

**UNITED STATES NUCLEAR REGULATORY COMMISSION  
PERFORMANCE WORK STATEMENT**

**Contract Services and Staff Available**

**Background**

The Office of Administration is establishing a contract vehicle to provide various Administrative and Clerical Support Services to the agency.

**Objective**

The purpose of this contract is to provide the U.S. Nuclear Regulatory Commission (NRC) with supplemental Administrative and Clerical Support Services. The Contractor, as an independent contractor, shall provide high quality, timely, reliable, dependable, responsive, courteous, customer-oriented administrative and clerical support services to the NRC.

**Scope of Work**

The Contractor shall provide a range of administrative and clerical support services to the U.S. Nuclear Regulatory Commission Headquarter offices locations located at 11545 and 11555 Rockville Pike, Rockville, MD. The contractor, including any consultants and/or subcontractor, is responsible for providing the management, supervision, benefits, employment, termination, oversight, and assignment of all personnel to perform the requirements set forth in the contract.

The Administrative Services and Clerical Support duties include:

- a. general typing utilizing word processing equipment or other automated systems; typing a variety of letters, reports, memoranda, and other documents of a technical and non-technical nature in final form; and ensuring that all documents are proofread, grammatically correct, and complete.
- b. maintaining a tracking system manually, or by utilizing an existing automated tracking system, for tracking the status of controlled correspondence or action items within the designated office.
- c. serving as receptionist to the designated office in which assigned which includes receiving telephone calls and visitors, and referring them to the proper individual for consideration, placing telephone calls and making appointments for the staff based on requests from staff members, and personally responding to inquiries of a routine nature involving non-technical information.
- d. arranging conferences and/or meetings for the staff, making all the necessary arrangements for conference rooms, audiovisual equipment, or other materials required.

- e. preparing travel authorizations and making all arrangements necessary for official travel, preparing travel vouchers, itineraries, reservations, trip reports, etc., required by the traveler.
- f. establishing, maintaining, or revising an adequate filing system for the office. Disposing of records in accordance with an approved records disposition schedule.
- g. providing other needed support to the office, including scheduling appointments, preparing time and attendance, reviewing and disseminating mail, and maintaining office supplies and forms.
- h. performing administrative support in copying, assembling, and indexing agency administrative reports, hearing records, and litigation files.
- i. performing time and attendance data entry, processing, and management in the agency Human Resource Management System (HRMS).
- j. performing all aspects of electronic processing, profiling, and filing of documents using the Agency Document Management System (ADAMS).
- k. performing administrative/clerical functions while assisting at conferences which may be off-site.

### **Qualifications, Knowledge, and Experience**

The Contractor personnel shall possess and demonstrate the following:

- ability to communicate orally and in writing, communicate effectively and deal with the public and government officials in a professional manner;
- proficient in typing and in the use of word processing equipment or other automated systems sufficient to prepare correspondence, memoranda, reports and other documents from handwritten drafts;
- knowledge of proper grammar, spelling, punctuation, and the ability to acquire knowledge in all applicable NRC correspondence procedures sufficient to review documents for correctness, proper format, and completeness;
- knowledge of general office functions sufficient to properly distribute mail, refer telephone callers and visitors, and respond to inquiries regarding routine matters involving non-technical information;
- ability to acquire knowledge of NRC travel regulations sufficient to make travel arrangements for the office and prepare related travel documents;
- knowledge of filing principles and procedures sufficient to establish, maintain, and revise office files, including disposition of records;

- ability to acquire knowledge of ADAMS and HRMS;

Knowledge will be obtained through on the job training.

- ability to organize and carry out work responsibilities efficiently and effectively with minimum direction;
- skill in meeting and dealing with personnel at all levels, displaying tact and diplomacy at all times; and
- skill in organizing, indexing, tabbing, and copying large volumes of litigation and administrative records.

Guidelines in performing the above duties are the NRC Correspondence and Filing Manuals, office manuals pertaining to the preparation of correspondence and receipt, control and handling of classified documents, and applicable handbooks of the NRC Directives pertaining to administrative form preparation, T&A procedures, travel regulations, and security regulations regarding classified and sensitive material.

### **Special Projects**

On occasion, the NRC may have a requirement for a dedicated/intensified period, i.e., 30 days, 60 days, 90 days, etc. to work on a special project.

