

NRC FORM 662 (5-2004)		U.S. NUCLEAR REGULATORY COMMISSION		1. DATE OF ISSUE 09/28/04	2. AGREEMENT NUMBER NRC-34-04-601	3. MOD NO. N/A
AWARD OF INTERAGENCY AGREEMENT						
5. ISSUED BY U.S. Nuclear Regulatory Commission (NRC) Washington, DC 20555-0001		4. AGENCY LOCATOR NO. 31000001		5. B & R NUMBER 47H-15-541-370		
DUNS # 040535809		7. JOB CODE N7196		8. APPROPRIATION SYMBOL 31X0200		
		9. BOC 253A		10. DOCUMENT IDENTIFICATION NUMBER RQ700400153		
PROJECT MANAGER Mindy Landau		11. NAME AND ADDRESS OF SERVICING AGENCY Department of the Treasury (Franchise) Federal Consulting Group 1700 G. Street, N.W. Washington, DC 20552 DUNS # 040099108				

12. JOB CODE TITLE Inter-Service Support Agreement for Support to the NRC for the Delivery of a Measurement of Customer Satisfaction.	13. AGREEMENT PERFORMANCE PERIOD	
	BEGIN 09/28/2004	END 02/28/2005

14. OBLIGATION AVAILABILITY PROVIDED BY	
A. THIS ACTION	\$ 33,750
B. TOTAL PLACED PRIOR TO THIS ACTION WITH THE PERFORMING ORGANIZATION UNDER THIS JOB CODE FOR THIS FISCAL YEAR	\$ 0
C. TOTAL ORDERS TO DATE FOR THIS JOB CODE FOR THIS FISCAL YEAR	\$ 33,750
D. TOTAL ORDERS TO DATE FOR THIS AGREEMENT	\$ 33,750

15. ATTACHMENTS THE FOLLOWING ATTACHMENTS ARE MADE A PART OF THIS AGREEMENT <input checked="" type="checkbox"/> STATEMENT OF WORK <input type="checkbox"/> ADDITIONAL TERMS AND CONDITIONS <input checked="" type="checkbox"/> OTHER (Specify) <u>ISSA 9602</u>	16. SECURITY <input type="checkbox"/> WORK ON THIS AGREEMENT INVOLVES CLASSIFIED INFORMATION <input type="checkbox"/> WORK ON THIS AGREEMENT INVOLVES SENSITIVE UNCLASSIFIED INFORMATION <input checked="" type="checkbox"/> WORK ON THIS AGREEMENT IS UNCLASSIFIED AND NOT SENSITIVE
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17. FEE BILLABLE UNDER 10 CFR PART 170 YES NO

18. REMARKS
 Survey to use agreed to survey questions. Deliverable, due 12/15/04: Final survey results, broken down in accordance with agreed to categories, and weighted by stakeholder involvement. Pricing in accordance with MOBIS Schedule, contract number GS-10F-0040K, Survey Services, ESI. Data to be protected in accordance with Privacy Act /Federalwide standards.

19. AUTHORITY TO ENTER INTO INTERAGENCY AGREEMENT (Check only one)

ENERGY REORGANIZATION ACT OF 1974, AS AMENDED OTHER (Specify)

THE ECONOMY ACT OF 1932

THE CLINGER-COHEN ACT OF 1996

20. ADVANCE PAYMENT IS NOT AUTHORIZED IS AUTHORIZED (Requires approval by Director, DAF/OCFO)

21. ESTIMATED COST FOR FULL PERFORMANCE OF THIS AGREEMENT

FY 2004	FY	FY	FY	FY	TOTAL
\$ 33,750	\$ 0	\$ 0	\$ 0	\$ 0	\$ 33,750

22. CERTIFICATION OF FUNDS
 This certifies that funds in the amount cited in Block 13.A. are available in the current fiscal year allotment for work authorized by this agreement.

FUNDS CERTIFICATION OFFICIAL (Typed Name) See NRC Form 30, cert. dated 9/22/04	SIGNATURE	DATE
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23. SIGNATURES

NRC ISSUING AUTHORITY (Typed Name and Title) Mary Lynn Scott, Contracting Officer	SIGNATURE <i>Mary Lynn Scott</i>	DATE 09/28/2004
SERVICING AGENCY OFFICIAL/DESIGNEE (Typed Name and Title) Marilyn Willes, Chief Operating Officer	SIGNATURE <i>Marilyn Willes</i>	DATE 9/28/04

**NRC CONTACTS:
TECHNICAL:**

FULL NAME Mindy Landau		ADDRESS US Nuclear Regulatory Commission Attn: Mindy S. Landau, Assistant for Communications Mail Stop 16E15 OEDO Washington, DC 20555-0001
TELEPHONE NUMBER 301-415-8703	FACSIMILE NUMBER 301-415-2700	
E-MAIL ADDRESS msl@nrc.gov		

ADMINISTRATIVE:

FULL NAME Mary Mace		ADDRESS US Nuclear Regulatory Commission Attn: Mary Mace Mail Stop T7I2 ADM/DC Washington, DC 20555-0001
TELEPHONE NUMBER 301-415-7314	FACSIMILE NUMBER 301-415-5396	
E-MAIL ADDRESS mhm1@nrc.gov		

**OTHER AGENCY'S CONTACTS:
TECHNICAL:**

FULL NAME Bernie Lubran		ADDRESS Department of the Treasury (Franchise) Federal Consulting Group 1700 G. Street, NW Washington, DC 20552
TELEPHONE NUMBER 202-906-5642	FACSIMILE NUMBER 202-906-6162	
E-MAIL ADDRESS Bernie.Lubran@ots.treas.gov		

ADMINISTRATIVE:

FULL NAME Ron Oberbillig		ADDRESS Department of the Treasury (Franchise) Federal Consulting Group 1700 G. Street, NW Washington, DC 20552
TELEPHONE NUMBER 202-906-6863	FACSIMILE NUMBER 202-906-6162	
E-MAIL ADDRESS Ronald.Oberbillig@ots.treas.gov		

BILLING INFORMATION: To receive reimbursement under this agreement, forward to NRC on a (check one):

monthly quarterly other completion of project basis, an original and three copies of Standard Form

1081 in accordance with the Treasury Fiscal Requirements Manual, Bulletin No. 78-09, or, if possible, bill monthly through the OPAC system. Send reimbursement requests to the following address:

Payment Policy and Obligations Team
Mail Stop: T-9 F30
Division of Financial Services
Office of the Chief Financial Officer
U.S. Nuclear Regulatory Commission
Washington, DC 20555-0001

Any NRC funds remaining unexpended at the end of a fiscal year may be carried over into future fiscal years unless otherwise notified by NRC.

REPORTING REQUIREMENTS: Submit reports to the NRC in accordance with the statement of work. Submit financial status reports on a (check one):

monthly quarterly other final report basis. These reports shall contain a brief letter status

which summarizes the expenditure of NRC funds. This report shall address the following categories, as applicable: (1) staff effort; (2) travel; (3) equipment and supplies; and (4) subcontract costs. Each report shall include by category: (a) costs for the previous month; (b) cumulative costs and uncosted obligations to date; and (c) projections for the remainder of the NRC obligated funds. The first monthly report shall provide the initial projections, and subsequent reports shall either indicate revised projections or indicate "no change in the cost and uncosted expenditure projection."

Submit these reports to the NRC Technical Contact by the 20th day of the month following the reporting period.

TERMINATING THE AGREEMENT: This agreement may be unilaterally terminated by either party generally upon 30 days' written notice to the other party. NRC will pay its share of any project expenses up to the termination date. Any expenses incurred in terminating this agreement will be paid by the party terminating the agreement. Any unexpended funds shall be returned to the NRC.

INTER-SERVICE SUPPORT AGREEMENT

ISSA Number: 9602

This agreement is entered into on behalf of the Federal Consulting Group (FCG) as the Providing Agency and the following Customer Agency.

CUSTOMER AGENCY NAME AND ADDRESS:

US Nuclear Regulatory Commission
(NRC)
Washington, DC 20555

THE CUSTOMER AGENCY SHALL RETURN A SIGNED COPY OF THIS FORM TO:

Department of the Treasury (Franchise)
Federal Consulting Group
1700 G Street, NW
Washington, DC 20552

ALC: 20-55-0861 20X4560.006

DUNS NUMBER: 040099108

PROVIDING AGENCY CONTACT:

Bernie Lubran, Project Manager
Phone Number: (202) 906-5642
Fax Number: (202) 906-6162
E-Mail Address: Bernie.Lubran@ots.treas.gov

CUSTOMER AGENCY CONTACT:

Mindy S. Landau, Assistant for
Communications
Phone Number: (301) 415-8703
Fax Number: (301) 415-2700
Email: MSL@nrc.gov

SERVICES TO BE PROVIDED: One measurement of customer satisfaction with the quality of the Nuclear Regulatory Commission's credibility as a regulator, effectiveness in clearly communicating factual information, and responsiveness to stakeholder concerns, utilizing the American Customer Satisfaction Index (ACSI) methodology. See the attached Statement of Services for details. All deliverables to NRC within this Agreement are Federal records owned by NRC and must be managed by the FCG Contractors as Federal records.

Period Covered: September 28, 2004 – February 28, 2005 **Estimated Price:** \$33,750

PAYMENT PROVISIONS: FCG will invoice following delivery of the final detailed report to the NRC.

AGENCY DUNS NUMBER: 040535809

CUSTOMER ALC (AGENCY LOCATOR CODE) FOR IPAC BILLING: _____

AGENCY ACCOUNTING/APPROPRIATION STRIP:

ACQUISITION AUTHORITY: Under the Treasury Department Appropriation Act of 1997 (P.L. 104 208), as amended by the Treasury Department Appropriation Act of 2001 (P.L. 106-554).

