

The desktop client services provide the service and support required at the physical location of the desktop(s) or laptop(s), associated peripherals, and other(s) related to maintain the equipment in good working order with up-to-date hardware and software, as required. It includes the most common roles and responsibilities for desk-side support, hardware and software break or fix, installation, technology refresh, storage, and output management in the desktop client environment.

Key Processes	Key Attributes	Key Toolsets
<ul style="list-style-type: none"> • Problem management • Hardware maintenance and support • Parts management • Software maintenance and support • Installations, moves, adds, and changes • Technology refresh • File restoration* • Storage management • Output management 	<ul style="list-style-type: none"> • Integrated with network monitoring tools • Telephonic and electronic e-mail submissions and confirmations to users • Electronic whiteboards • Programmed for automated dispatch, escalation, and notification based on service-level requirements • Technical personnel (on-site or dispatched) • Interaction and integration with service center 	<ul style="list-style-type: none"> • Integrated to track desk-side technician performance, customer satisfaction, and performance assurance • Knowledge database and knowledge management • PDAs used for service, ticket receipt, and updating • Server virtualization technologies

PWS Task#	Deliverable Title	Due Date	Frequency and Remarks	Role
8.2.1	Track number of fail hard drives.	10 th day of the month	Report Monthly	Service Center
8.2.2	Track number of problems resulting from M&O contractor issues.	10 th day of the month	Report Monthly	Service Center

PWS Task#	Deliverable Title	Due Date	Frequency and Remarks	Role
8.2.3	Track number of systems loaded, sanitized, and deployed. Include time to load and time to deploy.	10 th day of the month	Report Monthly	Service Center

8.3 Desktop Application Services

This section includes the most common roles and responsibilities for image management, patch management, auto discovery, and electronic software distribution processes. Services shall be provided to create scalable applications tailor made to suit client’s requirements. As a result, the services should be suited to understand and analyze the application requirements, then architect, develop, test, and deploy to the clients with post-project delivery management and support services.

Application Services are the activities, as detailed in this SOW, required to provide the Organization with the following general Application Life Cycle services:

- Application Development Services — Activities associated with the development of new applications and major enhancements. Application services are classified as Application Development Services when the work effort is greater than five person-days.
- Application Warranty Services — Activities associated with repairing errors/defects for Provider developed application(s) or enhancement(s) that are discovered within 90 days of the application(s) or enhancement(s) being placed into the applicable production environment. The COR may deem the development work as a defect, which will require the work to be performed at the cost of the contractor and not the supplying organization.
- Application Maintenance and Support Services — Activities associated with responding to incidents, repairing defects, and analyzing, designing, developing, implementing, and maintaining minor functional and or technical enhancements to improve the performance and/or stability of the application and/or add, change, or remove requested functionality to or from the application.

The contractor will provide support in the performance of management functions for the business platform including, but not limited to, the elicitation, description, analysis, validation, linkage, evolution, and testing through the course of development, deployment, implementation, operations, and subsequent maintenance of the platform. The contractor will provide insurance that proper documentation can be upheld in an audit by internal or external entity. The following list of templates delineates the core areas of consideration when employing the Waterfall or Agile Software Development Methodology:

- Business Requirements and their Acceptance Tests

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- Functional Requirements and their Scenario Tests
- Technical Requirements and their non-functional and quality of service thresholds
- Design Specifications and their Application Architecture Component Tests
- Source Code and its Unit Tests
- User's Documentation

The contractor must provide qualified personnel and supporting resources to deliver efficient and cost effective support services for the requirements described below. Performance of these services requires the contractor to produce specific Work Products as identified below.

The contractor will serve as facilitator to track progress of initiatives, prepare, and submit reports per the requirements.

The contractor will coordinate activities between members of the support team, SR direct support contracted Development Group, System Administration Group, Service Center Group, and other IT/ Project Management support contractors in the implementation/operations of IBMS. Facilitate the collection, synthesis, organization, and management of DOE Business Process information in support of each DOE organization across the enterprise. The incumbent will aid in the development and adherence to a comprehensive Information Governance Policy at DOE-SR.

Coordinate and direct administrative support functions for the IBMS program. Implement policies and procedures for production of documents, work flow, filing, records maintenance, and other strategic business services.

Performs audits to verify accuracy of records, compliance with DOE O 243.1/ SRIP 200 Chapter 243.1, policies and procedures. Compiles audit findings and recommendations for modifications and improvements to systems and procedures.

Provide recommendations on how to improve ongoing IBMS work scope activities to make the work more efficient.

Performs all tasks associated with the lifecycle disposition of DOE-SR Records to include scanning and digitizing legacy records and the development of interfaces with existing and future information systems.

The desktop application services that the contractor shall provide includes, but may not be limited to:

- Follow SDLC methodology in application development/deployment
- Minimize the development of customized applications, where appropriate, with Commercial Off the Shelf (COTS) products. If COTS products are not available, the contractor shall develop customize applications adhering DOE G 200.1-1, Software Engineering Methodology, Software Engineering Institute's Capability Maturity Model Level 2, or the latest DOE software methodology directive.
- Provide training for all new and/or existing application to end-users.
- Troubleshoot software-related issues impacting information systems.
- Incorporate appropriate security measures at the application level to protect sensitive corporate information.

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Continue with the implementation of the Identity Credential and Access Management (ICAM) support that includes, but may not be limited to:

- Continue the support, design, and implementation of the ICAM framework to specific initiatives such identity management and PKI.
- Evaluate ICAM plans, documents, and policies to determine how DOE-SR is affected.
- Review systems and system documentation for compliance with the DOE ICAM initiative.
- Provide support in selecting, acquiring, and implementing ICAM related hardware and software.
- Provide support in operating and monitoring ICAM related activities.
- Support audits, assessments, and reviews of the state of the ICAM implementation at DOE-SR.
- Perform product testing of new technology and provide written assessments (including recommendations) for possible implementation as it relates to ICAM.
- Perform testing of HSPD-12 authentication with applications and server hardware.
- User shall authenticate using HSPD-12 badge for applications.

Key Processes	Key Attributes	Key Toolsets
<ul style="list-style-type: none"> • Image management • Auto discovery • Electronic software distribution (ESD) 	<ul style="list-style-type: none"> • Remotely delivered • Creating, testing of all images in controlled or centralized environment • Packaging, distribution, compliance tracking of all software • Integrated with the asset management tool 	<ul style="list-style-type: none"> • Auto discovery tool (various) • ESD tool (various) • Integrated with the service center, asset management tool • E-mail/groupware • Application virtualization technologies

PWS Task#	Deliverable Title	Due Date	Frequency and Remarks	Role
	<i>Prepare and review reports. Then, provide comments on the adequacy completeness of work planning documents from both a regulatory compliance perspective as well as from a Software Lifecycle Development Cycle perspective.</i>			
	<i>Progress Reporting</i>			

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PWS Task#	Deliverable Title	Due Date	Frequency and Remarks	Role
8.3.1	<p>Develop technical documents and reports, including reviewing, writing, editing, and formatting. For Example: Documents should be consistent with the following DOE- SR Templates: (located on DOE-SR SharePoint Site)</p> <ul style="list-style-type: none"> - Customer Interview Template - Requirements Management Strategy Template - Business Requirements Template - Non-Functional Requirements Template - Use Case Template - Deployment Requirements Template 		Ongoing	Contractor
8.3.2	Preparing and submitting progress reports on progress of the IBMS/ECM deployment and operation in a timely manner.	15th day of the month	Monthly	Contractor
<i>Reporting project status (overall project scope, cost and schedule).</i>				
8.3.3	Collecting and organizing information related to the Project schedule and cost. Note if the project does not exceed cost and report on any required changes to the schedule with feedback for modifying the schedule.		Ongoing	Contractor
8.3.4	Monitor project scope compliance and annotate new requirements for consideration into appropriate stage(s) of the IBMS initiative.		Ongoing	Contractor
<i>Manage IBMS direct support staff</i>				
8.3.5	Coordinate activities between members of the IBMS support team, SR- EIS, and other IT/ Project Management support contractors in the implementation/operations of IBMS. Document weekly meeting.	Report due each Monday COB	Weekly	Contractor
8.3.6	Facilitate the collection, synthesis, organization, and documentation of DOE SR Business Processes in support of each DOE organization across the enterprise. Identify potential business processes improvements for organizations.		Ongoing	Contractor
8.3.7	Develop mapped workflows for each business function and provide input to the technical architecture group. Provide a	On occurrence	Ongoing	Contractor

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PWS Task#	Deliverable Title	Due Date	Frequency and Remarks	Role
	copy of workflows for review prior to customer's approval.			
8.3.8	Facilitate the development and deployment of a comprehensive Information Governance Policy at DOE-SR.		Ongoing	Contractor

8.3.9	Create report on the Performance of all tasks associated with the disposition of DOE-SR Records including scanning and digitizing legacy records and the development of interfaces with existing and future information systems. Provide monthly update of status.	10th day of the month	Monthly	Contractor
8.3.10	Create report on the Performance of all tasks associated with the management of DOE-SR Forms Program and Document Control Program. Provide monthly update of status.	10th day of the month	Monthly	Contractor

8.4 Asset Management Services

This section includes the most common roles and responsibilities for physical inventory, asset procurement, asset receiving, stock management, asset tracking, software license management, contract management (assets), warranty, maintenance contracts, asset cascading, and disposal asset management services. The contractor will be responsible for asset management of computers, laptops, and printers which are covered under the property contract.

Key Processes	Key Attributes	Key Toolsets
<ul style="list-style-type: none"> Physical inventory Product stock management Asset tracking Software license management Contract management for assets Asset disposal Report generation 	<ul style="list-style-type: none"> Turnkey asset management Asset inventory Integrated with other tools 	<ul style="list-style-type: none"> Logistics management Reconcile receipt of incoming assets against purchase order Contract management Correlate assets with originating purchase order Automated collection agent to capture configuration Captures remote laptops when network is connected

8.5 Security Services

Information security requirements are growing in response to existing and new information security challenges, Federal policies, and statutes. Therefore, the contractor is required to keep abreast of Federal policy, threat, and risk changes to help keep IT security in a pro-active mode. The contractor shall be required to support DOE in

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managing all aspects of its information security program. Cyber security support personnel will be required to obtain DOE Q clearances in order to understand and assess possible threats/risks to DOE IT systems. Security services provide protection for corporate data assets from external unauthorized use, modification, disclosure, or destruction; whether accidental or intentional, while providing adequate audit trails and complying with applicable laws.

The contractor shall provide the following:

- Supporting DOE-SR in responding to audits or other oversight reviews or investigations from internal or external oversight organization
- Evaluating security, contingency, and other plans or documents
- Reviewing systems and system documentation for compliance with DOE cyber security policies, procedures, and requirements
- Providing cyber security support in the development of SR IT strategic plans and Enterprise Architecture
- Maintaining and supporting Certification and Accreditation activities of federal systems
- Providing support in selecting, acquiring, and implementing cyber security tools
- Providing support in operating and monitoring protection capabilities
- Providing analysis and correlation of system audit logs pertaining to performance and cyber security activities
- Developing/updating/reviewing risk assessments and risk management plans in support of Certification and Accreditation activities, including data entry of risk analysis calculation and report generation
- Supporting audits, assessments, and reviews of the state of DOE-SR
- Assist in developing, testing, and reviewing disaster recovery and continuity of operational plans
- Perform forensic analysis as needed to support incident management activities
- Perform product testing of new technology and provide written assessments (including recommendations) for possible implementation
- Perform research and development on emerging threats and techniques to mitigate the risk
- Stay abreast of current technology and/or design methods to secure software and hardware
- Evaluate, validate, and assist the AODR in validating the contractor’s risk posture.
- Perform penetration testing and scans of the federal boundaries and other boundary in support of the AODR.

Key Processes	Key Attributes	Key Toolsets
<ul style="list-style-type: none"> • Antivirus • Filtering • Encryption • Relays • New user setup • Password resets • User account deletion • File restoration • User account modification 	<ul style="list-style-type: none"> • Remote support • Access management 	<ul style="list-style-type: none"> • Antivirus software • Intrusion detection and prevention software • Other software for preventing spam and data miners

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<ul style="list-style-type: none"> • Access control auditing • Penetration services 		
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PWS Task#	Deliverable Title	Due Date	Frequency and Remarks	Role
8.5.1	Conduct and document risks, incidents, and self-assessments. Provide report to AODR and number of incidents reported monthly to COR.	10th day of the month	Monthly (includes validations of via risk meeting)	Contractor
8.5.2	Prepare and maintain plans, instructions, guidance and Standard Operating Procedures (SOPs) regarding the security of automated operations and distribute to system users and submit for COR/DOE-SR approval.	September 30, 2015	Annually	Contractor
8.5.3	Ensure System Administrators evaluate, report, and document all security problems and vulnerabilities discovered. Submit report of to COR and task monitor.	10th day of the month	Monthly	Contractor
8.5.4	Support security incident reporting; collect and gather information pertaining to network computer security incidents and spillages; and create the initial, follow-up, and final report pertaining to each incident. The contractor shall brief the AODR/ISSM and forward the report to the COR.	Due by COB Monday.	On occurrence	Contractor
8.5.5	The contractor shall operate, maintain, manage, configure, troubleshoot, and install the security tools. Patch security tools per RMAIP/DOE O 205.1B.		Comply with RMAIP/DOE O 205.1B	Contractor
8.5.6	Track and report licenses for site and HQ security tool to ensure license compliance.	Provide information 90 days prior to	As needed	Contractor

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PWS Task#	Deliverable Title	Due Date	Frequency and Remarks	Role
		expiration.		
8.5.7	Perform Computer and mobile forensic investigations	10th day of the month	Monthly	Contractor
8.5.8	Assists in the planning, Development and Review of computer security program management planning and software assessments.		As needed	Contractor
8.5.9	Create, review and maintain Cyber Security and Forensic policy and procedures	September 30, 2015	Annually	Contractor
8.5.10	Perform TSC vulnerability scans and reporting.	10th day of the month	Monthly	Contractor
8.5.11	Penetration vulnerability testing on the unclassified and classified SRS networks in support of the Certification and Accreditation process.		Bi-weekly	Contractor
8.5.12	Monitor data logs (i.e. SPLUNK) for DOE managed environment and provide report of findings.		As needed	Contractor
8.5.13	Attend all scheduled meetings and provide meeting notes		On occurrence	Contractor
8.5.14	Assist System Administrators and Service Desk in researching security related issues.		As needed	Contractor
8.5.15	Provide backup support for DOE-WEB content review. Document how content reviews performed.		As needed	Contractor
8.5.16	Run Encase keyword search against DOE systems.		Quarterly	Contractor
8.5.17	Develop and update Federal system AB Docs (example System Security Plan, Continuity Plans, Disaster Recovery, Privacy Impact Analysis, policies, and procedures)		As needed	Contractor
8.5.18	Provide weekly reports of activities that are ongoing and have been completed	Due by COB Monday	Weekly	Contractor

PWS Task#	Deliverable Title	Due Date	Frequency and Remarks	Role
8.5.19	Certification Agent support on developing and performing test cases for certification of networks and systems.		Quarterly	Contractor
8.5.20	Aid in determining risks and developing Plan of Actions and Milestones (POAMs) for the Federal AB.		As needed	Contractor

8.6 Desktop Server Administration and Management Services

Provide support for fault, configuration, and performance management. As well as, comprise the monitoring of network devices and servers and notify appropriate personnel of errors and administrative functions surrounding network service and support.