### **Contractor Responsibility**

The Contractor shall provide qualified administrative service support and clerical personnel that meet the minimum skill requirements identified in the Department of Labor's "Service Contract Act Directory of Occupations" position descriptions as follows:

#### **Administrative Services and Clerical Support:**

1. Provides principal support in an office, usually to one individual, and in some cases, also to the subordinate staff of that individual. Types approximately 45 WPM/3 errors and be proficient in the use of a personal computer. The Agency's primary word processing equipment is IBM compatible personal computers using Corel WordPerfect 8.0 and the Corel WordPerfect Suite 8 software. Performs tasks requiring a knowledge of software as specified on each work order. Operates the software to enter, store, retrieve, merge, change, and present text or tabulations. Types letters, memoranda, trip reports, travel vouchers, reports, staff papers, tabular or statistical material and administrative forms from both rough drafts and final forms.

Material will often involve highly technical and specialized terminology. On occasion, the contractor will be requested to provide individuals with proficiency in Corel Quatro Pro and Presentations, Access, dBase III Plus, Lotus 1-2-3 (version 4 and above), WordPerfect 8.0, Microsoft Excel and Powerpoint.

2. Ensures all work is accurate with regard to required format, typing and conformance to correspondence procedures, in draft and in final form.
3. Receives phone calls for the office staff politely and efficiently and refers call to the proper individual.
4. Receives and distributes incoming mail.
5. Performs routine clerical work involving minimal specialized training such as maintaining simple records and filing various documents and reports.
6. Copies a variety of materials as requested and often assembles these materials for use in briefings, speeches, etc.
7. As requested, arranges conferences or meeting for the professional staff, including arrangements for conference rooms, equipment, etc.
8. Assembles, indexes, copies, and tabs administrative reports, litigation files, and hearing records.
9. Performs time and attendance tasks, including use of the agency's HRMS.
10. Performs electronic document profiling and distribution using ADAMS.

### **Office Standard Operating Procedures and Applicable Agency Laws and Regulations**

The contractor personnel shall acquire a complete understanding and become knowledgeable with and apply the Office's Standard Operating Procedures, training information security, document record keeping, correspondence instructions, laws and the agency's regulations, policies.

### **Specialized Training**

The NRC will train contractor employees performing administrative services support for the NRC in specialized system/software use such as ADAMS, HRMS, and Groupwise, which are unique to agency operating procedures.

### **Minimum Labor Requirements**

All contractor employees provided under this contract shall be U.S. citizens and shall be fluent in the English language. They shall also possess a high school diploma or General Equivalency Diploma (GED). At all times, they shall dress appropriately for a professional office environment when performing work under this contract. All contractor service employees must receive the appropriate NRC security approval/clearance as a prerequisite to performing services required under this contract.

### **Work Hours**

The NRC's Regular Working Hours are Monday through Friday between 7:30 a.m. and 4:15 p.m. excluding Federal holidays which are specified below. Specific work hours for particular NRC offices will be established in the individual task order. The contractor shall be paid only for the hours the contractor employee's perform work. There may be overtime, holiday or weekend work required. All proposed overtime work (in excess of 40 hours a week) must be pre-approved by the NRC Project Officer. Payment will not be rendered for overtime work that has not been pre-approved. Work in excess of the established hours in each task order must be pre-approved by the NRC Project Officer. The contractor will not be paid when contractor employees are precluded from working as a result of office closings, government-wide shutdowns, inclement weather, facilities breakdowns, holiday, etc.

The following holidays are recognized by the Federal Government:

1. New Year's Day
2. Inauguration Day
3. Martin Luther King Day
4. President's Day
5. Memorial Day
6. Independence Day
7. Labor Day
8. Columbus Day
9. Veteran's Day
10. Thanksgiving Day
11. Christmas Day

### **Government Furnished Equipment, Facilities and Supplies**

The NRC will provide all equipment, supplies, materials, and office space necessary to perform the required services described in each task order. All Government-Furnished Property (GFP) is for official government business only. Only NRC authorized software and applications may be used. Contractor employees are not permitted to use any GFP for personal use or gain (i.e., photocopying machines, personal diskettes, PCs, fax machines, internet, etc.).