APPROVALS BY CUSTOMER AGENCY:

APPROVAL BY PROVIDING AGENCY:

(Signature - Financial Manager) _____ (Date) _____

(Signature) Melinda Andrews (Date) 7/29/04

See Binding NRC Form 662 dated 9/28/04
May be used Contracting Officer

(Signature) _____
Marilyn Wiles, Chief Operating Officer

(Typed Name & Title) _____

(Typed Name & Title)

(Signature - Program Official) William N. Outlaw (Date) 9-22-04

(Typed Name & Title) Director of Communications

(Typed Name & Title) Director of Communications

**STATEMENT OF SERVICES FOR
THE NUCLEAR REGULATORY COMMISSION ("NRC")
FCG ISSA NUMBER: 9602**

1. PURPOSE:

This Statement of Services describes the Federal Consulting Group's (FCG) support to the Nuclear Regulatory Commission (NRC) for the delivery of a measurement of customer satisfaction with the quality and effectiveness of the Nuclear Regulatory Commission's communication strategy, utilizing the American Customer Satisfaction Index (ACSI) methodology. Specifically, the Nuclear Regulatory Commission desires to assess the quality of its credibility as a regulator, its effectiveness in clearly communicating factual information, and its responsiveness to stakeholder concerns.

2. DETERMINATION AND FINDINGS:

Pursuant to 48 CFR 17.503, the Nuclear Regulatory Commission warrants that:

- (1) Funds are available,
- (2) This order is in the best interest of the United States Government,
- (3) The Federal Consulting Group is able to provide the ordered goods or services, and that
- (4) The NRC has decided that the ordered goods or services cannot be provided as cheaply or as conveniently by a commercial enterprise.

3. BACKGROUND:

The FCG is a federal government organization that has been serving the federal community for over a decade. It is a fee-for-service franchise activity within the Department of the Treasury. The staff is comprised of senior leaders and executives from throughout the federal government who have managed major programs and led the transformation process to achieve high-performing, citizen-centered organizations. The Group is often referred to as "insiders with outsider's knowledge." FCG invests in its customers' future and commits to their success in creating customer-driven, results-oriented organizations.

FCG is the Executive Agent for the American Customer Satisfaction Index (ACSI) and brings other best practices from both the public and the private sectors to help senior government leaders achieve top results. FCG offers a tailored, collaborative approach to consulting and seeks to develop leaders so that they continue to lead change themselves. FCG consultants have visibility and regular contact with political leaders and senior executives from other agencies and can share their "lessons learned" in bringing about positive change.

4. SCOPE OF WORK AND DELIVERABLES:

The FCG and its partners, Claes Fornell International (CFI Group USA) and the University of Michigan, comprise the ACSI Team. The ACSI Team will collaborate with the NRC in developing an econometric model based on the ACSI and customized for services provided by the NRC. This model will include three main components: relevant activities in each area that drive customer satisfaction, satisfaction itself, and desirable customer behaviors. To obtain data for processing by the model, the ACSI Team will collaborate with the NRC in preparing a helpful questionnaire. The questionnaire may also include several questions that are not related to the model but desirable for informational purposes and general analysis to determine the awareness and effectiveness of its communication strategy.

The survey of NRC's customers will most likely be conducted via telephone using a database provided by the NRC. The ACSI Team will process the survey data through the customized model, analyze the results, and perform necessary statistical reviews. After modeling and studying the data, the ACSI Team will develop actionable recommendations for discussion with the NRC and include them in a comprehensive report on customer satisfaction.

5. PERIOD OF PERFORMANCE:

Approximate period of study begins on September 28, 2004, and concludes on or about February 28, 2005.

6. TERMS OF AGREEMENT:

This agreement becomes effective upon the signature of both parties and will remain in effect until September 30, 2005, unless extended by mutual consent of both parties.

7. RECORDS MANAGEMENT:

All deliverables to the NRC defined within this Agreement are Federal records owned by the NRC and must be managed by the ACSI Team as Federal records.

8. AMENDMENT OF THE AGREEMENT:

This Agreement or any of its specific provisions may be revised or amended only by the signature approval of the parties to the Agreement or by their respective official successors. Any party may terminate this Agreement by providing 30 days written notice to the other party.

9. COST:

The cost for the ACSI measurement of customer satisfaction of and effectiveness with the NRC's communication strategy is \$33,750. This is a firm fixed price effort.

10. PAYMENT FOR SERVICES:

FCG provides services to other federal agencies through the use of an Inter-Service Support Agreement (ISSA). A copy of the ISSA is attached for reference and signature. Work will commence once a fully executed ISSA has been completed by the NRC and the FCG. FCG will invoice, using the Internal Government Payment and Collection System (IPAC), for the full amount of this Agreement following presentation of the final report to the NRC. A copy of the invoice will be sent to the project officer for verification and review.

11. COMMUNICATIONS:

Questions related to the scope of work, contract tasks, product status and delivery, as well as any changes to this agreement, will be communicated by the NRC to Bernie Lubran, Project Manager, Federal Consulting Group, (202) 906-5642.

The Federal Consulting Group appreciates the opportunity to support the Nuclear Regulatory Commission, as you are a valued customer.