Data Center Specific

- Continual reduction of server environment footprint (i.e. virtualization)
- Install, configure, maintain, and optimize all servers.
- Install, configure, maintain, and optimize server-based applications.
- Document all changes to the configuration management log.
- Perform incremental and full back-up of data.
- Perform full back-up of web content daily.
- Perform partial or full data restoration to mockup server on a quarterly basis to ensure recovery from an unexpected disaster.
- Perform basic data administrator and database administrator functions.
- Transfer new applications and web pages from development to production environments.
- Apply hot fixes or security patches when mandated or necessary.
- Review server-based transaction logs on a daily basis and notify the COR and Cyber Security if questionable activities are observed.
- Respond to alerts generated by server transaction logs or the intrusion detection system if any cyber security incidents occur.
- Perform remediation services when computer viruses are discovered. All occurrences shall be reported to the COR and Cyber Security.
- Update and maintain a Standard Operating Procedure (SOP) Manual. The SOP Manual shall contain all relevant IT policies and procedures used by the COR's organization.
- Provide a portal with real time information about the server environment. Include virtual, physical, and storage.
- Formulate and document technical proposals for short term and long range planning of the Data Center.

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- Assist DOE Computer Security and evaluate new technology to determine related risks and threats and provide the documented results.
- Work directly with the Application Development team, to assist with design, implementation, and modification of the DOE Information Systems.
- Research and testing of new technologies and future releases of software and hardware.
- Assist the ISSM in developing and updating documents required by the security directives.
- Assist and facilitate the M&O contractor with testing and implementation of new and existing software and upgrades.
- Gather and perform trend analysis on server and drive utilization

Key Processes	Key Attributes	Key Toolsets
<ul style="list-style-type: none"> • User access administration • Server management (configuration management, monitoring, fault management, and performance management) • Server patch management (packaging, distribution, and compliance tracking) • Server backup/restore • Client device backup/restore (desktop, laptop, and mobile devices) • Storage management • Server-based computing, thin-client architecture management (configuration and support) • LAN management (configuration management, monitoring, fault management, and performance management) • Wireless LAN management • Messaging system management (user administration, server management, and application management) • Mobile messaging support • Collaboration tools management 	<ul style="list-style-type: none"> • Non-location-specific (remote support) • Monitoring of network devices, servers, and notifying as appropriate • Management reporting 	<ul style="list-style-type: none"> • Integrated network monitoring tools

PWS Task#	Deliverable Title	Due Date	Frequency and Remarks	Role
8.6.1	Provide read only access to portal environment that display management console for VMWare, Storage, etc. (i.e. health status information)	November 30, 2014	Real time updates of environment	Contractor

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PWS Task#	Deliverable Title	Due Date	Frequency and Remarks	Role
8.6.2	Provide path management report of server environments.	10 th of day of the month	Frequency of patching should align with DOE O 205.1B. Monthly reporting	Contractor
8.6.3	Develop a plan to deploy a thin client environment to replace desktops, reduce footprint, improve reliability, and energy efficiency. Plan should consider account for full redundancy and backend support.	February 28, 2015		Contractor

8.6.4	Goal: Deploy 100 thin clients in DOE environment. Include remote access capability for these users.	September 30, 2015		Contractor
8.6.5	Track and report server environment licenses to ensure license compliance.	Provide information 90 days prior to expiration.	As needed	Contractor
8.6.6	The contractor shall patch the server environment in accordance with the RMAIP/DOE O 205.1B.		Comply with RMAIP/DOE O 205.1B	Contractor
8.6.7	Schedule disaster recovery drill and list the steps in order to be completed.	September 30, 2015	Annually	Contractor
8.6.8	Evaluate and resolve vulnerabilities identified by scans. Provide an artifact of a clean scan once vulnerability has been resolved.	10 th day of month	Monthly	Contractor

8.7 Enterprise Content Management Support

The contractor must provide support for the Integrated Business Management System (IBMS). The IBMS Implementation project is setting out to facilitate a transformational organization change within DOE-SR, with a focus on efficient information discoverability and management. The goal of the initiative is to deliver a new IBMS Portal solution that provides immediate access to information required to perform organizational tasks, while also providing rigorous governance controls over the information maintained by DOE-SR. To achieve this, the IBMS Portal focuses on surfacing key information to users via targeted workspaces, while enforcing complete content lifecycle management from creation to eventual destruction.

The contractor will provide access to the content stored in the Enterprise Content Management (ECM) Platform and maintain a unified intranet user interface for federal

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staff. The contractor will configure the ECM solution to permit content owners the ability to edit and update their content. This task is for the evolutionary design and deployment of a technical solution necessary to provide (WYSIWYG) web page editing and version control for the IBMS. This solution should provide the ability to publish updated web content to the appropriate web server. The contractor will be performing jointly with other contractor technical teams, whom are responsible for supporting the IBMS Enterprise Content management Platform.

Specifically, the contractor will perform the following tasks:

- Install, configure, and maintain the ECM platform.
- Ensure that DOD 5015.2 compliance is met for the provisioning of Electronic Records Management (ERM) application for the SharePoint Platform.
- Test overall web content editing and publishing solution.
- Assist in deploying tested web content editing and publishing solution to production environment
- Provide end-user training to web page editors.

The contractor will deploy additional functionality to the SRS users to enhance the productivity and provide tools to facilitate the search and retrieval of information from various SRS repositories (i.e. file systems, email, records system, etc.).

The contractor will use the ECM platform for advanced document management, team collaboration areas, and federated search features. Analyze the existing IT environment, develop, and deploy a comprehensive management platform that best integrates the system. This migration must be planned, tested, and then completed prior to a full deployment of management platform. The system should provide configuration management to support desktops, servers, server and network device monitoring, and IT organization management capabilities.

Specifically, the contractor will perform the following tasks: (Phase 1 – Completion Date September 30, 2014)

- Validate the business and functional requirements for the IBMS collaboration, search, and action tracking phases including definition of a content taxonomy to manage work in process documents.
- Configure ECM Platform in accordance with the manufacturer recommendations.
- Install and configure the ECM platform in a development, staging, and production environments.
- Assist in integrating the IBMS ECM platform with the current technology infrastructure.
- Configure the ECM federated search adapters to access content stored in the designated SRS repositories.
- Test overall design and deployment solution.
- Deploy tested design solution to production environment.
- Provide training to designated SRS staff in a Train the Trainer approach.

The contractor will identify an optimal strategy to migrate the current e-mail management system to an optimized e-mail management system for the ECM platform.

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Additionally, the contractor will provide optimized configuration requirements for Active Directory utilization.

Specifically, the contractor will perform the following tasks:

- Conduct a functional and technical analysis of current e-mail management system / Active Directory jointly with SRS staff.
- Conduct a functional and technical analysis of current POWER jointly with Office of Human Capital Management staff.
- Define requirements of POWER functionality migration to ECM Platform in accordance with SDLC methodology.
- Deploy required POWER functionality within the ECM platform
- Conduct a functional and technical analysis of Active Directory jointly with SRS staff.
- Design integration between STAR and IBMS.
- Develop STAR integrations with IBMS.
- Test STAR integrations with IBMS.
- Deploy tested STAR integrations with IBMS to production environment.

PWS Task#	Deliverable Title	Due Date	Frequency and Remarks	Role
<i>Prepare and review reports. Then, provide comments on the adequacy completeness of work planning documents from both a regulatory compliance perspective as well as from a Software Lifecycle Development Cycle perspective.</i>				
<i>Progress Reporting</i>				
8.7.1	Develop technical documents and reports, including reviewing, writing, editing, and formatting. For Example: Documents should be consistent with the following DOE- SR Templates: (located on DOE-SR SharePoint Site) <ul style="list-style-type: none"> - Customer Interview Template - Requirements Management Strategy Template - Business Requirements Template - Non-Functional Requirements Template - Use Case Template - Deployment Requirements Template 		Ongoing	Contractor

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PWS Task#	Deliverable Title	Due Date	Frequency and Remarks	Role
8.7.2	Preparing and submitting progress reports on progress of the IBMS/ECM deployment and operation in a timely manner	10 th of each month	Monthly	Contractor
<i>Reporting project status (overall project scope, cost and schedule).</i>				
8.7.3	Collecting and organizing information related to the Project schedule and cost. Note if the project does not exceed cost and report on any required changes to the schedule with feedback for modifying the schedule.		Ongoing	Contractor
8.7.4	Monitor project scope compliance and annotate new requirements for consideration into appropriate stage(s) of the IBMS initiative.		Ongoing	Contractor

<i>Manage IBMS direct support staff</i>				
8.7.5	Coordinate activities between members of the IBMS support team, SR- EIS, and other IT/ Project Management support contractors in the implementation/operations of IBMS. Document weekly meeting.	Report due each Monday COB.	Weekly	Contractor
8.7.6	Facilitate the collection, synthesis, organization, and documentation of DOE SR Business Processes in support of each DOE organization across the enterprise. Identify potential business processes improvements for organizations.		Ongoing	Contractor
8.7.7	Develop mapped workflows for each business function and provide input to the technical architecture group. Provide a copy of workflows for review prior to customer's approval.	On occurrence	Ongoing	Contractor
8.7.8	Facilitate the development and deployment of a comprehensive Information Governance Policy at DOE-SR.		Ongoing	Contractor
8.7.9	Create report on the Performance of all tasks associated with the disposition of DOE-SR Records including scanning and digitizing	10 th of each month	Monthly	Contractor

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	legacy records and the development of interfaces with existing and future information systems. Provide monthly update of status.			
8.7.10	Create report on the Performance of all tasks associated with the management of DOE-SR Forms Program and Document Control Program. Provide monthly update of status.	10th day of the month	Monthly	Contractor
8.7.11	ECM Program Review <ul style="list-style-type: none"> • -Schedule Review <ul style="list-style-type: none"> ○ Report on Variance from Baseline ○ Submit artifacts generated for acceptance 	10 th of each month	Monthly	Contractor
8.7.12	POWER Migration Report <ul style="list-style-type: none"> • Workforce Reports • Telework • Awards • PD Library • TQP Application • Legacy Data Migration 	10 th of each month	Monthly	Contractor

8. STANDARD OF ACCEPTANCE PERFORMANCE

QUALITY ASSURANCE ACCEPTANCE

The COR will review what the contractor submits for completeness and may return the deliverables to the contractor if there is any needed correction. Lack of any comments by the COR will not relieve the contractor of the responsibility for complying with the requirements of the contract. Final approval and acceptance required herein will be by letter of approval and acceptance by COR.

The contractor shall not construe any letter of acknowledgment or receipt material as a waiver, review, or as an acknowledgment that the material is in conformance with this work statement. Any approval given during preparation of the documentation, or approval for shipment, shall not guarantee the final acceptance of the completed documentation.

INSPECTION AND ACCEPTANCE CRITERIA

Final inspection and acceptance of all work performed, work products, and deliverables will be performed at the place of delivery by the CO, COR, or assigned designee.

GENERAL ACCEPTANCE CRITERIA – QUALITY MEASURES

General quality measures, as set forth below, will be applied to each Work Product and Deliverable received from the contractor under this contract.

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- Accuracy – Work products and deliverables shall be accurate in presentation, technical content, and adherence to accepted elements of style.
- Clarity – Work products and deliverables shall be clear and concise. Any/All diagrams shall be easy to understand and be relevant to the supporting narrative.
- Consistency to Requirements – All work products and deliverables must satisfy the requirements stated herein.
- Timeliness – Work products and deliverables shall be submitted on or before the due date specified in this contract or submitted in accordance with a later scheduled date determined by the Government.
- File Editing – All text and diagrammatic files shall be editable by the Government.
- Format – Work products and deliverables shall be submitted in hard copy (where applicable) and in media mutually agreed upon prior to submission. Hard copy formats shall follow any specified Directives or Manuals.

9. TRAVEL & OTHER DIRECT COSTS (ODCS)

The Government shall reimburse all approved travel related to the conduct of this contract. Point of origin for travel will be determined as the SRS. All travel will be in compliance with the GSA Travel Regulations. All travel must be approved or authorized by the COR. Requests for travel reimbursements must be submitted monthly, along with vouchers, and include documentation of charges upon request.

10. GOVERNMENT FURNISHED EQUIPMENT / INFORMATION / MATERIALS

Normal computer equipment (tower, monitor, and printer) will be furnished to the contractor. The contractor will be provided adequate hardware and software to fulfill work assignments. The contractor will not be liable for any equipment that is obsolete or “end-of-life” due to funding.

11. PLACE OF PERFORMANCE

The place of performance shall be at the Government’s facility: Savannah River Operations Office, Aiken, SC 29802 or approved work environment.

12. SECURITY

The contractor shall ensure that all personnel assigned under this contract possess a DPE “L” or “Q” access authorization (clearance). The contractor must prescreen all applicants to ensure qualification for awarded clearance.

13. DATA USE, DISCLOSURE OF INFORMATION AND HANDLING OF SENSITIVE INFORMATION

The contractor will be required to sign a non-disclosure form at the beginning of each year of the contract or option year.

14. POINTS OF CONTACT

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All questions and concerns will be directed to contact information below. The Contracting Officer is the only individual with the authority to modify the contract that will result from this requirement.

12.1	Contracting Officer Representative	Lewann Belton, CIO	Savannah River Operations Office P.O. Box A Aiken, SC 29802	(803) 952-7705	Lewann.Belton@srs.gov
12.2	Technical Monitor	Pavan Polur, Records Management Officer (ECM)	Savannah River Operations Office P.O. Box A Aiken, SC 29802	(803) 952-6328	Pavan.Polur@srs.gov
12.3	Technical Monitor	Roosevelt Lovett, Telecommunication (SIMEX/VTC)	Savannah River Operations Office P.O. Box A Aiken, SC 29802	(803) 952-9030	Roosevelt.Lovett@srs.gov
12.4	Technical Monitor	Joel Lowe, ISSM (Unclassified Cyber Security Functions)	Savannah River Operations Office P.O. Box A Aiken, SC 29802	(803) 952-7733	Joel.Lowe@srs.gov
12.5	Technical Monitor	Mike Harden, ISSM (Classified Cyber Security Functions)	Savannah River Operations Office P.O. Box A Aiken, SC 29802	(803) 952-7696	Mike.Harden@srs.gov
12.6	Technical Monitor	Will Tarrant (Capital Planning)	Savannah River Operations Office P.O. Box A Aiken, SC 29802	(803) 952-7316	Will.Tarrant@srs.gov
12.7	Contracting Officer	David Hepner, Sr.	Savannah River Operations Office P.O. Box A Aiken, SC 29802	(803) 952-9354	David.Hepner@srs.gov

15. OTHER ADMINISTRATIVE CONSIDERATIONS

15.1 HOURS OF WORK (Modification 0020)

Normal Hours of operations are from 6:00 am to 6:00 pm with core hours from 9:00 am to 3:00 pm, Monday through Friday.

15.2 PRODUCTIVE LABOR HOURS

The contractor can only charge the Government for “Productive Direct Labor Hours.” “Productive Direct Labor Hours” are defined as those hours expended by contractor personnel in performing work under this Contract.

Productive labor does not include sick leave, vacation, Government/contractor holidays, jury duty, military leave, or any other kind of administrative leave such as Federal Government closing due to inclement weather. Any exceptions to this provision must be pre-approved by the Contracting Officer.

15.3 GOVERNMENT HOLIDAYS

The following Government holidays are normally observed by Government personnel: New Year's Day, Martin Luther King's Birthday, Presidential Inauguration (metropolitan DC only), President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, Christmas Day, and any other day designated by Federal Statute, Executive Order, and/or Presidential Proclamation. In addition, other types of administrative leave include events such as acts of God (i.e., hurricanes, snow storms, tornadoes, etc.), Presidential funerals, or any other unexpected governmental closures.

16. STANDARDS OF CONDUCT

The Contractor will be responsible for maintaining satisfactory standards of employee competency, conduct, appearance, and integrity.

17. CONFIDENTIALITY

All information regarding the work done under this contract must be regarded as sensitive information by the Contractor and not be disclosed to anyone outside the Contractor's organization without the written permission of the Contracting Officer.

18. SKILLS/QUALIFICATIONS OF CONTRACTOR PERSONNEL

Information technology support task requires a unique skill set that must meet or able to acquire the below qualifications. IT Project Manager, Database Administrator, System Administrators, Cyber Security Specialist, and IT Security Engineer requires a "Q" clearance due the nature of the work.