### **Substitution of Contractor Employees**

The assigned contractor personnel, as determined by the individual task orders, shall be deemed a key personnel for purposes of each task order, and the contractor shall obtain the approval of the NRC Project Officer in assigning and/or replacing any key personnel position with other contractor employees. In the event of temporary absence (e.g. vacation leave, sick leave, etc.) the contractor shall immediately provide a qualified substitute employee to perform the duties of the assigned key personnel.

The NRC reserves the right to disapprove at any time, without previous notice, any contractor employee assigned who is either unable or unwilling to perform the work within the scope of the contract and/or task order. The contractor shall provide a substitute within 24 hours. If the contractor cannot provide a substitute within this period, the NRC retains the right to cancel the remainder of the task order at no cost to the NRC and obtain the required services from another source.

### **Placement of Task Orders**

At a minimum, the contractor shall be able to receive a task order between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday. Work orders may be placed telephonically by the contracting officer or other authorized representatives. All work orders will include the following minimum information:

1. Skill category request (Administrative Services and Clerical Support)
2. Dates of required services
3. Agency contact person
4. Specific work location
5. Working hours
6. Restrictions or limitations
7. Type(s) of equipment the temporary employee must be able to operate and use
8. Call number for the order

### **Required Contractor Response Time to Task Orders**

The Contractor shall be required to provide qualified personnel in the skill categories requested within 48 hours of receiving the NRC's task order for services. If personnel are required to report to the NRC within 24 hours, the contractor shall make a good faith effort to provide such services.

### **Non-Disclosure/Confidentiality Agreement.**

Contractor employee(s) will be handling files that include internal "for official use" information, personal information subject to the Privacy Act, source selection information (FAR 3:104), information that is proprietary to other government contractors, and information that is protected by the attorney-client and attorney-work product privilege. Neither the contractor nor any of its officers and employees may disclose such information to anyone outside the Nuclear Regulatory Commission. Contractor employee(s) will be required to sign a Non-Disclosure/Confidentiality Agreement (copy attached).

### **Non-Personal Services Understanding**

The Contractor and the contractor employee(s) acknowledge that the services provided to the Nuclear Regulatory Commission under a task order do not create an employer-employee relationship between the government and the contractor employee(s). The contractor's employee(s) supervision, terms of employment, hiring, termination, assignment, work conditions, payments and benefits, including leave, are approved and derived solely from

employment through and with the contractor. The Contractor employee(s) will be required to sign a Non-Personal Services Understanding Statement (copy attached).

**Customer Satisfaction Requirements**

The Contractor is required to perform the effort described in this Performance Work Statement in a manner that is satisfactory to the NRC and that will ensure success. The Performance Evaluation Report (Scorecard) attached identifies the areas in which performance is critical to the success of this effort and the satisfaction of the NRC as a client, and indicates the manner in which customer satisfaction will be rated.

Customer satisfaction under each task order issued will be assessed by the Task Order Manager on a quarterly basis as it relates to each of the areas in the Performance Evaluation Report. The Task Order Manager will complete the Performance Evaluation Report to provide a rating recommendation to the NRC Project Officer for review and approval. Upon approval, the NRC Project Officer will provide the recommendation to the Contracting Officer (with a copy to the Contractor) for action. A deduction of 1% of the total quarterly billing will be taken for each rating of “unsatisfactory” on the Performance Evaluation Report under each task order, for up to a total of 7% per task order. The Contractor shall address ratings of “unsatisfactory” in writing within 30 days of receiving a copy of the report and describe the means for improvement in any area receiving these ratings.

**NRC-10-02-161 STRATEGIC STAFFING, INC. SKILL CATEGORIES**

Skill Category	Hourly Rate	Description of Skill Category (See below for Full Description)
Secretary I	\$25.59	LS-1, LS-2, LS-3, LR-1
Secretary II	\$26.56	LS-2, LR-2
Secretary III	\$31.32	LS-2, LR-2; LS-1, LR-3
Secretary IV	\$32.96	LS-3, LR-2; LS-2, LR-3; LS-1, LR-4
Secretary V	\$37.85	LS-3, LR-3; LS-2, LR-4; LS-3, LR-4

**GENERAL**

Provides principal secretarial support in an office, usually to one individual, and, in some cases, also to the subordinate staff. Works independently, receiving a minimum of detailed guidance and direction. Performs varied clerical and secretarial duties requiring a knowledge of office routine and an understanding of the organization, programs, and procedures related to the work of the office.

