NRC FORM 662 (5-2004) U.S. NUCLEAR REGULATORY COMMISSION

AWARD OF INTERAGENCY AGREEMENT

1. DATE OF ISSUE: SEP 2 9 2004	2. AGREEMENT NUMBER: NRC-33-04-352	3. MOD NO.
4. AGENCY LOCATOR NO.: 31000001	5. B & R NUMBER: 410-15-524-346	
7. JOB CODE: D2413	8. APPROPRIATION SYMBOL: 31X0200.410	
9. BOC: 253A	10. DOCUMENT IDENTIFICATION NUMBER: CIO-04-352	

6. ISSUED BY
U.S. Nuclear Regulatory Commission
Division of Contracts
Mailstop: T-7-I-2
Washington, DC 20555

PROJECT MANAGER
Jeffrey Main

11. NAME AND ADDRESS OF SERVICING AGENCY
Department of the Treasury (Franchise)
Federal Consulting Group
1700 G Street, NW
Washington, DC 20552

DUNS No. 040099108
ACL No. 20-55-0861

12. JOB CODE TITLE
On-Line Customer Satisfaction Survey - (American Satisfaction Index Measurement of the NRC website

13. AGREEMENT PERFORMANCE PERIOD

BEGIN	END
09/30/2004	11/30/2005

14. OBLIGATION AVAILABILITY PROVIDED BY

A. THIS ACTION	$	30,000
B. TOTAL PLACED PRIOR TO THIS ACTION WITH THE PERFORMING ORGANIZATION UNDER THIS JOB CODE FOR THIS FISCAL YEAR	$	
C. TOTAL ORDERS TO DATE FOR THIS JOB CODE FOR THIS FISCAL YEAR	$	
D. TOTAL ORDERS TO DATE FOR THIS AGREEMENT	$	30,000

15. ATTACHMENTS

THE FOLLOWING ATTACHMENTS ARE MADE A PART OF THIS AGREEMENT

- [x] STATEMENT OF WORK
- [ ] ADDITIONAL TERMS AND CONDITIONS
- [x] OTHER *(Specify)* ISSA No. 9598

16. SECURITY

- [ ] WORK ON THIS AGREEMENT INVOLVES CLASSIFIED INFORMATION
- [ ] WORK ON THIS AGREEMENT INVOLVES SENSITIVE UNCLASSIFIED INFORMATION
- [x] WORK ON THIS AGREEMENT IS UNCLASSIFIED AND NOT SENSITIVE

17. FEE BILLABLE UNDER 10 CFR PART 170 [ ] YES [x] NO

18. REMARKS

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

- [ ] ENERGY REORGANIZATION ACT OF 1974, AS AMENDED
- [x] THE ECONOMY ACT OF 1932
- [ ] THE CLINGER-COHEN ACT OF 1996
- [ ] OTHER *(Specify)*

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
$ 30,000	$	$	$	$	$ 30,000

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)*	SIGNATURE	DATE
Dennis K. Johnson, Certifying Official	D K J	9/29/04

23. SIGNATURES

NRC ISSUING AUTHORITY *(Typed Name and Title)*	SIGNATURE	DATE
Robert B. Webber, Contracting Officer		9/29/04
SERVICING AGENCY OFFICIAL/DESIGNEE *(Typed Name and Title)*	SIGNATURE	DATE
See Attached ISSA No. 9598		

NRC CONTACTS:
TECHNICAL:

FULL NAME		ADDRESS
Jeffrey Main		U.S. Nuclear Regulatory Commission Office of the Chief Information Officer Mailstop: T-6-E-7 Washington, DC 20555
TELEPHONE NUMBER	FACSIMILE NUMBER	
301-415-6845	301-415-5272	
E-MAIL ADDRESS		
jdm1@nrc.gov		

ADMINISTRATIVE:

FULL NAME		ADDRESS
Michael Turner		U.S. Nuclear Regulatory Commission Division of Contracts Mailstop: T-7-I-2 Washington, DC 20555
TELEPHONE NUMBER	FACSIMILE NUMBER	
301-415-6535	301-415-5761	
E-MAIL ADDRESS		
mat1@nrc.gov		

OTHER AGENCY'S CONTACTS:
TECHNICAL:

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

ADMINISTRATIVE:

FULL NAME		ADDRESS
Melonita Andrews		Department of the Treasury (Franchise) Federal Consulting Group 1700 G Street, NW Washington, DC 20552
TELEPHONE NUMBER	FACSIMILE NUMBER	
202-906-7234	202-906-6162	
E-MAIL ADDRESS		
Melonita.Andrews@ots.treas.gov		

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

☐ monthly ☐ quarterly ☑ other 90 Days 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 Every 6 Weeks 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: 9598

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

CUSTOMER AGENCY NAME AND ADDRESS:

Nuclear Regulatory Commission (NRC)
One White Flint North Building
11555 Rockville Pike
Rockville, MD 20852

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

CUSTOMER AGENCY CONTACT:

Jeffrey Main
Phone Number: (301) 415-6845
E-Mail Address: JDM1@nrc.gov

SERVICES TO BE PROVIDED: One, twelve-month measurement of customer satisfaction with the www.nrc.gov website, utilizing the American Customer Satisfaction (ACSI) methodology. The attached Statement of Services contains additional details. All deliverables to the NRC within this agreement are Federal records owned by the NRC and must be managed by the co-partners and vendor as Federal records.