19. TRAINING

The contractor personnel shall successfully complete all applicable site security and safety training required for access to the work site. In order to successfully complete training courses, contractor personnel must obtain passing scores on written and practical examinations. Training time is a reimbursable cost for the first attempt. Subsequent attempts to pass normal site training requirements due to initial failure are non-reimbursable. Contractor can participate in offsite training depending on the availability of funds.

20. REFERENCES DOE DIRECTIVES, LAWS, REGULATIONS, MANUALS AND PROCEDURES

Cyber Security

Department of Energy Cyber Security Management
Under Secretary of Energy Program Cyber Security Plan
Environmental Management Program Security Plan (PSP)
National Defense Authorization Act for 1996 (includes Information Technology)
Management Reform also known as Clinger-Cohen Act of 1996)
Federal Information Security Management Act of 2002 (FISMA)
National Institute of Standards and Technology (NIST) 800 series
Risk Management Approach Implementation Plan (RMAIP)
DOE O 205.1B Cyber Security Program Plan

Information Technology Management and Planning

DOE O 200.1A, Information Technology Management
DOE Guide to IT Capital Planning and Investment, September 2014
DOE IRM Strategic Plan, FY 2009 - 2014
DOE N 203.1, Software Quality Assurance
DOE G 242.1-1, Forms Management Guide
DOE O 203.1 Limited Personal Use of Government Office Equipment Including

Records Management

DOE Directive, O 243.1A, Records Management Program
DOE Directive, O 243.2, Vital Records
DOE Directive, O 200.2, Information Collection Management Program

Information Technology Capital Planning Consultant

1. PURPOSE

The purpose of this requirement is to procure expert services to support federal statutory requirements driven by the Clinger-Cohen Act of 1996 and other related IT Capital Planning and Investment Control (CPIC) program requirements that arise during the next year at the Savannah River Site.

2. BACKGROUND

DOE-SR is located within the Department of Energy's Savannah River Site (SRS) Operations Office. DOE has a positive recent history and good reputation of a strong CPIC program with functional counterparts at HQ EM.

3. SCOPE

Contractor will provide consulting services to be deployed as needed to fulfill statutory requirements related to the Clinger-Cohen Act of 1996 and IT Capital Planning and Investment Control (CPIC) of IT related costs and other program requirements that arise during the next year at the Savannah River Site. The work will assist in our IT resource

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requirement reporting obligations to the Office of Management and Budget (OMB) and other projects deemed necessary by the government.

The contractor must provide personnel and resources at an expert level that can perform with our support contractor to reach the deliverable. Performance of these services requires the contractor to produce specific Work Products as identified below.

4. STATEMENT OF WORK WITH DELIVERABLES:

D.1 Deliverable(s)/Deliverable Schedule

Specific Deliverables are located in the table below. Deliverables must be submitted to the Contractor Officer Representatives (COR) for inspection, review, and acceptance. Formal acceptance occurs upon COR signature. The deliverables become the property of the U.S. Government. The government will provide timely comments on each deliverable as necessary. The contractor must incorporate the government’s comments within **two work days** of receipt of the Government’s comments. In the event of rejection of any deliverables, the contractor must be notified in writing by the Government of the specific reasons as to why the deliverable is unsatisfactory. The contractor must return a revised document within **two work days** to the COR. Deliverables are to be submitted electronically and with a cover letter indicating formal delivery.

PWS Task#	Deliverable Title	Due Date	Role
001	Deliver updated eCPIC data via OMB Exhibits 53 and 300 to EM HQ and DOE OCIO	September 30, 2014	Information Technology Capital Planning Consultant
Monthly requirements for DOE IT Dashboard Compliance			
002	Transmit program metrics related to site Exhibit 300s via the eCPIC tool/ IT dashboard monthly to DOE OCIO (through HQ EM)	15 th of each month	Information Technology Capital Planning Consultant
Quarterly Requirements for DOE-SR Federal IT Staff (performance metrics) compliance			
003	Work with DOE-SR federal staff to complete metrics and charting data to monitor Exhibit 53 and 300 financial information related to IT spending/budgeting/planning	Quarterly (i.e. December, March, June, September)	Information Technology Capital Planning Consultant
004	Meet with M&O and federal staff to review financial data trends and exceptions	Quarterly	Information Technology Capital Planning Consultant
005	Review 1/3 (rotational basis) of all Exhibits 53 for accuracy in narrative and financial data	Quarterly	Information Technology Capital Planning Consultant

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PWS Task#	Deliverable Title	Due Date	Role
Annual Requirements for OMB/DOE OCIO/HQ EM Compliance			
006	Complete required updates of OMB requirements for Budget Year guidance for all Exhibits 53 and 300 in the June-September timeframe	September 15, 2014	Information Technology Capital Planning Consultant
As needed deliverables driven from HQ requirements			
007	Respond in a timely manner and meet suspense (sometimes short and little/no notice) to requests for information from higher DOE HQ (EM, NNSA, and OCIO)	As required during period of performance	Information Technology Capital Planning Consultant

5. STANDARDS OF ACCEPTABLE PERFORMANCE

QUALITY ASSURANCE/ACCEPTANCE

The COR will review for completeness of the preliminary or draft Deliverables that the contractor submits and will return it to the contractor if there is any needed correction. Absence of any comments by the COR will not relieve the contractor of the responsibility for complying with the requirements of the contract. Final approval and acceptance required herein will be by letter of approval and acceptance by COR. The contractor shall not construe any letter of acknowledgment or receipt material as a waiver or review, or as an acknowledgment that the material is in conformance with this work statement. Any approval given during preparation of the documentation, or approval for shipment, shall not guarantee the final acceptance of the completed documentation.

INSPECTION AND ACCEPTANCE CRITERIA

Final inspection and acceptance of all work performed, work products, and deliverables will be performed at the place of delivery by the CO, COR, or assigned designee.

6. GENERAL ACCEPTANCE CRITERIA – QULAITY MEASURES

General quality measures, as set forth below, will be applied to each Work Product and Deliverable received from the contractor under this contract.

- a) **Accuracy** – Work products and deliverables shall be accurate in presentation, technical content, and adherence to accepted elements of style.
- b) **Clarity** – Work products and deliverables shall be clear and concise. Any/All diagrams shall be easy to understand and be relevant to the supporting narrative.
- c) **Consistence to Requirements** – All work products and deliverables must satisfy the requirements stated herein.
- d) **File Editing** – All text and diagrammatic files shall be editable by the Government.
- e) **Format** – Work products and deliverables shall be submitted in hard copy (where applicable) and in media mutually agreed upon prior to submission. Hard copy formats shall follow any specified Directives or Manuals.

- f) **Timeliness** – Work products and deliverables shall be submitted on or before the due date specified in this contract or submitted in accordance with a later scheduled date determined by the Government.

7. TRAVEL & OTHER DIRECT COSTS (ODCS)

Travel and ODC should be accounted for in your proposal.

8. GOVERNMENT FURNISHED EQUIPMENT / INFORMATION / MATERIALS

Normal computer equipment (computer, monitor, scanner, printer, etc.) will be furnished to the contractor. Information pertinent to completion of the task will be provided as needed and agreed upon between the COR and contractor.

9. PLACE OF PERFORMANCE

The place of performance shall be at the Government's facility: Savannah River Site in Aiken, South Carolina.

10. SECURITY

11. DATA USE, DISCLOSURE OF INFORMATION, AND HANDLING OF SENSITIVE INFORMATION

12. The contractor will be required to sign a non-disclosure form

13. OTHER ADMINISTRATIVE CONSIDERATIONS

13.1 Hours of Work - Work hours are 8:00am to 5:00pm, Monday through Friday.

13.2 Productive Direct labor Hours - Not applicable.

13.3 Government Holidays - Not applicable.

14. STANDARDS OF CONDUCT

The Contractor will be responsible for maintaining satisfactory standards of employee competency, conduct, appearance, and integrity.

15. CONFIDENTIALITY

All information regarding the work done under this contract must be regarded as sensitive information by the Contractor and not to be disclosed to anyone outside the Contractor's organization without the written permission of the Contracting Officer.

Video Teleconference Technician

The contractor will provide support to Federal employees and their support service contractors located at SRS in the planning and operation of their communication coordination services. This task is comprised of two components: video teleconferencing and telephone coordination.

- *Video Teleconferencing*

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- Video Teleconferencing services shall include, but are not be limited to, the operation, scheduling, establishing, troubleshooting, and monitoring of all equipment and systems associated with the DOE-SRS Video Teleconference Network.
- Managing and controlling all items associated with the Video Teleconference Network to include accounting for, properly handling, controlling, and storing those items.
- The following services shall be provided: analysis and evaluation of video network system programs and reporting the impact they have on present and future communications services and budget programs; feasibility studies and video teleconference monthly usage reports and charts; video teleconference scheduling; equipment configurations to assure adequacy and cost effectiveness; and justification for the acquisition of video equipment.
- Video Teleconference Technician (VTT) is designated as the single point-of-contact for scheduling and coordinating Video-teleconferencing (VTC) activities involving DOE-SRS, the DOE-SRS Video Teleconference Network employees, and for all DOE-SRS Support Service Contractor employees requiring telecommunications service(s). The VTT schedules the video teleconferences and ensures that all VTC equipment is working properly and/or is reported immediately to the DOE Task Manager if not working and accounts for the VTC equipment. Will document and log all VTC appointments using the automated bridging conferencing network equipment.
- Accountable property will be logged and maintained current at all time. VTT will maintain the database current with information regarding the Life Cycle Management of property and services provided to customer.
- The VTT will maintain the required records, both electronic and paper, to show the audit trail and life cycle management information on equipment and services provided to all customers.

- The VTT, in conjunction with M&O and telecommunication personnel, ensures that proper facilities are available for the necessary placement of wiring for both voice and data circuits to meet the needs of the telephone service request (TSR) for new service. The VTT must ensure that a Telecommunications Work Request form, SR 212, is completed for telephone services after having validated the requirement on the approved SR 212. The information on the TSR is then provided to telecommunication personnel and tracked by the VTT to remain updated on the current status of requests.

- *Telephone Coordination*
 - Telephone Coordination services include, but are not limited to, relocating telephone, FAX, modem lines, cellular phones, and conducting an inventory of DOE-SRS telecommunication equipment.
 - Preparing Telephone Service Requests (TSRs) for processing and maintaining an appropriate filing system that incorporates the current and background requests.
 - Continuing to operate and maintain automated systems that support Federal employees and their support service contractors located at SRS.
 - Maintaining DOE-SRS personnel listings with pertinent telephone related information and keeping this listing updated on the InSite network as a “Super user function.” Update the DOE-HQ phone book via InSite.

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- Record and track requests on a specified automated system and provide management reports to the Project Manager, as requested, for services performed.
- Provide assistance to customers in preparing telecommunications proposals for equipment and services.
- Receive and process requests for DOE site pagers, radios, and nationwide pagers.
- Assist in the provisioning of smartphones devices. (i.e. blackberries, iPhones, iPads, etc.)
- Serve as the point of contact for repairs, upgrades, and orders for new equipment.

PWS Task	Deliverables	Due Date	Role
Video Teleconference Technician			
001	Provide schedule of upcoming Video Telecommunication planned, completed, and duration of time.	Monthly	Contractor
002	Provide monthly status reports of equipment health.	Monthly	Contractor
003	Provide and maintain records of all accountable equipment for VTC.	Bi-annually	Contractor
Telephone Coordinator			
001	Conduct annual inventory of telecommunication equipment.	September 30, 2014	Contractor
002	Provide status of telecommunication service requests and work requests performed in the month.	Monthly	Contractor
003	Perform a 5% accuracy test of federal and support contractors' data in DOE site phone book.	Quarterly	Contractor
004	Track inventory of pagers, radios, and smart devices.	Monthly	Contractor

Performance Measures

Performance Expectations

Accuracy of Information	95% of the time as defined in the Task Assignments, Reports, and analyses generated do not need technical direction or editing.
Quality of Information	95% of work developed without defects or major issues.
Timeliness	90% of the time scheduled due dates in the Task Assignment are met.

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Cost Control	95% of the time the costs are on or below the Task Plan estimate.
Customer Satisfaction	95% of the feedback from DOE-SR is Satisfactory or better.

Telecommunications Management and COMSEC Operations Support

1. PURPOSE

The Department of Energy (DOE) Savannah River Operations Office (SR) is acquiring expert technical support services for the DOE-SR Office of Safeguard, Security, and Emergency Services (OSSES). These support services will assist OSSES in accomplishing its assigned functions that include, but are not limited to, the DOE-SR SIMEX message Center and the Communications Security (COMSEC) Program.

The primary goal of this Performance Work Statement is to improve the operating efficiency and effectiveness of OSSES's mission and core functions through professional analysis, evaluation, design, planning, implementation, and operation of existing and planned DOE telecommunications and COMSEC support.

2. BACKGROUND

The SIMEX Operations essentially performs the following tasks on a routine basis in support of the Department of Energy-Savannah River (SR) activities, Savannah River Nuclear Solutions Company (the SR Operating Contractors), other SR Support Contractors, and other SR Federal activities. COMSEC information is considered especially sensitive because of the need to safeguard U.S. Cryptographic principles, methods, and material against exploitation. The DOE COMSEC Program is governed by DOE 205.1-3, "Telecommunications Security manual," dated April 17, 2006. Chapter four of that manual requires at a minimum two mandatory positions: (1) The COMSEC Control Officer and (2) COMSEC Custodian. There must also be alternates appointed for both positions.

These positions are designed to ensure a double check system and satisfy the basic security elements of the "two man rule." It is contrary to best practices and principles to have a single COMSEC person on duty by themselves.

3. SCOPE

The objective of this performance work statement is to acquire expert technical support to assist OSSES in the operation and monitoring of all equipment and systems associated with the DOE-SR SIMEX Message Center (STU-III's, STE/data/cryptographic/facsimile equipment, etc.). To perform these responsibilities in a timely and effective manner, OSSES has a need for support function involving a broad range of technical and administrative skills in the areas that include, but are not limited to: threat assessment, risk management security system evaluation, and the management and control of all items associated with the DOE-SR SIMEX Message Center.

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Management and control of all items associated with the DOE-SR COMSEC Account and the proper handling, control, and storage of such items. Over the counter message center service shall be provided, including classified narrative, data, and facsimile traffic. All messages released shall adhere to all applicable DOE and SRS Security requirements. This includes, but is not limited to, the SIMEX Security Plan, DOE Notice 205.1-3, and SRS Cyber Security Protection Plan (CSPP).

The contractor shall provide qualified personnel and supporting resources, as appropriate, to deliver efficient and cost effective support services for the requirements described below. Performance of these services requires the contractor to produce specific Work Products as identified below.

- Provide direct field work and support with the operation and monitoring of all equipment and systems associated with the DOE-SR SIMEX Message Center.
- Provide support to DOE-SR Communications Security (COMSEC) Accounts at the Savannah River Site and other sites that SR is responsible.
- Provide assessment and communications to designated individuals of any work request or communication plans and provide corrective actions.
- Provide specialized technical support services, including the analysis and evaluation of emerging technology, to support the SIMEX operation and report the impact they have on present and future communications services and budget programs.

- Within the last thirty-six months SRS has added two new Sensitive Compartmented Information Facilities requiring COMSEC support and was delegated over sight responsibilities of the EMCBC in Cincinnati, OH and Bldg 55 at the Federal Center also in Denver, CO where Rocky Flats records are stored.

4. STATEMENT OF WORK WITH DELIVERABLES:

D.1 PREPARE REPORTS, REVIEW AND COORDINATION

This will be done on an as needed basis, with the DOE-SR staff to identify and resolve any problems. Problems will be coordinated through the appropriate DOE-SR Technical Monitor.