Classification by Level Secretary jobs which meet the required characteristics are matched at one of five levels according to two factors: (a) level of the secretary's assigned office within the overall organizational structure (LS), and (b) level of the secretary's responsibility (LR).

### Level of Secretary's Assigned Office (LS):

Secretaries should be matched with one of the three LS levels below that best describes the NRC office they will be assigned to provide support services.

#### **LS-1:**

Organizational structure is not complex and internal procedures and administrative controls are simple and informal; manager directs staff through face-to-face meetings.

#### **LS-2:**

Organizational structure is complex and is divided into subordinate groups that usually differ from each other as to subject matter, function, etc.; manager usually directs staff through intermediate staff; and internal procedures and administrative controls are formal. An entire organization (e.g., division, subsidiary, or parent organization) may contain a variety of subordinate groups which meet the LS-2 definition. Therefore, it is not unusual for one LS-2 supervisor to report to another LS-2 supervisor.

The presence of a subordinate manager does not by itself mean LS-2 applies, e.g., a clerical processing organization divided into several units, each performing very similar work, is placed in LS-1.

In smaller organizations with relatively few organizational levels, the manager may have an impact on the policies and major programs of the entire organization, and may deal with important outside contacts as described in LS-3.

#### **LS-3:**

Organizational structure is divided into two or more subordinate manager levels (of which at least one is a managerial level) with several subdivisions at each level. Executive's program(s) are usually interlocked on a direct and continuing basis with other major organizational segments, requiring constant attention to extensive formal coordination, clearances, and procedural controls. Executive typically has: financial decision-making authority for assigned program(s); considerable impact on the entire organization's financial position or image; and responsibility for, or has staff specialists in, such areas as personnel and administration for assigned organization. Executive plays an important role in determining the policies and major programs of the entire organization, and spends considerable time dealing with outside parties actively interested in assigned program(s) and current or controversial issues.

### Level of Secretary's Responsibility (LR):

This factor evaluates the nature of the work relationship between the secretary and the task manager or staff, and the extent to which the secretary is expected to exercise initiative and judgment. Secretaries should be matched at the level best describing their level of responsibility. When a position's duties span more than one LR level, the introductory paragraph at the beginning of each LR level should be used to determine which of the levels best matches the position. (Typically, secretaries performing at the higher levels of responsibility also perform duties described at the lower levels.)



**LR-1:** Carries out recurring office procedures independently. Selects the guideline or reference which fits the specific case. Task Manager provides specific instructions on new assignments and checks completed work for accuracy. Performs varied duties including or comparable to the following:

- 1 Responds to routine telephone requests which have standard answers; refers calls and visitors to appropriate staff. Controls mail and assures timely staff response; may send form letters;
- 2 Maintains task manager's calendar, makes appointments, and arranges for meeting rooms;
- 3 Reviews materials prepared for task manager's approval for typographical accuracy and proper format;
- 4 Maintains recurring internal reports, such as time and leave records, office equipment listings, correspondence controls, and training plans;
- 5 Requisitions supplies, printing, maintenance, or other services. Types, uses word processing software, and establishes and maintains office files.

**LR-2:** Handles differing situations, problems, and deviations in the work of the office according to the task manager's general instructions, priorities, duties, policies, and program goals. Task Manager may assist secretary with special assignments. Duties include or are comparable to the following:

- 1 Screens telephone calls, visitors, and incoming correspondence; personally responds to requests for information concerning office procedures; determines which requests should be handled by the task manager, appropriate staff member or other offices;
- 2 Schedules tentative appointments, makes arrangements for conferences and meetings and assembles established background materials, as directed. May attend meetings and record and report on the proceedings;
- 3 Reviews outgoing materials and correspondence for internal consistency and conformance with established procedures; assures that proper clearances have been obtained, when needed;
- 4 Collects information from the files or staff for routine inquiries on office program(s) or periodic reports. Refers non-routine requests to the staff;
- 5 Explains requirements concerning office procedures. Coordinates personnel and administrative forms for the office and forwards for processing.