D.2 REPORTS OF PROGRESS

The Contractor shall provide technical inputs and recommendations for development of new and/or revised procedures for the effective and efficient operation of the DOE-SR SIMEX, as well as the COMSEC functions. This support will include such areas as new equipment/systems, submission of updates to the DOE-SR Security Plan, DOE-SR Policies and Procedures, performing research, and development and editing activities. The contractor will:

1. Process incoming/outgoing data and narrative classified/unclassified messages.
2. Train new personnel on the utilization of COMSEC equipment.

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3. Provide support to the two-person integrity control for destruction of classified keying material in accordance with National Security Agency (NSA) guidelines.
4. Responsible for trouble calls (equipment malfunctions) involving COMSEC equipment in different areas of the Site. Average length of a trouble call is 3 hour.
5. Responsible for Courier trips to Fort Gordon and Bush Field Airport to pick-up COMSEC keying material in accordance with NSA guidelines.
6. Provide STU-/STE Facsimile (Classified) support.
7. Provide SIMEX Facsimile, Narrative and Data sets (Classified) support.
8. Provide Computer System Security support.
9. Provide Derivative Classifier & Reviewing Official support.
10. Provide STU/STE and COMSEC support to disperse area.
11. Provide publication/ mailing support.
12. Perform SRSOC weekly classified Video Teleconferencing System set-up.
13. Evaluate COMSEC Security Plans.
14. Administer COMSEC Briefings and Training.
15. Provide Cryptographic maintenance and installation technicians.
16. Provide recommendations on how to improve ongoing COMSEC work scope activities to make the work safer and/or more efficient.
17. Provide support to the Office of Counterintelligence with their COMSEC equipment and network.
18. Provide support to other DOE sites that OSSES is responsible for.

D.3 DELIVERABLES/DELIVERABLE SCHEDULE

1. The contractor shall be responsible for producing deliverables in the form of reports, documents, spreadsheets, flowcharts, diagrams, and the completion of forms. All deliverables shall be timely, accurate, complete, and professional. Then, forwarded to the DOE-SR Technical Monitor.
2. The contractor shall provide performance and status reports on contractor activities in the Weekly Activity Report, including the Unscheduled Deliverable Log.

3. The contractor shall provide the Monthly Activity Report, the cost management summary report, and the manpower summary report on a monthly basis.

D.4 Task Direction

The Contracting Officer's Representative (COR) will provide task direction. The contractor Task Manager and the COR will regularly discuss project planning, deliverables, scheduling and other day-to-day events. The COR will coordinate any changes in task direction. Any changes will be noted in the Monthly Activity Report and the Weekly Activity Report, including the Unscheduled Deliverable Log and sent to the DOE-SR Technical Monitor.

D.5 Deliverables

1. The contractor shall be responsible for producing deliverables in the form of reports, documents, spreadsheets, flowcharts, diagrams, and the completion of forms. All deliverables shall be timely, accurate, complete, and professional.
2. The contractor shall provide performance and status reports on contractor activities in the Weekly Activity Report, including the Unscheduled Deliverable Log.

D.6 Hours of Operations (Modification 0020)

SIMEX Message Center: 6:00 AM – 6:00 PM – Monday through Friday

SIMEX is required to be open during the following three Federal Holidays:

- Martin Luther King, Jr. Birthday,
 - Columbus Day and
 - Veteran's Day).
3. The contractor shall provide the Monthly Activity Report, the cost management summary report, and the manpower summary report on a monthly basis.

Junior Business Process Analyst

The contractor will support work to include the information technology, information management, and information assurance areas. The contractor will be responsible for providing the Contractor Officer Representative (COR) analysis of current state of business systems, system improvements, business processes, and marketing strategy for improving information technology image. The contractor should work with the other business process analyst to improve the business processes on site. The junior business analyst should develop repeatable processes that can be utilized to reduce redundancy, add value, and promote better efficiency.

The contractor should provide assistance in the enterprise service management team, service center, and application development group to identify process flaws within the organization. The contractor will provide support in the following areas:

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1. Analysis and Solution Definition
 - Documents DOE-SR Enterprise Information Services' direction, structure, business processes and requirements.
 - Assists in the collection and consolidation of required information and data.
2. Technical Recommendation and Testing
 - Accurately and efficiently executes test plans.
 - Assembles and documents all test results.
 - Retests as necessary.
3. Project Execution
 - Understands project plans and is able to clearly articulate roles, project goals, and timelines.
 - Takes input from supervisor and appropriately and accurately applies comments/feedback.
 - Adheres to project standards defined by project management.
 - Accurately employs DOE-SR's methodology and documentation tools.
 - Proactively carries out project support /administrative functions.
 - Establishes responsible deadlines and personal work plans and manages time effectively.
4. Communication
 - Listens to others and accepts input from team members.
 - Clearly articulate ideas and thoughts verbally.
 - Accurately prepares written business correspondence that is coherent, grammatically correct, effective and professional.
5. Technical Understanding
 - Understands basic Internet and client/server architectures.
 - Possesses basic knowledge of HTML.
 - Proficient in Microsoft Office suite.
6. Problem Solving
 - Proposes solutions to problems and considers timeliness, effectiveness, and practicality in addressing customer needs.
 - Generates innovative solutions by approaching problems with curiosity and open mindedness, using existing information to its fullest potential.
7. Teamwork
 - Establishes harmonious working relationships with team members.
 - Appreciates each team member's contributions and values each individual member.
 - Displays a positive attitude.
 - Demonstrates flexibility in day-to-day work.
 - Sets high standards of performance for oneself.
8. Customer Management

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- Values internal and external customers and responds to their needs as they arise.
- Establishes effective working relationship with customers.
- Follows established communication guidelines.
- Uses good judgment in what and how to communicate with clients.

9. Innovative Development

- Understands the professional development process and becomes actively involved by setting challenging goals and meeting them through continuous learning.
- Seeks input from mentors and supervisors.
- Actively applies feedback received to day-to-day work and strives to improve performance.

PWS Task #	Deliverables	Due Date	Responsibility
Junior Business Process Analyst			
001	Provide schedule of upcoming Business Process Analysis workload	Monthly	Contractor
002	Provide monthly status reports Requirements Gathering Activities Business process mapping Activities	Monthly	Contractor
	Generate annual Report of Processes mapped, published and automated	September 30, 2014	Contractor

Performance Objective/Expectations – The contractor must provide services to enable DOE-SR in support of federal and support contractors.

Performance Measures	Performance Expectation
Accuracy of Information	95% of the time as defined in the Task Assignment, reports and analyses generated do not need technical direction or editing.
Quality of Information	95% of work developed without defects or major issues.
Timeliness	90% of the time scheduled due dates in the Task Assignment are met.
Cost Control	95% of the time the costs are on or below the Task Plan estimate.
Customer Satisfaction	95% of the feedback from DOE-SR is Satisfactory or better.

5. STANDARDS OF ACCEPTANCE PERFORMANCE

5.1 QUALITY ASSURANCE ACCEPTANCE:

The COR will review for completeness what the contractor submits and may return the deliverables to the contractor for correction. Lack of any comments by the COR will not relieve the contractor of the responsibility of complying with the requirements of the contract. Final approval and acceptance required herein will be by letter of approval and acceptance by COR. The contractor shall not construe any letter of acknowledgment or receipt material as a waiver or review, or as acknowledgment that the material is in conformance with this work statement. Any approval given during preparation of the documentation, or approval for shipment, shall not guarantee the final acceptance of the completed documentation.

5.2 INSPECTION AND ACCEPTANCE CRITERIA

Final inspection and acceptance of all work performed, work products, and deliverables will be performed at the place of delivery by the CO, COR, or assigned designee.

5.3 GENERAL ACCEPTANCE CRITERIA – QUALITY MEASURES:

General quality measures, as set forth below, will be applied to each work product and deliverable received from the contractor under this contract.

- **Accuracy** – Work products and deliverables shall be accurate in presentation, technical content, and adherence to accepted elements of style.
- **Clarity** – Work products and deliverables shall be clear and concise. Any/All diagrams shall be easy to understand and be relevant to the supporting narrative.
- **Consistency to Requirements** – All work products and deliverables must satisfy the requirements stated herein.
- **Timeliness** – Work products and deliverables shall be submitted on or before the due date specified in this contract or submitted in accordance with a later scheduled date determined by the Government.
- **File Editing** – All text and diagrammatic files shall be editable by the Government.
- **Format** – Work products and deliverables shall be submitted in hard copy (where applicable) and in media that is mutually agreed upon prior to submission. Hard copy formats shall follow any specified Directives or Manuals.

6. TRAVEL & OTHER DIRECT COSTS (ODCS)

Travel and ODCs will be authorized in accordance with the approved contract Terms and Conditions.

7. GOVERNMENT FURNISHED EQUIPMENT / INFORMATION / MATERIALS

Normal computer equipment (tower, monitor, and printer) will be furnished to the contractor.

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The contractor will be provided adequate hardware and software to fulfill work assignments. The contractor will not be liable for any equipment that is obsolete or “end of life” due to funding.

8. PLACE OF PERFORMANCE

The place of performance shall be at the Government’s facility: Savannah River Operations Office, Aiken, SC 29802 or approved work environment.

9. SECURITY

The contractor shall ensure that all personnel assigned under this task order possess a DOE “L” or “Q” access authorization (clearance). The contractor must prescreen all applicants to ensure qualification for the award of clearance.

10. DATA USE, DISCLOSURE OF INFORMATION AND HANDLING OF SENSITIVE INFORMATION

The contractor will be required to sign a non-disclosure form at the beginning of each year of the contractor or option year.

11. POINTS OF CONTACT

All questions and concerns will be directed to contact information below. The Contracting Officer is the only individual with the authority to modify the contract that will result from this requirement.

11.1	Contracting Officer Representative	Lewann Belton	Savannah River Operations Office P.O. Box A Aiken, SC 29802	Phone: 803- 952- 7705	Lewann.Belton@srs.gov
11.2	Technical Monitor	Will Tarrant	Savannah River Operations Office P.O. Box A Aiken, SC 29802	Phone: (803) 952- 7316	Will.Tarrant@srs.gov
11.3	Contracting Officer	David Hepner, Sr.	Savannah River Operations Office P.O. Box A Aiken, SC 29802	Phone: 803- 952- 9354	David.Hepner@srs.gov

12. OTHER ADMINISTRATIVE CONSIDERATIONS

12.1 HOURS OF WORK (Modification 0020)

Normal Hours of operations are from 6:00 am to 6:00 pm with core hours from 9:00 am to 3:00 pm, Monday through Friday.

12.2 PRODUCTIVE LABOR HOURS

The contractor can only charge the Government for “Productive Direct Labor hours.” “Productive Direct Labor Hours” are defined as those hours expended by contractor

personnel in performing work under this Task Order. Productive labor does not include sick leave, vacation, Government or contractor holidays, jury duty, military leave, or any other kind of administrative leave such as Federal Government closing due to inclement weather. Any exceptions to this provision must be pre-approved by the Contracting Officer.

12.3 GOVERNMENT HOLIDAYS

The following Government holidays are normally observed by Government personnel: New Year's Day, Martin Luther King's Birthday, Presidential Inauguration (metropolitan DC only), President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, Christmas Day, and any other day designated by Federal Statute, Executive Order, and/or Presidential Proclamation, or any other kind of administrative leave such as acts of God (i.e., hurricanes, snow storms, tornadoes, etc.), Presidential funerals, or any other unexpected governmental closures.

13. STANDARDS OF CONDUCT

The Contractor will be responsible for maintaining satisfactory standards of employee competency, conduct, appearance, and integrity.

14. CONFIDENTIALITY

All information regarding the work done under this contract must be regarded as sensitive information by the Contractor and not be disclosed to anyone outside the Contractor's organization without the written permission of the Contracting Officer.

15. SKILLS/QUALIFICATIONS OF CONTRACTOR PERSONNEL

Information technology support task requires unique skill set that must meet or able to acquire the below qualifications.

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Program Analysts for Manager's Office

Under this contract, the contractor shall provide administrative support services to various office elements located at the SRS. Duties may include, but are not limited to:

A. Program Analyst for Managers Office

- Assist in the design and development of a project specific document control system, integrating with the existing site document control system as necessary.
- Review multiple information systems for relevant documents, retrieve those documents, and incorporate them into a central library as required.
- Assist in maintaining a schedule and managing the submittal of project documents and deliverables.
- Assist in the development of project budgets, costs, schedules, and number of jobs created / saved by those projects.
- Plan, coordinate, and organize meetings, conference calls, and events as directed. Size of event may range from 2 to over 500 attendees. Attend events as directed and take meeting minutes / notes as required.
- Develop content and prepare presentations in various mediums on a broad range of topics for approval as assigned.
- Develop content and prepare written communications on a broad range of issues as directed.
- Monitor a broad range of communication in various mediums in order to make scheduling determinations and recommendations to assigned Federal staff.
- Maintain daily schedule of assigned Federal staff as directed.
- Have a thorough understanding of the mission, objectives, and organizational structure (both on and off-site, Federal and contractor) of the office to which assigned, in order to better interface and facilitate communications.
- Communicate and interface with Government and contractor executives (including their assigned staff) to facilitate activities as assigned.
- Place and track routine maintenance requests with responsible office as required.

B. Place of Performance

The work to be performed under this contract will be performed at Savannah River Site unless otherwise notified.

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C. Government Furnished Resources /Government Furnished Equipment (GFE)/Government Furnished Information (GFI)

The Government will furnish all facilities, materials, property, and equipment for on-site use in the performance of this contract as specified. Under limited circumstances, such as during meetings held in off-site locations, the Government will provide facilities, materials, property, and equipment for tasks not requiring a continuous on-site presence. The following will be provided during on-site activity of this contract:

- a. Computer system with access to the site network.
- b. A work area consisting of a desk, telephone, temporary storage for equipment, and office supplies applicable to the job.
- c. Access to a copier, scanner, and FAX machine.

D. Travel Requirements

The Government shall reimburse all travel related to the conduct of this contract. Point of origin for travel will be determined as the SRS. All travel will be in compliance with the Federal Travel Regulations (FTR). All travel must be approved or authorized by the COR. Requests for travel reimbursements must be submitted monthly, with vouchers, and include documentation of charges if requested.

E. Schedule of Deliverables

All deliverables required under this task shall be submitted in accordance with the following schedules:

PWS Task#	Deliverable Title	Format	Due Date	Distribution/Copies	Frequency and Remarks
E.7.1	Monthly Progress report	TBD	Monthly on date TBD	1 copy	Monthly
E.7.1	General Review of Documents with Technical Corrections and a specified plan	Word	As needed	As needed	As needed
E.7.1	Technical (written and Oral) reports	As needed	As needed	As needed	As needed
E.7.1	Special Reports	As specified	As specified	As specified	As specified.

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E.7.1	Analysis of Technical issues related to Corporate Performance Assessment	As needed	As needed	As needed	As needed
E.7.1	Technical Analysis of polices, rules, and guidance	As needed	As needed	As needed	As needed
E.7.1	Detailed Briefings on key Health and Safety issues	As needed	As needed	As needed	As needed
E.7.1	Reports on statistical Analyses and trending required data	As needed	As needed	As needed	As needed.

F. Performance Standards

General quality measures, as set forth below, will be applied to each work product and deliverable received from the contractor under this contract.

Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance
Accuracy- Work Products and deliverables shall be accurate in the presentation, technical content, and adherence to accepted elements of style.	95% of the time	Routine inspection of deliverable products.
Clarity- Work products and deliverables shall be clear and concise. Any/All diagrams shall be easy to understand and be relevant to the supporting narrative.	95% of the time	Observance of performance and work products.
Consistence to Requirements- All work products and deliverables must satisfy the requirements stated herein.	100% of the time	Routine inspection of deliverable products.

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Timeliness – Work products will be submitted on or before assigned deadlines as provided with each deliverable.	100% of the time	Routine inspection of deliverable products.
Format - Work products and deliverables shall be submitted in hard copy (where applicable) and in media mutually agreed upon prior to submission. Hard copy formats shall follow any specified directives or manuals.	95% of the time.	Routine inspection of deliverable products.
File Editing – All Text and diagrammatic files shall be editable by the Government.	100% of the time.	Routine inspection of deliverable products.
Cost Effectiveness	Within 10% of provided estimate	Routine inspection of deliverable products.

G. Directives, Laws, Regulations, Manuals and Procedures

The following publications are applicable to this performance of this task:

- Public Law 92-463 (Federal Advisory Committee Act)
- 41 Code of Federal Regulations (CFR) Chapters 300 – 304 (FTR)
- DOE Order 243.1 (Records Management)
- DOE Manual 515.1-1(Advisory Committee Management Program)
- DOE Publication 141.2 (Public Participation and Community Relations)
- Savannah River Operations Office (SR) Implementing Procedure (SRIP) 243.1 (Records Management Program)
- SR SRIP 560.1 (Authorized Use of Government Telecommunications Systems)

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OFFICE OF ACQUISITION MANAGEMENT (OAM)

Contractor Industrial Relations Team (CIRT) Support

Under this contract, the contractor shall provide administrative support services to various office elements located at the SRS. Duties may include, but are not limited to:

Contractor Industrial Relations Team Support (CIRT)

- The contractor shall be available to provide assistance in response to requests for assistance on related CIRT issues. This includes responding to requests from SRS Budget, Finance, Contracts Management, and HQ Legal for review of and comments on documents related to Pensions, Benefits, Compensation, Workers Compensation, Labor Relations, and Workforce Restructuring. Sub tasks may include (but are not limited to):
 - Review and recommend DOE actions on routine submissions of such documents as Salary Increase actions, Compensation Increase Plans (CIP), Workers Compensation, and Pension programs.
 - Develop and submit program deliverables for CIRT (reports due etc.).
 - Provide briefing charts and notes in subject areas as requested by DOE.
 - A final report to include identification of concerns, issues, observations, recommendations, and all corrective actions taken/recommended.
- The contractor shall provide assistance in ensuring adherence to DBA and other regulatory requirements. Sub tasks may include (but are not limited to):
 - Conduct labor checks at SRS facilities (comparing time cards, wage rates, etc.) for accuracy and compliance to regulatory requirements.
 - Examine payroll submissions for accuracy and compliance to regulatory requirements.
 - Receive and process draft electronic Standard Form 98 (E98) requests and update (E98) request log as needed.
 - Provide any Department of Labor comments to DOE-SR for resolution.
 - Develop CIRT file plan and maintain CIRT file system.
- As journeyman-level resources, prepare responses for the Director, Acquisition Operations Division (or designee), to inquiries from HQ, SRS, and other DOE organizations on the parameters of/among other statutes, the Davis Bacon Act (DBA), McNamara O'Hara Service Contract Act, and the Public Contract Act.
- Prepare progress briefings as needed. Sub tasks include (but are not limited to):
 - Brief progress verbally on a bi-weekly basis to the Director, Acquisition Operations Division.
 - Provide update briefings, as requested.
 - Provide updates to E-98 tracking system, as needed.

A. Place of Performance

The work to be performed under this contract will be performed at Savannah River Site unless otherwise notified.

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B. Government Furnished Resources / Government Furnished Equipment (GFE) / Government Furnished Information

The Government will furnish all facilities, materials, property, and equipment for on-site use in the performance of this contract as specified. Under limited circumstances, such as during meetings held in off-site locations, the Government will provide facilities, materials, property, and equipment for tasks not requiring a continuous on-site presence. The following will be provided during on-site activity of this contract:

- a. Computer system with access to the site network.
- b. A work area consisting of a desk, telephone, temporary storage for equipment, and office supplies applicable to the job.
- c. Access to a copier, scanner, and FAX machine.

C. Travel Requirements

The Government shall reimburse all travel related to the conduct of this contract. Point of origin for travel will be determined as the SRS. All travel will be in compliance with the Federal Travel Regulations (FTR). All travel must be approved or authorized by the COR. Requests for travel reimbursements must be submitted monthly along with vouchers and must include documentation of charges, if requested.

D. Schedule of Deliverables

All deliverables required under this task shall be submitted in accordance with the following schedules:

PWS Task#	Deliverable Title	Format	Due Date	Distribution/Copies	Frequency and Remarks
D.1	Provide Department of Labor comments to DOE-SR for resolution.	TBD	Within 3 days of verification	As needed	As needed
D.1.1	Review and recommend DOE actions on routine submissions.	As specified	Within 5 days of verification.	As needed	As needed

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D.2.1	Develop and submit program deliverables for CIRT (reports due, etc.).	As needed	2 business days after DOE review and acceptance	As needed	As needed
D.3.1	Provide briefing charts and notes in subject areas as requested by DOE.	As specified	2 business days after DOE review and acceptance.	As specified	As specified.
D.4.1	Final report to include identification of concerns, issues, observations, recommendations, and corrective actions taken / recommended.	As needed	2 business days after DOE review and acceptance.	As needed	As needed
D.4.2	Conduct onsite labor checks five days per month.	As needed	Within 3 days of verification.	As needed	As needed
D.4.2	Compare less than 1% of assigned weekly payroll to labor checks conducted.	As needed	Within 5 days of verification.	As needed	As needed
D.5.1	Receive and process draft electronic Standard Form 98 requests; update e98 log.	As needed	Within 3 days of verification.	As needed	As needed.
D.5.2	Develop and maintain CIRT file system and plan.	As needed	Ongoing	As needed	As needed.

A. Performance Standards

General quality measures, as set forth below, will be applied to each work product and deliverable received from the contractor under this contract.

Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance
Accuracy- Work Products and deliverables shall be accurate in the presentation, technical content and adherence to accepted elements of style.	95% of the time	Routine inspection of deliverable products.

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Clarity- Work products and deliverables shall be clear and concise. Any/All diagrams shall be easy to understand and be relevant to the supporting narrative.	95% of the time	Observance of performance and work products.
Consistence to Requirements- All work products and deliverables must satisfy the requirements stated herein.	100% of the time	Routine inspection of deliverable products.
Timeliness- Work products will be submitted on or before assigned deadlines as provided with each deliverable.	100% of the time	Routine inspection of deliverable products.
Format- Work products and deliverables shall be submitted in hard copy (where applicable) and in media mutually agreed upon prior to submission. Hard copy formats shall follow any specified directives or manuals.	95% of the time	Routine inspection of deliverable products.
File Editing- All Text and diagrammatic files shall be editable by the Government.	100% of the time	Routine inspection of deliverable products.
Cost Effectiveness	Within 10% of provided estimate	Routine inspection of deliverable products.

B. Directives, Laws, Regulations, Manuals and Procedures

The following publications are applicable to this performance of this task.

- Public Law 92-463 (Federal Advisory Committee Act)
- 41 Code of Federal Regulations (CFR) Chapters 300 – 304 (FTR)
- DOE Order 243.1 (Records Management)
- DOE Manual 515.1-1(Advisory Committee Management Program)
- DOE Publication 141.2 (Public Participation and Community Relations)
- Savannah River Operations Office (SR) Implementing Procedure (SRIP) 243.1 (Records Management Program)
- SR SRIP 560.1 (Authorized Use of Government Telecommunications Systems)

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Contract Specialist Support Services

1. PURPOSE

The purpose of this requirement is to procure the services of a contractor to provide senior OAM technical contract management support to assist the Office of Acquisition Management (OAM) in Contract Administration of multi-billion dollar cost reimbursement type Environmental Management contracts at the Department of Energy's Savannah River Site in Aiken, South Carolina.

2. BACKGROUND

OAM is located within the Department of Energy's Savannah River Site (SRS) Operations Office. OAM awards and administers contracts for the SRS Management and Operating (M&O) Contracts and other contracts for goods and services required by the Site.

3. SCOPE

This contract will support the Government contracting requirements for the site. The contractor will provide expertise in the areas of advising and assisting program personnel in procurement matters and provide contract management support services.

The contractor will provide senior level contract administration support for OAM to administer the site's complex. Multi-billion dollar cost-reimbursement operating and management contracts and other contracts as required and prepare and submit reports per the requirements of the FAR, DOE, and EM guidance and direction. The contractor must have an advanced understanding of the Federal acquisition process, data collection, reporting of acquisition-related input (i.e., FPDS, STRIPES, and other systems required), and is required to work seamlessly without supervision within a team environment in support of site missions.

The contractor must provide personnel and resources as appropriate to deliver efficient and cost-effective support services for the requirements described below. Performance of these services requires the contractor to produce specific Work Products as identified below.

4. STATEMENT OF WORK WITH DELIVERABLES

4.1 Prepares contract modifications/new contracts/financial assistance instruments.

- 1) Identifying clauses to be included and submitting to Contracting Officer (CO) for inclusion
- 2) Identifies special advertising required (Fed BizOpps, synopsis text, and any other requirements) and entry of this data into the cited systems
- 3) Identifies, prepared and processes requirements to interact with the US Small Business Administration, as appropriate

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4.2 Assists in developing contracts, grants, cooperative agreements, interagency agreements, or any other type of contractual arrangement to include description/scope of work, budget, cost provisions, general terms and conditions, special provisions, reporting requirements, etc. The contractor must be able to perform the following:

- 1) Administration of contract modifications and/or new contracts/financial assistance instruments
- 2) Files and understands the maintenance of contracts once amended/awarded
- 3) Maintains automated system updates accurately and timely – STRIPES, FPDS, and other required systems

4.3 Assists in processing all requests for contract and instrument modifications or amendments. Prepares all records of negotiation and supplemental agreements associated with the modifications for the Contracting Officer in addition to:

- 1) Collecting and organizing information related to Federal funds
- 2) Preparing and submitting accurate reports on subcontracts reviews accurately and timely – as required
- 3) Review and process invoices for CO approval
- 4) Consults with Contracting Officers and provides advice on complex contract administration issues such as contractor claims, requests for equitable adjustments, fee determinations, etc.

4.4 Assists in preparing termination notices and negotiates termination settlements; Collects and organizes termination information.

4.5 Deliverables/Deliverable Schedule

Specific Deliverables are located in the table below. Deliverables must be submitted to the supported Contracting Officer or Contracting Officer Representative (COR) for inspection, review, and acceptance. Formal acceptance occurs upon CO signature. The deliverables become the property of the U.S. Government. The government will provide timely comments on each deliverable as necessary. The contractor shall incorporate the government’s comments within **two business days** of receipt. In the event of rejection of any deliverables, the contractor will be notified in writing by the Government of the specific reasons why deliverable is unsatisfactory. The contractor must return a revised document within **two business days** to the COR. Deliverables are to be submitted electronically to include a cover letter indicating formal delivery.

WBS Reference	CLI N #	Deliverable	Draft Due	Final Due	Responsibility
4.1		Prepares for contract modifications/new contracts/financial assistance instruments			
4.1	0001	Identify clauses to be included and submitting to CO for inclusion	As needed		Contractor

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4.1	0002	Identify special advertising required (Fed BizOpps, synopsis text, other etc. requirements) and enter the data accordingly	As needed		Contractor
4.1	0003	Identify, prepare, and process requirements to interact with the US Small Business Administration as appropriate	As needed		Contractor
4.2	Develop contracts, grants, cooperative agreements, interagency agreements, or any other type of contractual arrangement to include project description/scope of work, budget, cost provisions, general terms and conditions, special provisions, reporting requirements, etc.				
4.2	0004	Administration of contract modifications and/or new contracts/financial assistance instruments	Ongoing		Contractor
4.2	0005	Maintain file documentation once contracts are amended/awarded	Ongoing		Contractor
4.2	0006	Maintain automated systems updates in an accurate and timely manner – STRIPES, FPDS, other required systems	Ongoing with individual deadlines		Contractor
4.3	Process all requests for contract and instrument modifications or amendments. Prepare all records of negotiation and supplemental agreements associated with the modifications for the assigned Contracting Officer. Process invoices for CO approval.				
4.3	0007	Collect and organize information related to Federal funds expended	Ongoing		Contractor
4.3	0008	Prepare and submit reports on subcontracts reviews specific to the M&O accurately and timely – as required	Ongoing with individual deadlines		Contractor
4.3	0009	Reviewing and Processing invoices for specific contracts accurately and timely – as required	Ongoing with individual deadlines		Contractor

4.6 Qualifications of Contractor Support Personnel

Contractor will provide qualified staffing familiar with information management/technology and with advanced knowledge of Federal contract reporting functions.

- 1) Information Management/Technology skills – knowledge of workstation hardware, software, and network resources in order to accomplish work tasks. Experience with internet-based systems is required, i.e., FPDS, FedBizOpps.

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- 2) Functional skills in the subject matter – knowledge of contract administration laws and regulations as well as familiarity with Federal policies and procedures.
- 3) Familiarity with the contract administration and reporting requirements. Minimum requirements are as follows:
 - a. Minimum 15 years Federal contracting experience with knowledge of
 - b. Federal contract administration laws and regulations.
 - c. Knowledgeable in relation to Federal policies and procedures as it directly relates to contract administration.
 - d. Aids in the preparation of contractual provisions and the administration of contract proposals.
 - e. Responsible for preparing bids (specifications and contractual provisions).
 - f. Must be proficient in the use of office equipment, including computers, scanners, fax, and copiers.
 - g. Must be proficient in Internet based systems including, but not limited to, the following: Federal Procurement Data System (FPDS), FedBizOps, and Strategic Integrated Procurement Enterprise System (STRIPES) or its commercial equivalent of 'PRISM.'
 - h. Ability analyze contract data to include (but not limited to) financial information, performance metrics, tacking and trending of contract performance.
 - i. Must be an effective communicator (oral and written).
 - j. Have an ability to work professionally with individuals and diverse groups.
 - k. Must be proficient in the use of Microsoft Office (Word/Excel/PowerPoint), Internet Explorer, Lotus Notes, and Adobe Reader.
 - l. Have well-developed time management skills.
 - m. Personnel will be required to sign a non-disclosure agreement.

5. STANDARDS OF ACCEPTABLE PERFORMANCE

5.1 QUALITY ASSURANCE/ACCEPTANCE:

The COR will review for completeness, preliminary or draft Deliverables that the contractor submits and may return the deliverables to the contractor for correction. Lack of any comments by the COR will not relieve the contractor of the responsibility to comply with the requirements of the contract. Final approval and acceptance required herein will be by letter of approval and acceptance by CO. The contractor shall not construe any letter of acknowledgment or receipt material as a waiver or review, or as an acknowledgment that the material is in conformance with this work statement. Any approval given during preparation of the documentation, or approval for shipment, shall not guarantee the final acceptance of the completed documentation.

5.2 INSPECTION AND ACCEPTANCE CRITERIA

Final inspection and acceptance of all work performed, work products, and deliverables will be performed at the place of delivery by the CO.

5.3 GENERAL ACCEPTANCE CRITERIA – QUALITY MEASURES

General quality measures, as set forth below, will be applied to each Work Product and Deliverable received from the contractor under this contract.

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- a. **Accuracy** – Work products and deliverables shall be accurate in presentation, technical content, and adherence to accepted elements of style
- b. **Clarity** – Work products and deliverables shall be clear and concise. Any/All diagrams shall be easy to understand and be relevant to the supporting narrative.
- c. **Consistent with Requirements** – All work products and deliverables must satisfy the requirements stated herein.
- d. **File Editing** – All text and diagrammatic files shall be in a format that may be edited by the Government.
- e. **Format** – Work products and deliverables shall be submitted in hard copy (where applicable) and in media mutually agreed upon prior to submission. Hard copy formats shall follow any specified Directives or Manuals.
- f. **Timeliness** – Work products and deliverables shall be submitted on or before the due date specified in this contract or submitted in accordance with a later scheduled date determined by the Government.

6. TRAVEL

Travel and ODCS will be authorized in accordance with the Contract Terms and Conditions.

7. GOVERNMENT FURNISHED EQUIPMENT / INFORMATION / MATERIALS

Work will take place in a Government office. Normal computer equipment (computer, monitor, scanner, printer) will be furnished to the contractor. Information pertinent to the OAM will be provided as needed and agreed upon between the COR and contractor.