**LR-3:** Uses greater judgment and initiative to determine the approach or action to take in nonroutine situations. Interprets and adapts guidelines, including unwritten policies, precedents, and practices, which are not always completely applicable to changing situations. Duties include or are comparable to the following:

- 1 Based on a knowledge of the office, composes correspondence on administrative matters and general office policies for office approval;
- 2 Anticipates and prepares materials needed for conferences, correspondence, appointments, meetings, telephone calls, etc.;
- 3 Reads publications, regulations, and directives and takes action or refers those that are important to the staff;

- 4 Prepares special or one-time reports, summaries, or replies to inquiries, selecting relevant information from a variety of sources such as reports, documents, correspondence, other offices, etc., under general directions;
- 5 Advises secretaries in other offices on new procedures; requests information needed from the office(s) for periodic or special conferences, reports, inquiries, etc.

**LR-4:** Handles a wide variety of situations and conflicts involving the clerical or administrative functions of the office. Duties include or are comparable to the following:

- 1 Composes correspondence requiring some understanding of technical matters;
- 2 Notes commitments made during meetings and arranges for staff implementation. Arranges for staff member to represent organization at conferences and meetings, establishes appointment priorities, or reschedules appointments or invitations;
- 3 Reads outgoing correspondence for approval and alerts writers to any conflict with the file or departure from office policies; gives advice to resolve the problems;
- 4 Summarizes the content of incoming materials, specially gathered information, or meetings; coordinates the new information with background office sources; draws attention to important parts or conflicts;
- 5 Ensures that requests for action or information are relayed to the appropriate staff member; as needed, interprets request and helps implement action; makes sure that information is furnished in timely manner.

**NOTE:** Description of Clerk and Word Processor skill categories on next page.

Skill Category	Hourly Rate	Description of Skill Category
General Clerk 1	\$20.99	Follows a few clearly detailed procedures in performing simple repetitive tasks in the same sequence, such as filing precoded documents in a chronological file or operating office equipment, e.g., mimeograph, photocopy, addressograph or mailing machine.
General Clerk II	\$24.08	Follows a number of specific procedures in completing several repetitive clerical steps performed in a prescribed or slightly varied sequence, such as coding and filing documents in an extensive alphabetical file, simple posting to individual accounts, opening mail, running mail through metering machines, and calculating and posting charges to departmental accounts. Little or no subject-matter knowledge is required, but the clerk needs to choose the proper procedure for each task.
General Clerk III	\$26.51	Work requires a familiarity with the terminology of the office unit. Selects appropriate methods from a wide variety of procedures or makes simple adaptations and interpretations of a limited number of substantive guides and manuals. The clerical steps often vary in type or sequence, depending on the task. Recognized problems are referred to others.
General Clerk IV	\$31.70	Uses some subject-matter knowledge and judgment to complete assignments consisting of numerous steps that vary in nature and sequence. Selects from alternative methods and refers problems not solvable by adapting or interpreting substantive guides, manuals, or procedures. Typical duties include: assisting in a variety of administrative matters; maintaining a wide variety of financial or other records; verifying statistical reports for accuracy and completeness; and handling and adjusting complaints.
Word Processor I	\$21.17	Produces a variety of standard documents, such as correspondence, form letters, reports, tables and other printed materials, using varied functions of word processing software. Work requires skill in typing; a knowledge of grammar, punctuation and spelling; and ability to use reference guides and equipment manuals. Performs familiar, routine assignments following standard procedures. Seeks further instructions for assignments requiring deviations from established procedures.
Word Processor II	\$24.84	Uses a knowledge of varied and advanced functions of one software type, a knowledge of varied functions of different types of software, or a knowledge of specialized or technical terminology to perform such typical duties as: Editing and reformatting written or electronic drafts. Examples include: Correcting function codes; adjusting spacing and formatting; and standardizing headings, margins, and indentations. Transcribing scientific reports, lab analyses, legal proceedings, or similar material from voice tapes or handwritten drafts. Work requires knowledge of specialized, technical, or scientific terminology. Work requires familiarity with office terminology and practices; incumbent corrects copy and questions originator of document concerning missing information, improper formatting, or discrepancies in instructions.
Word Processor III	\$28.53	Requires both a comprehensive knowledge of word processing software applications and office practices and a high degree of skill in applying software functions to prepare complex and detailed documents. For example, processes complex and lengthy technical reports which include tables, graphs, charts, or multiple columns. Uses either different word processing packages or many different style macros or special command functions. Independently completes assignments and resolves problems.