8. PLACE OF PERFORMANCE

The place of performance shall be at the Government's facility: Savannah River Operations Office, Building 730-B, PO Box A, Aiken, SC 29802.

9. PERIOD OF PERFORMANCE

The period of performance for the requirement will be as specified in the schedule of supplies/services.

10. TYPE OF CONTRACT

11. SECURITY

A General Site Access photo badge is required for access (entry and exit) to the Site.

12. DATA USE, DISCLOSURE OF INFORMATION AND HANDLING OF SENSITIVE INFORMATION

❖ **The contractor will be required to sign a non-disclosure form**

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All data received, processed, evaluated, loaded, and/or created as a result of this contract shall remain the sole property of the Government unless specific exception is granted by the Contracting Officer.

13. POINTS OF CONTACT

All contract questions and concerns will be directed to the Contracting Officer, contact information identified below. **The Contracting Officer is the only individual with the authority to modify the contract that will result from this requirement.**

All questions and concerns will be directed to the DOE-SRS CO contact information identified below. **The Contracting Officer is the only individual with the authority to modify the contract that will result from this requirement.**

13.1	Contracting Officer for Support Services Contracts	David Hepner, Sr.	Savannah River Operations Office P.O. Box A Aiken SC 29802	Phone: 803-952-9354	David.hepner@srs.gov
13.2	Contracting Officer Representative	Ed Bauser	Savannah River Operations Office P.O. Box A Aiken SC 29802	Phone: 803-952-6775	Edward.Bauser@srs.gov

14. RESERVED

15. NORMAL OFFICE HOURS

15.1 Normal Hours of operations are from 6:00 am to 6:00 pm with core hours from 9:00 am to 3:00 pm, Monday through Friday

15.2 GOVERNMENT HOLIDAYS

The following Government holidays are normally observed by Government personnel: New Year's Day, Martin Luther King's Birthday, Presidential Inauguration Day (metropolitan DC only), President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, Christmas Day, and any other day designated by Federal Statute, Executive Order, and/or Presidential Proclamation, or any other kind of administrative leave such as acts of God (i.e., hurricanes, snow storms, tornadoes, other events), Presidential funerals, or any other unexpected government closures.

16. STANDARDS OF CONDUCT

The Contractor will be responsible for maintaining satisfactory standards of employee competency, conduct, appearance, and integrity.

17. CONFIDENTIALITY

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Modification 0020**

All information regarding the work done under this contract must be regarded as sensitive information by the Contractor and not to be disclosed to anyone outside the Contractor's organization without the written permission of the Contracting Officer.

Contract Closeout Specialist

The contractor shall provide the necessary labor and technical expertise to support the Office of Acquisition Management's closeout, auditing operations, and activities under the instruction of the Contracting Officers Representative. Services shall include close-out of expired Federal instruments and auditing, analysis, researching of active SR contracts functions that will include, but is not limited to, the following:

1. Contract Closeout Specialist

- Responsible for initiating, verifying, abstracting, tracking, and completion of all expired Federal Contracts, Financial Assistance Instruments, and Interagency Agreements listed on Close-out Report and in the procurement system, Strategic Integrated Procurement System (STRIPES), in support of the organizations mission.
- Provide technical and administrative contract support services to a large Savannah River Operations Office (SR) organization with formalized substructure (i.e., Office of Acquisition Management including Contracts Management Division, Acquisition Operations Division, and Capital Projects Division.
- Responsible for knowledge and understanding of the various types of Government contracts, financial assistance instruments, inter-agency agreements, and various Federal procurement laws and regulations. This knowledge includes a working understanding of the Federal Acquisition Regulations and Department of Energy Acquisition Regulations. Has ability to review and audit all types of contracts for consistency and/or disparities.
- Provide independent, efficient, and effective interface with support customers such as program/technical office(s), finance personnel, Federal, state, and local government agencies, universities, and private industry either face-to-face or via telephone or email.
- Provide data entry in support of the task for Contract Close-out, for the Department of Energy Savannah River Operations Office (DOE-SR). Responsible for knowledge of and ability to maneuver in several systems including, but not limited to, the following: Strategic Integrated Procurement System (STRIPES, Procurement Assistance Data System (PADS), Federal Procurement Data System Next Generation (FPDS-NG), Information Data Warehouse (IDW), Business Intelligence (BI), and Undelivered Orders (UDO) Tracking System.
- Execute reports in support of the task; (FPDS contract reports, UDO reports, etc.) in support of the Procurement Operations Team; (Uncosted Reports – Credit Card Awards, Simplified Acquisitions Report, etc.) in support of Acquisition Operations Division; (In-Active Contract Report in PADS, New Award Detail Report) and in support of the Office of Acquisition Management (OAM); (Contract Data Reports (CDR) for contracting officers, Annual Contracting Activity Report).

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- Prepare, sort, compile, type, and distribute close-out correspondence for OAM as specified in the task procedures. (Close-out letter, sent to contractors; Draft modifications to be signed by Contracting Officers; Completion Memo and Letter to be forwarded to Finance Division; Letters for Patent Review – sent to DOE-SR Legal; Property Certificate –forwarded to Property Team; and maintain Close-out portion of Quarterly Report).
- Provide a broad range of assistance in compiling reports and composing correspondence for DOE–Headquarters and DOE-SR, organizing support documentation, reviewing and finalizing documents for DOE Program Manager’s, Contracts Specialist and Contracting Officer signatures to be transmitted to various contractors and educational institutions.
- Research SRS Contract and Finance Records for supporting documentation to balance Chief Finance Officer (CFO) totals with contract files and data on FPDS reports in preparation of close-out.
- Justify and balance CDR with each Federal Contract, Financial Assistance Instrument, and Interagency Agreement in preparation of close-out.
- Review, balance, and justify submitted invoices to DOE-SR on active, as well as, completed contracts as directed by the Task Manager utilizing various methods including Close-out Report and STRIPES.
- Participate in meetings and attend training.
- Serve as close-out liaison between OAM and CFO by reconciling funds and insuring accuracy of reports. Records Management Coordinator for Close-out. Responsible for preparing all file documents for scanning and archiving which includes: removing all fasteners, copying ununiformed documents, removing duplicate copies, organizing documents, and boxing. Also, responsible for filling out Records Transmittal Index Sheet, labeling boxes, and contacting Records Management. Track contract close-outs and funds recouped quarterly and yearly.
- Provide auditing services for active contracts.
- Analysis and reconciliation of invoices submitted on contracts to ensure contractor has correctly coded and billed the Government. Verify submitted information to ensure sufficient funds have been obligated to cover current costs as billed by the contractor
- Research any discrepancies found in review of invoices and recommend appropriate course of action (rejection, disallowance of cost, etc.). Provide recommendations on the resolution of any unusual differences, recurring questionable transactions, or unallowable charges.
- Maintain an up-to-date ledger for contracting cost and costs incurred to date on current contracts against invoices.

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2. Place of Performance

The work to be performed under this contract will be performed at Savannah River Site unless otherwise notified.

3. Government Furnished Resources / Government Furnished Equipment (GFE) / Government Furnished Information (GFI)

The Government will furnish all facilities, materials, property, and equipment for on-site use in the performance of this contract as specified. Under limited circumstances, such as during meetings held in off-site locations, the Government will provide facilities, materials, property, and equipment for tasks not requiring a continuous on-site presence. The following will be provided during an on-site activity under this contract:

- a. Computer system with access to the site network.
- b. A work area consisting of a desk, telephone, temporary storage for equipment, and office supplies applicable to the job.
- c. Access to a copier, scanner, and FAX machine.

4. Travel Requirements

The Government shall reimburse all travel related to the conduct of this contract. Point of origin for travel will be determined as the SRS. All travel will be in compliance with the Federal Travel Regulations (FTR). All travel must be approved or authorized by the COR. Requests for travel reimbursements must be submitted monthly, along with vouchers, and must include documentation of charges, if requested.

5. Schedule of Deliverables

All deliverables required under this task shall be submitted in accordance with the following schedules:

PWS Task#	Deliverable Title	Format	Due Date	Distribution/Copies	Frequency and Remarks
5.1	Contract Closeout Listing TO Procurement Technician	Word	Status Updated On-going basis	1 copy	Weekly
5.2	Contract Closeout Report	Word	10 day of month	1 copy	Quarterly
5.3	Uncosted credit card awards	pdf	Monday(s)	1 copy	Weekly

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6. Performance Standards

General quality measures, as set forth below, will be applied to each work product and deliverable received from the contractor under this contract.

Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance
Accuracy- Work products and deliverables shall be accurate in the presentation, technical content, and adherence to accepted elements of style.	95% of the time	Routine inspection of deliverable products.
Clarity- Work products and deliverables shall be clear and concise. Any/All diagrams shall be easy to understand and be relevant to the supporting narrative.	95% of the time	Observance of performance and work products.
Consistence to Requirements- All work products and deliverables must satisfy the requirements stated herein.	100% of the time	Routine inspection of deliverable products.
Timeliness - Work products will be submitted on or before assigned deadlines, as provided, with each deliverable.	100% of the time	Routine inspection of deliverable products.
Format- Work products and deliverables shall be submitted in hard copy (where applicable) and in media, mutually agreed upon, prior to submission. Hard copy formats shall follow any specified directives or manuals.	95% of the time.	Routine inspection of deliverable products.
File Editing- All Text and diagrammatic files shall be editable by the Government.	100% of the time.	

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7. Directives, Laws, Regulations, Manuals and Procedures

The following publications are applicable to this performance of this task:

Public Law 92-463 (Federal Advisory Committee Act)
41 Code of Federal Regulations (CFR) Chapters 300 – 304 (FTR)
DOE Order 243.1 (Records Management)
DOE Manual 515.1-1(Advisory Committee Management Program)
DOE Publication 141.2 (Public Participation and Community Relations)
Savannah River Operations Office (SR) Implementing Procedure (SRIP) 243.1 (Records Management Program)
SR SRIP 560.1 (Authorized Use of Government Telecommunications Systems)

OFFICE SUPPORT SERVICES

A. Office Support Services

The contractor shall provide the necessary labor and technical expertise to successfully execute the support services required under this contract. Services shall include operation of the DOE Mail Room, Office Services (ex. movers to include clerical support), Facilities Coordinator, Printing, Binding, Copier Support, Conference Room, Government Vehicle Motor Pool Coordinator, and Supply Room Clerk.

B. DOE Mail Room

- Deliver inbound mail items twice daily (to include interoffice communications) along a pre-designated route as received by Savannah River Nuclear Solutions, LLC (SRNS) mail courier.
 - Delivery times will be once prior to 1130 and once prior to 1500, Monday through Thursday.

- Collect outbound mail items twice daily (to include interoffice communications) from a pre designated route and process as required for further distribution to SRNS and U.S. Postal Service mail stream.
 - Pick up times will be once prior to 1130 and once prior to 1500, Monday through Thursday.

- As necessary, utilize Government provided transportation to pick up and deliver mail items from the site Central Mail Room and the Jackson S.C. United States Post Office facility.
- Identify suspicious mail pieces using established methods and take appropriate action as outlined in Site Mail Security Plan
- Sort and route interoffice communications designated for Building 730-B. These items will be processed in entirety (collected and delivered) by the DOE Mail Clerk Monday thru Friday.
- Enter into the USPS mail stream at the Jackson, S.C. Postal Facility items that are time sensitive (overnight, etc.) on Friday only. Mail Clerk will verify with Task Manager (or their authorized representative) prior to completing this sub-task.
- Maintain a service log to ensure accountability and traceability (as appropriate) for the following supplies and categories of special mail service. Log will include at a minimum: the user's printed name, telephone number, Site User ID, signature, and any applicable cost:
 - Postage

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- Certified Mail document numbers
 - Registered Mail document numbers
 - Return Receipt document numbers
 - Overnight service tracking numbers (any carrier)
- Decline for acceptance into the official mail stream any personnel mail items (whether proper postage is affixed or not).
 - Decline for acceptance at all times all classified mail pieces.
 - Assist customers with determining the appropriate amount of postage for a mail item by weighing / measuring the mail piece and consulting current U.S. Postal Service rates (available at www.usps.com) for size, weight, and destination.

C. Material Coordinator

- Safely operate vehicle(s) to support approved movement of items (i.e. furniture/supplies/etc.) within the site barricade boundary as necessary to complete requests for service on approved SR Form 62.
- Maintain inventory of furniture in the provided storage facility in accordance pre-determined levels. Request re-supply through the Task Manager.
- Maintain inventory of expendable supplies (boxes, copier paper, etc.) in accordance with pre-determined levels. Request re-supply through the Task Manager.
- Coordinate assigned staff to complete requests for service on approved SR Form 62 within 10 working days of approval by the Task Manager under the supervision of the Program Manager for Administrative Support Services (Non-IT).
- Determine what (if any) additional items (cubicle parts, furniture, etc.) or services (i.e. termination of electrical power) are required for work order completion. Ensure that necessary parts are on hand / on order for Laborer support to complete assigned tasks.
- Perform review of requested reconfigurations of assigned housing areas and conference rooms to determine feasibility, identify potential impacts to other occupants, and establish and provide a timeline to complete the requested work for approval.
- Provide support to Laborer task as needed.

D. Office Services (Movers)

- Safely operate vehicle(s) to support approved movement of items (i.e. furniture/supplies/etc.) within the site barricade boundary, as necessary, to complete requests for service on approved SR Form 62.
- Complete requests for service on approved SR Form 62 within 10 working days of approval of the Task Manager under the supervision of the Material Coordinator.
- Perform minor repair of furniture items (i.e. casters/loose parts/lubrication of parts/ etc.) under the supervision of the Material Coordinator.
- Hang small items (i.e. whiteboard / picture) per service request as approved by DOE Task Manager. Task Personnel are not authorized to conduct wall penetration work (i.e. install nail / screw / anchor) under the supervision of the Material Coordinator.
- Perform approved reconfiguration and rearrangement of items within assigned housing area and conference rooms (i.e. furniture, cubicle wall, partitions, etc.) under the supervision of the Material Coordinator. Contractor may not relocate power lines extending from the plenum of any facility, but may reconfigure power within cubicle partitions once power has been terminated to the effected section (Termination of power to areas will be completed by other

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site resources). Contractor may not at any time relocate any media lines (telephone / Internet), but may install junction boxes within the space for telecommunications service provider to terminate connections.

- Provide support to other tasks as approved under the supervision of the Material Coordinator.

E. Clerical Support for Office Services

- Receive approved service requests from DOE Task Manager and enter request into tracking database.
- Coordinate with customers of approved service requests as required and document any special instructions into tracking database.
- Close approved service requests when all associated work is complete.
- Maintain inventory listing of consumables (moving boxes, paper, etc.). Request resupply of consumables in accordance with inventory levels set by DOE Task Manager.
- Maintain accountability and inventory of keys used for DOE Furniture (desks / file cabinets, etc.)
- Assist Receiving and Delivery Clerk as well as Stock Clerk with data compilation and entry into applicable databases as necessary.

F. Facilities Coordinator

- Coordinate all space and housing requirements for the Federal staff and its direct support contractors. Sub tasks include:
 - Ensure space requested is available for assignment and coordinate with Site Housing Office as required.
 - Coordinate modifications to assigned housing as approved by DOE Task Manager. Coordination may include:
 - Office Services (Task C.x.x.x)
 - Electrical
 - Telephone / Internet
 - Site Engineering
 - Update floor plans (hard copy and electronic) at completion of movement or modification.
 - Provide customer with alternative selection if first choice for housing assignment is not available.
- Coordinate for routine and non-routine maintenance (i.e. locksmith / plumber / general maintenance) of all assigned structures using approved processes through the site Management, Operating contractor, or its designated sub-contractor. Sub tasks include:
 - Open work order as required.
 - Track status of open work order through completion.
 - Close work order as required.
- Coordinate for janitorial support using approved processes through the site Management and Operating contractors designated sub-contractor.
- Perform monthly maintenance walk down inspections of all assigned structures. Coordinate for repairs as required.
- Provide general support to all assigned structures.

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G. Printing, Binding, and Copier Support

- Provide support to complete document reproduction and finishing work utilizing provided equipment. Sub tasks include:
 - Complete authorized document reproduction work when total image count is less than 25,000 images. No work will be authorized that infringes on any copyrighted document without the express written permission of the authors.
 - Finishing work is to include, but not limited to, the following:
 - Binding
 - Stapling
 - Assembly (including clear cover as requested by customer)
 - Punch
 - Comb
- Provide assistance to customers with photographic / videographic requirements in the proper completion of approvals and forms to receive support from M&O contractor for these services.
- Act as Key Operator (KO) on assigned duplicating equipment. Sub tasks include:
 - Assist personnel in the operation of assigned equipment to complete copying and scanning as necessary.
 - Perform troubleshooting of errors and malfunctions the operator cannot resolve.
 - Open, close, and monitor work order status of issues with equipment vendor as necessary for errors and malfunctions that KO cannot correct.
- Provide required assistance to customers to have work orders that cannot be completed by task personnel due to size or equipment limitations (i.e., job size more than 25,000 images, business cards, posters, oversize requests).
- Conduct monthly meter readings on assigned equipment and submit information to Management and Operating contractors Copier Management office.
- Order consumable supplies (toner, staples, etc.) for assigned equipment through designated sources (DOE Supply Room).
- Maintain stock of consumable supplies for all assigned reproduction equipment to pre-determined levels as authorized by the Task Manager.
- Assist customers, as requested, in the replenishment of consumable supplies for assigned equipment.
- Ensure that removable media from reproduction equipment (i.e., hard drives) are removed, accounted for, and returned to the appropriate office as required prior to relocation/turn-in of applicable equipment.

H. Conference Room and Government Vehicle Motor Pool Coordinator

- Maintain automated database to reflect current and future vehicle requests. Database will contain (at a minimum) the following information:
 - Name of Requestor.
 - Time period of request.
 - Information on vehicle assigned to request. Information will include, at a minimum:
 - Tag Number
 - Time and mileage of vehicle signed out by operator.
 - Time and mileage of vehicle signed in by operator.

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- Ensure that vehicle operator meets requirements to operate a Government vehicle (valid state license).
- Provide usage guidance to vehicle operators prior to departure. Topics will include:
 - Authorized usage
 - Cleanliness
 - Fueling
- Drop off / pick up vehicles for service as necessary.
- Maintain accountability for Government credit cards for each assigned vehicle. Tasks include, but may not be limited to, the following:
 - Properly secure credit cards in approved container.
 - Properly issue credit cards to vehicle operator in accordance applicable guidance.
 - Receive credit card from operator after completion of mission. Ensure all receipts are returned.

- Notify DOE Task Manager (or assigned alternate) within 15 minutes of any vehicle accident reported by any operator. Ensure required reports are completed and forwarded to DOE Task Manager.
- Maintain automated database to show current and future conference room reservations. The following information is required for all reservations:
 - Name of Requestor.
 - Date(s) of request.
 - Start and end time of request.
 - Facility location.

- Post following day's room reservation calendar outside each assigned conference room no later than 1700 Hours each work day.
- Perform daily inspection of assigned conference rooms for cleanliness and serviceability of items no earlier than 1500 Hours each work day. Report any discrepancies to the DOE Task Manager for resolution.
- Maintain information on authorized off site meeting space.
- Maintain files in accordance with approved procedures.

I. Supply Room Clerk

- Staff DOE Supply Room and provide assistance to authorized customers.
- Maintain stock of items per approved inventory to support DOE-SR and its direct support service contractors.
- Manage requisitions to re-order items utilizing most cost effective source of supply (Site Maintenance Management and Operating (M&O) contractor, General Services Administration (GSA), etc.). Sub tasks include:
 - Perform applicable market research to ensure that the Government receives best value.
 - Obtain DOE Task Manager approval for order and include vendor and quantity to order.
 - Initiate requisition within applicable ordering system.
 - Provide requisition information to DOE Task Manager.
 - Update DOE Purchase Card log with any status change (i.e. item arrival / backordered / etc.) no later than 1700 Hours each work day.

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- Process returns to vendors, as necessary, to include recycling of items.
- Provide assistance in the requisition and tracking of approved safety shoe orders for DOE-SR and its direct support service contractors.
- Provide assistance in the requisition and tracking of approved prescription safety eyeglass requests for DOE-SR and its direct support service contractors.
- Utilizing Government provided equipment and supplies to provide minor engraving services (i.e. name plates, small signs) to DOE-SR and its direct support service contractors.
- Utilize Management and Operating Contractor's Excess Operations to the fullest extent possible to reduce costs.
- Perform duties of Building Chemical Coordinator as required.
- Accept, safely store, and dispose of hazardous waste items (cell phone batteries, laptop batteries, etc.) per approved processes.

J. Place of Performance

The work to be performed under this contract will be performed at the Government facility unless otherwise notified.

K. Government Furnished Resources / Government Furnished Equipment (GFE) / Government Furnished Information (GFI)

The Government will furnish all facilities, materials, property, and equipment for on-site use in the performance of this contract as specified. Under limited circumstances, such as during meetings held in off-site locations, the Government will provide facilities, materials, property, and equipment for tasks not requiring a continuous on-site presence. The following will be provided during an on-site activity under this contract:

- a. Computer system with access to the site network.
- b. A work area consisting of a desk, telephone, temporary storage for equipment, and office supplies applicable to the job.
- c. Access to a copier, scanner, and FAX machine.
- d. All specialized computer equipment as required.
- e. Hard hats, reflective vest, and safety glasses (nonprescription) as required. Safety shoes and prescription safety glasses will be provided by the Contractor

L. Travel Requirements

The Government shall reimburse all travel related to the conduct of this contract. Point of origin for travel will be determined as the SRS. All travel will be in compliance with the Federal Travel Regulations (FTR). All travel must be approved or authorized by the COR. Requests for travel reimbursements must be submitted monthly, along with vouchers, and must include documentation of charges, if requested.

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M. Schedule of Deliverables

All deliverables required under this task shall be submitted in accordance with the following schedules:

PWS Task	Deliverable Title	Format	Due Date	Distribution/Copies	Frequency and Remarks
Mail Room	Activity Report	Electronic	5 th working day of the month	Task Manager (1)	Monthly
Material Coord.	Mileage Report	Electronic	25 th calendar day of every month (Friday before if this day falls on a holiday or weekend)	Task Manager (1) DOE Fleet Manager (1)	Monthly
Material Coord.	Activity Report	Electronic	5 th working day of the month	Task Manager (1)	Monthly
Material Coord.	Inventory Report	Electronic	5 th working day of the start of the fiscal quarter	Task Manager (1)	Quarterly
Clerk for Office Services	Daily Activity Report	Electronic	0800 each working day	Task Manager (1)	Daily
Clerk for Office Services	Inventory Report	Electronic	5 th working day of the month	Task Manager (1)	Monthly
Facility Coord.	Activity Report	Electronic	5 th working day of the month	Task Manager (1)	Monthly
Facility Coord	Work Order Report	Electronic	5 th working day of the month	Task Manager (1)	Monthly
Facility Coord.	Walk Down Report	Electronic	5 th working day of the month	Task Manager (1)	Monthly
Facility Coord.	Floor Plans	Electronic and Hard Copy	5 th working day of the month	Task Manager (1)	Quarterly
Print Clerk	Inventory	Electronic	5 th working day of the month	Task Manager (1)	Quarterly
Print Clerk	Meter Reading Report	Electronic	5 th working day of the month	Task Manager (1)	Monthly
Print Clerk	Activity Report	Electronic	5 th working day of the month	Task Manager (1)	Monthly
Vehicle	Activity	Electronic	5 th working day	Task Manager (1)	Monthly

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Dispatch and Conf. Room	Report		of the month			
Vehicle Dispatch and Conf. Room	Fleet Utilization Report	Electronic	5 th working day of the month		Task Manager (1)	Monthly
Supply Clerk	Activity Report	Electronic	5 th working day of the month		Task Manager (1)	Monthly
Supply Clerk	Budget Report	Electronic	5 th working day of the month		Task Manager (1)	Monthly
Supply Clerk	Inventory Report	Electronic	5 th working day of the month		Task Manager (1)	Quarterly

Format: Work products and deliverables shall be submitted in hard copy (where applicable) and in media mutually agreed upon prior to submission. Hard copy formats shall follow any specified directives or manuals.

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N. Performance Standards

General quality measures, as set forth below, will be applied to each work product and deliverable received from the contractor under this contract.

Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance
Accuracy- Work Products and deliverables shall be accurate in the presentation, technical content, and adherence to accepted elements of style.	95% of the time	Routine inspection of deliverable products.
Clarity- Work products and deliverables shall be clear and concise. Any/All diagrams shall be easy to understand and be relevant to the supporting narrative.	95% of the time	Observance of performance and work products.
Consistence to Requirements- All work products and deliverables must satisfy the requirements stated herein.	100% of the time	Routine inspection of deliverable products.
Timeliness- Work products will be submitted on or before assigned deadlines as provided with each deliverable.	100% of the time	Routine inspection of deliverable products.
Format- Work products and deliverables shall be submitted in hard copy (where applicable) and in media mutually agreed upon prior to submission. Hard copy formats shall follow any specified directives or manuals.	95% of the time.	Routine inspection of deliverable products.
File Editing- All Text and diagrammatic files shall be editable by the Government.	100% of the time.	

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O. Directives, Laws, Regulations, Manuals and Procedures

The following publications are applicable to this performance of this task:

41 CFR Part 101-192
DOE Order 243.1 (Records Management)
Domestic Mail Manual
International Mail Manual
Savannah River Policy (SRP 11-02 (Furniture Policy)
SRNS Manual 3B, Procedure 6-1 (Mail Management)
Savannah River Operations Office Implementing Procedure (SRIP 243.1 (Records Management Program)

RECEIVING AND DELIVERY OF DOE EQUIPMENT

The contractor shall provide the necessary labor and technical expertise to support the full administration of the Office of Acquisition Management's receiving and delivery operations and activities services shall include the management of government property that will include, but is not limited to, the following:

A. Receiving and Delivery of DOE Equipment

- The Contractor shall function as the DOE-SR Asset Management Specialist (AMS) and maintain compliance with all appropriate Federal regulatory requirements including DOE Order DOE O 580.1A, the DOE-SR Government Owned Personal Property Management Program Manual, and the M&O Contractor's 3B Asset Management Manual.
- The contractor shall provide AMS receiving and delivery services for DOE-SR, NNSA and other Federal employees and the DOE-SR direct support service contractors located at the Savannah River Site (SRS) in a an effective manner. AMS duties include the following: excess property review and transfer processing; receiving/inspecting; posting and data entry into the site Asset Management Information System (AMIS); maintaining property accountability; inspecting and inventorying Government property per invoice comparison (including materials, equipment, and locally purchased office supplies); applying appropriate labels and Government tags on equipment and supplies, issuing and arranging for the delivery of said property to end-users; inventory control and validation requirements; execute Balanced Scorecard requirements; make accurate supported adjustments to the site AMIS account; turn-in control, acceptance, and process requirements; excess and dispose of assets.
- The contractor will provide weekly updates to open property related issues older than ten days.
- The contractor will provide monthly activity reports providing required information as directed.
- Participation in annual and periodic reports will be required as directed.
- The contractor will participate in reviews/audits conducted by DOE-SR Property Management, DOE-HQ, and DOE-SR Safety Inspections.
- Contractor duties include planning and conducting a complete physical inventory of all property listed in the DOE-SR AMS account and validation of that data as coordinated with site property management.
- Contractor will perform the property pass functions (manual or automated).

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- Contractor will conduct and document monthly self-assessments, walkthroughs, and periodic inventories as required and maintain the DOE property account with the site database system including all accountability documents from acquisition through disposal, detailing accuracy of current user, location, status, and dollar value of all AMS property.
- Identify excess AMS account property and screen DOE-SR purchase requisitions against Federal excess lists, local excess, excess yard, and furniture warehouse.
- Ensure any equipment held for future use is kept within established guidelines. Coordinate with the DOE information technology and property organizations, in order to keep inventory within established guidelines.
- The contractor shall establish and maintain a current desktop operation procedure identifying requirements and methods of operation.
- Records will be maintained in accordance with the Records Inventory Disposal Schedule. Records must ensure a complete audit trail for Government property, from acquisition through disposition.
- Ensure compliance with all safety requirements and adherence to good industry housekeeping practices.

B. Place of Performance

The work to be performed under this contract will be performed at the Savannah River Site unless otherwise notified.

C. Government Furnished Resources /Government Furnished Equipment (GFE)/Government Furnished Information (GFI)

The Government will furnish all facilities, materials, property, and equipment for on-site use in the performance of this contract as specified. The following will be provided during on-site activity of this contract:

- a. Computer system with access to the site network.
- b. A work area consisting of a desk, telephone, temporary storage for equipment, and office supplies applicable to the job.
- c. Access to a copier, scanner, and FAX machine.

D. Travel Requirements

The Government shall reimburse all travel related to the conduct of this contract. Point of origin for travel will be determined as the SRS. All travel will be in compliance with the Federal Travel Regulations (FTR). All travel must be approved or authorized by the COR. Requests for travel reimbursements must be submitted monthly, along with vouchers, and must include documentation of charges, if requested.

E. Schedule of Deliverables

All deliverables required under this task shall be submitted in accordance with the following schedules:

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PWS Task#	Deliverable Title	Format	Due Date	Distribution/Copies	Frequency and Remarks
E.1.1	Weekly Tracking Register	Microsoft Excel	Each Monday by close of business, Tuesday if holiday occurs on Monday	Property Administrator Electronic submission	Weekly

E.1.2	Balanced Scorecard	Microsoft Word	October 15th	OPMO and PA Electronic submission	Annually
E.1.3	Annual Inventory Results	Microsoft Word	30 days after inventory validation	OPMO and PA Electronic submission	Annually
E.1.4	Monthly Activity Report	Microsoft Excel	10 th day of the month	Property Administrator Electronic Submission	Monthly
E.1.5	Equipment Held for Future Use	Microsoft Excel	10 th day of the month	Property Administrator Electronic submission	Monthly
E.1.6	GSA Reporting Tool	Microsoft Excel	October 15 th	Property Administrator Electronic submission	Annually
Format: Work products and deliverables shall be submitted in hard copy (where applicable) and in media mutually agreed upon prior to submission. Hard copy formats shall follow any specified directives or manuals.					

F. Performance Standards

General quality measures, as set forth below, will be applied to each work product and deliverable received from the contractor under this contract.

Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance
Accuracy- Work Products and deliverables shall be accurate in the presentation, technical content, and adherence to accepted elements of style.	95% of the time	Routine inspection of deliverable products.

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Clarity- Work products and deliverables shall be clear and concise. Any/All diagrams shall be easy to understand and be relevant to the supporting narrative.	95% of the time	Observance of performance and work products.
Consistence to Requirements- All work products and deliverables must satisfy the requirements stated herein.	100% of the time	Routine inspection of deliverable products.
Timeliness- Work products will be submitted on or before assigned deadlines as provided with each deliverable.	100% of the time	Routine inspection of deliverable products.
Format- Work products and deliverables shall be submitted in hard copy (where applicable) and in media mutually agreed upon prior to submission. Hard copy formats shall follow any specified directives or manuals.	95% of the time	Routine inspection of deliverable products.
File Editing- All Text and diagrammatic files shall be editable by the Government.	100% of the time	

G. Directives, Laws, Regulations, Manuals, and Procedures

The following regulatory requirements are applicable to this performance of this task.

- 41 CFR 101 Federal Property Management Regulations
- 41 CFR 102 Federal Management Regulations
- 41 CFR 109 Department of Energy Property Management Regulations
- [DOE Order 580.1A, Department of Energy Personal Property Management Program](#)
- DOE Guide 580.1-1 [Department of Energy Personal Property Management Guide](#)
- [Federal Acquisition Regulation, Part 45](#)
- [Department of Energy Acquisition Regulation](#) Part 945
- [Legislative Mandates](#)
- [Personal Property Letters](#)
- [Special DOE Disposal Authorities](#)
- [General Services Administration Property Management Updates](#)
- [Government Accountability Office and Inspector General Reports](#)

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OFFICE OF HUMAN CAPITAL MANAGEMENT (OHCM)

A. HUMAN RESOURCES RECRUITMENT AND STAFFING SERVICES

The contractor will provide support to the Office of Human Capital Management (OHCM) for the area of recruitment and staffing procedures, Human Resources Information Services, Training, and initiatives directly related to the Office of Human Capital Management's efforts to effectively support DOE-SR mission requirements. The contractor will perform OHCM support functions that will include, but is not limited to, the following:

B. RECRUITMENT AND STAFFING

- Conduct job analysis.
- Assessment: Use current assessment tool for evaluating candidates for each position.
- Generate vacancy announcements.
- Post vacancy announcements on USA JOBS.
- Accept applications via internet.
- Analyze applicant competencies and qualifications.
- Rate and rank job applicants.
- Generate certificates of eligible candidates.
- Notify applicants of application status.
- Manage applicant records.
- Ensure all available hiring flexibilities are used.

C. RECRUITMENT AND STAFFING SUPPORT FUNCTIONS

- Review policies and procedures.
- Prepare Human Capital Management reports in the absence of staffing specialist.

D. TRAINING AND INFORMATION SYSTEMS SPECIALIST

The contractor will provide support for critical programs as listed by performing a crosswalk of competencies when new Technical Qualification Standards are issued and developing Technical Qualification Records, facilitating the development of Site Specific Qualification Standards and Technical Qualification Records, and the administration of the OHCM Information Systems.

Technical support will include establishing and maintaining all training records associated with TQP, ACMP and PMCDP. The contractor will also provide general training support services, including using video and audiovisual technology equipment in order to record and capture training and facilitate the placement of such training on appropriate web sites. The contractor will facilitate the achievement and maintenance of certification in the ACMP and PMCDP by tracking and reporting the status of participants in these programs.

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Technical assistance for the administration of the OHCM Information Systems will include conversion of associated current and historical data and files and development of the annual OHCM Performance Management Plan (PMP) including Task Description and Schedules (TDS).

The contractor will provide reports and data in response to data management requests, both internal and external to OHCM. The contractor will assist in administering the DOE ePerformance System. The contractor will provide primary interface and coordination for functional accessibility to the Integrated Business Management System (IBMS) and the subsequent Sharepoint system.

The contractor will perform OHCM support functions that will include, but is not limited to, the following:

E. Technical Qualification Program (TQP)

- Maintain accurate course-to-competency matrices for the General Technical Base and all SRS Functional Area Qualification Standards.
- Develop, track, and maintain configuration control of Technical Qualification Records.
- Track and report on qualification status of all TQP participants.

F. Certification Programs (ACMP and PMCDP)

- Provide management and administration of the Certification Programs (ACMP and PMCDP).
- Maintain the database of required certification programs.
- Update the ACMP and PMCDP programs to include guidance received from DOE-HQ.

G. Training Support Functions

- Prepare, coordinate signatures, and frame certificates of completion for presentation during Recognition Ceremony for participants in the TQP, ACMP, and PMCDP.
- Assist in the development of the annual training plan, needs assessment, and annual training summary for DOE-SR.
- Assist the Training Officer in managing qualification/certification records for DOE-SR employees in the TQP, ACMP, and PMCDP.

H. Information Services

- Support critical programs by the administration of the OHCM Information Systems as required in coordination with COR review and approval.
- Maintain and update current historical data and files for reports and retrieval as required.
- Provide reports and data in response to data management requests.
- Assist in Personnel Data Management by initiating and distributing notifications that record personnel actions.
- Assist in administering the DOE ePerformance System.
- Maintain the OHCM Information System databases.

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I. Information Services Support Functions

- Maintain organizational structure and workforce management data.
- Generate daily action reminders from OHCM Databases.
- Generate random personnel action list for Quarterly Audit.
- Prepare data files for FAIR Act Report to DOE HQ.
- Provide personnel data and charts for Annual Workforce Plan.
- Manage the video capture, editing, placement of such training videos on local web sites. In addition, convert all video captured training to the required format in order to assist in the knowledge capture process.

J. Place of Performance

The work to be performed under this contract will be performed at the Government facility unless otherwise notified.

K. Government Furnished Resources /Government Furnished Equipment (GFE)/Government Furnished Information (GFI)

The Government will furnish all facilities, materials, property, and equipment for on-site use in the performance of this contract as specified. Under limited circumstances, such as during meetings held in off-site locations, the Government will provide facilities, materials, property, and equipment for tasks not requiring a continuous on-site presence. The following will be provided during on-site activity of this contract:

- a. Computer system with access to the site network.
- b. A work area consisting of a desk, telephone, temporary storage for equipment, and office supplies applicable to the job.
- c. Access to a copier, scanner, and FAX machine.
- d. All specialized computer equipment required to conduct CAB meetings.

L. Travel Requirements

The Government shall reimburse all travel related to the conduct of this contract. Point of origin for travel will be determined as the SRS. All travel will be in compliance with the Federal Travel Regulations (FTR). All travel must be approved or authorized by the COR. Requests for travel reimbursements must be submitted monthly, along with vouchers, and must include documentation of charges, if requested.

M. Schedule of Deliverables

All deliverables required under this task shall be submitted in accordance with the following schedules:

PWS Task#	Deliverable Title	Format	Due Date	Distribution /Copies	Frequency and Remarks
M.3.1.1	Conduct job analysis.	Electronic	Per each	Recruitment	As required

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			vacancy	file	
M.3.1.1	Use assessment tools: Uses a tool for evaluating candidates for each position.	Electronic	Per each vacancy	Recruitment file	As required
M.3.1.1	Generate vacancy announcements.	Electronic	Per each vacancy	Recruitment file	As required

M.3.1.1	Post vacancy announcements on USA JOBS.	Electronic	Per each vacancy	Recruitment file	As required
M.3.1.1	Accept applications via internet.	Electronic	Per each vacancy	Recruitment file	As required
M.3.1.1	Analyze applicant competencies and qualifications.	Electronic	Per each vacancy	Recruitment file	As required
M.3.1.1	Rate and rank job applicants.	Electronic	Per each vacancy	Recruitment file	As required
M.3.1.1	Generate certificates of eligible candidates.	Electronic	Per each vacancy	Recruitment file	As required
M.3.1.1	Notify applicants of application status.	Electronic	Per each vacancy	Recruitment file	As required
M.3.1.1	Manage applicant records.	Electronic	Per each vacancy	Recruitment file	As required
M.3.1.1	Ensure all available hiring flexibilities are used.	Electronic	Per each vacancy	Recruitment file	As required
M.3.1.2	Update policies and procedures.	Electronic	As requested	To Director OHCM	As requested
M.3.1.2	Prepare Human Capital Management reports in the absence of staffing specialist.	Electronic	As requested	To Director OHCM	As requested
M.3.2.1	Maintain accurate course-to-competency matrices for the General Technical Base and all SRS Functional Area Qualification Standards.	Electronic	Each week	None	Weekly
M.3.2.1	Develop, track, and maintain configuration control of Technical	Electronic and printed	Weekly	None	Weekly

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	Qualification Records.				
M.3.2.1	Track and report on qualification status of all TQP participants.	Electronic and printed	Weekly	None	Weekly
M.3.2.2	Provide management and administration of the Certification Programs (ACMP and PMCDP).	Electronic	As needed	None	As needed
M.3.2.2	Maintain the database of required certification programs.	Electronic	Weekly	None	Weekly
M.3.2.2	Update the ACMP and PMCDP programs to include guidance received from DOE-HQ.	Electronic	Monthly	None	Monthly
M.3.2.3	Prepare, coordinate signatures, and frame certificates of completion for presentation during Recognition Ceremony, for participants in the TQP, ACMP, and PMCDP.	Electronic	Quarterly	None	As needed
M.3.2.3	Assist in the development of the annual training plan, needs assessment, and annual training summary for DOE-SR.	Electronic	Annually	None	Annually
M.3.2.4	Support critical programs by the administration of the OHCM Information Systems.	Electronic	Daily	None	Daily
M.3.2.4	Maintain and update current historical data and files for reports and retrieval as required.	Electronic	Daily	None	Daily
M.3.2.4	Provide reports and	Electronic	As required	As	As required

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	data in response to data management requests.	and printed		requested	
M.3.2.4	Assist in Personnel Data Management by initiating distributing notifications that record personnel actions.	Electronic	Weekly	None	Weekly
M.3.2.4	Assist in administering the DOE ePerformance System.	Electronic	As needed	None	As needed
M.3.2.4	Maintain the OHCM Information System databases.	Electronic	Daily	None	Daily
M.3.2.5	Maintain and update organizational staffing charts and workforce management data.	Electronic	Weekly	None	Weekly
M.3.2.5	Generate daily action reminders from OHCM Databases.	Electronic	Daily	Email	Daily
M.3.2.5	Generate random personnel action list for Quarterly Audit.	Electronic	Quarterly	None	Quarterly
M.3.2.5	Prepare data files for FAIR Act Report to DOE HQ.	Electronic	Annually	None	Annually
M.3.2.5	Provide personnel data and charts for Annual Workforce Plan.	Electronic	Annually	None	Annually
M.3.2.5	Manage the video capture, editing, placement of such training videos on local web sites and converting of all video captured training to the required format in order to assist in the knowledge capture process.	Electronic	As required	Video	As required

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N. Performance Standards

General quality measures, as set forth below, will be applied to each work product and deliverable received from the contractor under this contract.

Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance
Accuracy- Work Products and deliverables shall be accurate in the presentation, technical content and adherence to accepted elements of style.	95% of the time	Routine inspection of deliverable products.
Clarity- Work products and deliverables shall be clear and concise. Any/All diagrams shall be easy to understand and be relevant to the supporting narrative.	95% of the time	Observance of performance and work products.
Consistence to Requirements- All work products and deliverables must satisfy the requirements stated herein.	100% of the time	Routine inspection of deliverable products.
Timeliness- Work products will be submitted on or before assigned deadlines as provided with each deliverable.	100% of the time	Routine inspection of deliverable products.
Format- Work products and deliverables shall be submitted in hard copy (where applicable) and in media mutually agreed upon prior to submission. Hard copy formats shall follow any specified directives or manuals.	95% of the time	Routine inspection of deliverable products.
File Editing- All Text and diagrammatic files shall be editable by the Government.	100% of the time	

O. Directives, Laws, Regulations, Manuals, and Procedures

The following publications are applicable to this performance of this task:

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Public Law 92-463 (Federal Advisory Committee Act)
41 Code of Federal Regulations (CFR) Chapters 300 – 304 (FTR)
5 CFR 300, Subpart F, "Time-in-Grade Restrictions"
2.4 5 CFR 335.103(b) (5), "Agency Promotion Programs"
DOE Order 243.1 (Records Management)
DOE O 320.1, Chg 1, "Acquiring and Positioning Human Resources"
Savannah River Operations Office (SR) Implementing Procedure (SRIP) 243.1 (Records Management Program)
SRM 300.1.1, Chapter 3, Section 3.1, Rev 4, "DOE-SR Merit Promotion and Placement"

PROGRAM MANAGER

Program Manager

The contractor shall provide the necessary labor and technical expertise to successfully execute the services required under this contract. Services shall include the oversight of all daily functions for the conduct, performance, evaluation, and inherent human resources functions, as well as, ensuring the accomplishment of all administrative, performance, and reporting requirements therein, of all the Contractors personnel engaged in contract activities awarded to the Contractor at the Savannah River Site.

Program Manager

- Oversee the daily functions for the conduct, performance, evaluation, and inherent (contractor) human resources functions, as well as ensure the accomplishment of all administrative, performance, and reporting requirements therein, of the following support personnel with duties as outlined in the respective contract:
 - CLIN 1 Citizens Advisory Board Support
 - CLIN 2 Field Chief Financial Officer Support
 - CLIN 3 Information Technology / Audio-Visual Support
 - CLIN 4 Office of Acquisition Management Support
 - CLIN 5 Office of Human Capital Management Support
 - CLIN 6 Administrative Assistant Support to DOE-SR
 - CLIN 7 Program Analyst Support for DOE-SR Managers Office
 - CLIN 8 Office Support Services
 - CLIN 10 Defense Nuclear Safety Board Administrative Support
 - Any future CLIN as may be added to the master agreement

- The Program Manager will maintain a daily presence at the Savannah River Site. Any planned absence will be submitted in writing to the Contracting Officers (CO) or Designated Contracting Officer (DCO) two business days in advance in writing and will name a competent alternate for the duration of the absence.

- The Program Manager (or their designated representative) will notify the responsible Contracting Officers Representative (COR) in writing two days in advance of any planned task personnel absences (within two hours for unplanned absences).

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A. Place of Performance

The work to be performed under this contract will be performed at the Government facility unless otherwise notified.

B. Government Furnished Resources / Government Furnished Equipment (GFE) / Government Furnished Information (GFI)

The Government will furnish all facilities, materials, property, and equipment for on-site use in the performance of this contract as specified.

Under limited circumstances, such as during meetings held in off-site locations, the Government will provide facilities, materials, property and equipment for tasks not requiring a continuous on-site presence. The following will be provided during on-site activity of this contract:

- a. Computer system with access to the site network.
- b. A work area consisting of a desk, telephone, temporary storage for equipment, and office supplies applicable to the job.
- c. Access to a copier, scanner, and FAX machine.
- d. All specialized computer equipment as required.
- e. Hard hats, reflective vest, and safety glasses (nonprescription) as required. Safety shoes and prescription safety glasses will be provided by the Contractor

C. Travel Requirements

The Government shall reimburse all travel related to the conduct of this contract. Point of origin for travel will be determined as the SRS. All travel will be in compliance with the Federal Travel Regulations (FTR). All travel must be approved or authorized by the COR. Requests for travel reimbursements must be submitted monthly, along with vouchers, and must include documentation of charges, if requested.

D. Schedule of Deliverables

All deliverables required under this task shall be submitted in accordance with the following schedules:

PWS Task#	Deliverable Title	Format	Due Date	Distribution/Copies	Frequency and Remarks
E.3.1.1	Activity Report	Electronic	5 th working day of every month	Contracting Officer(1) Designated Contracting Officer (1) Contracting Officers Representative (1 Each)	Monthly
Format: Work products and deliverables shall be submitted in hard copy (where applicable) and in					

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media mutually agreed upon prior to submission. Hard copy formats shall follow any specified directives or manuals.

E. Performance Standards

General quality measures, as set forth below, will be applied to each work product and deliverable received from the contractor under this contract.

Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance
Accuracy- Work Products and deliverables shall be accurate in the presentation, technical content, and adherence to accepted elements of style.	95% of the time	Routine inspection of deliverable products.
Clarity- Work products and deliverables shall be clear and concise. Any/All diagrams shall be easy to understand and be relevant to the supporting narrative.	95% of the time	Observance of performance and work products.
Consistence to Requirements- All work products and deliverables must satisfy the requirements stated herein.	100% of the time	Routine inspection of deliverable products.
Timeliness- Work products will be submitted on or before assigned deadlines as provided with each deliverable.	100% of the time	Routine inspection of deliverable products.
Format- Work products and deliverables shall be submitted in hard copy (where applicable) and in media mutually agreed upon prior to submission. Hard copy formats shall follow any specified directives or manuals.	95% of the time	Routine inspection of deliverable products.
File Editing- All Text and diagrammatic files shall be editable by the Government.	100% of the time	

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F. Directives, Laws, Regulations, Manuals and Procedures

The following publications are applicable to this performance of this task:
DOE Order 243.1 (Records Management)
As Outlined in Respective Contracts