PROVIDING AGENCY TECHNICAL CONTACT:

Bernie Lubran, Director, ACSI Business Development
Phone Number: (202) 906-5642
Fax Number: (202) 906-6162
E-Mail Address: Bernie.Lubran@ots.treas.gov

PROVIDING AGENCY ADMINISTRATIVE CONTACT:

Melonita Andrews, Business Manager
Phone Number: (202) 906-7234
Fax Number: (202) 906-6162
E-mail Address: Melonita Andrews@ots.treas.gov

PROVIDING AGENCY PROJECT MANAGER:

Ronald Oberbillig
Phone Number: (202) 906-6863
Fax Number: (202) 906-6162
E-mail Address: Ronald.Oberbillig@ots.treas.gov

Period Covered: Pre-subscription modeling/survey development plus 12-month subscription service beginning month following shipment of code for the survey – estimated September 30, 2004 – November 30, 2005
Price: $30,000

PAYMENT PROVISIONS: FCG will invoice the full amount for the subscription after a model and survey have been provided and sufficient customer data has been collected and processed using the patented ACSI technology to post satisfaction scores – estimated to be no later than approximately 90 days after this Agreement enters into force.

CUSTOMER ALC (AGENCY LOCATOR CODE) FOR IPAC BILLING: 20 - 55 - 0861

AGENCY DUNS NUMBER: 040099108

REFERENCES (IF ANY) TO BE CITED ON INVOICE: NRC-33-04-352

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

APPROVALS BY CUSTOMER AGENCY:

See Attached NRC Form 662, "Block 22"
(Signature - **Financial Manager**) (Date)

(Typed Name & Title)

See Attached NRC Form 662, "Block 23"
(Signature - **Program Official**) (Date)

(Typed Name & Title)

APPROVAL BY PROVIDING AGENCY:

9/27/04
Melanie Andrews
for (Signature) (Date)
Marilyn Wiles, Chief Operating Officer
(Typed Name & Title)

FCG-01/2002

STATEMENT OF SERVICES FOR
NUCLEAR REGULATORY COMMISSION (NRC),
OFFICE OF THE CHIEF INFORMATION OFFICER
INTERAGENCY AGREEMENT NO. NRC-33-04-352
DEPARTMENT OF TREASURY - FEDERAL CONSULTING GROUP (FCG)
ISSA NUMBER: 9598

1. PURPOSE

The U.S. Nuclear Regulatory Commission (NRC) requests support of the Department of the Treasury's Federal Consulting Group (FGC) to deliver one twelve-month American Customer Satisfaction Index (ACSI) measurement of the NRC Public Web Site (www.nrc.gov).

2. BACKGROUND:

The NRC has implemented a customer satisfaction survey at its Public Web Site to enable the agency to improve its ability to meet the needs of site users. However, the current survey has several weaknesses that limit the usefulness of the resulting data to the agency.

Several factors led to this conclusion:

- The number of responses has not been statistically significant (less than 300 responses in 9 months),
- The method of collection requires user intervention to begin the survey (not random),
- The location of the survey limits access by users (not available directly from each page at the site),
- The data collected has not been scientifically analyzed (lack of funding),
- The data collected can not be benchmarked or compared to similar data for other web sites in the government and private sectors, and
- Changes indicated in user responses cannot be tested for usability under our current funding.

The NRC seeks to correct the above deficiencies by obtaining the services of the FCG to create and manage a new survey instrument to improve the agency's ability to measure the satisfaction of users of its Public Web Site. 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.

In addition to its role as Executive Agent for the American Customer Satisfaction Index (ACSI), FCG brings 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.

3. SCOPE OF WORK

The FCG and its partner, Foresee Results Inc., hereinafter referred to as the "FCG contractor," will collaborate with the NRC in refining an econometric model based on the ACSI, as necessary, and customized for the designated website. This model will include relevant elements of the website that drive customer satisfaction, satisfaction itself, and desirable customer behaviors.

To obtain data for processing by the model, the FCG contractor will collaborate with the NRC in preparing an on-line survey with multiple, model-related questions for the selected website elements, satisfaction, and future behaviors. In addition, the survey may also include customized questions developed by the NRC that are not related to the model but desirable for informational purposes and general analysis. These questions may be deleted, modified, or replaced at appropriate intervals during the subscription period.

Customers using the NRC website will be selected to take the on-line survey based on sampling parameters that are determined by the NRC and implemented by parameter files provided by the FCG contractor. The FCG contractor will process the survey data in the NRC model and provide on-line access to the data, scores, reports, and analysis. No persistent cookies will be used in serving the survey to customers or in collecting data. This service complies with Federal Section 508 guidelines for accessibility.

4. CONTRACTOR DELIVERABLES

The FCG contractor will assign a dedicated employee to work with the NRC in order to provide a high-level of personalized service throughout the duration of the subscription service. The Client Services Representative will be responsible for working with the NRC on all aspects of the project, including **Designing the Model, Deploying the Survey, Providing On-Line Reports, Analyzing and Interpreting the On-Line Data and Refining the Model/Survey, and Compiling Customized Reports and Presenting In-Depth Analyses.** Deliverables associated with each of these activities are detailed below:

Designing the Model Phase

During this phase of the implementation process, FCG Contractor's Client Services Representative will conduct meetings over the telephone with the NRC team to assess and gain insights into the NRC's objectives for its website, current

activity levels, existing metrics, and general architecture and structure. Based on the discussions from these meetings, the Client Services Representative will develop, design, and recommend a specific American Customer Satisfaction Index model to meet the needs of the NRC. The Client Services Representative will work with the NRC team to refine the questionnaire, and identify appropriate custom questions to gain further insight about online customers. The Client Services Representative will forward the final questionnaire to the Federal Consulting Group for submission to the Office of Management and Budget for clearance under the Paperwork Reduction Act and will notify the NRC when the questionnaire has been cleared.

Deploying the Survey Phase

Once the NRC team has agreed upon the final questionnaire and the Federal Consulting Group has obtained the necessary clearance from the Office of Management and Budget, the Client Services Representative will work with the NRC team to test and deploy the most appropriate survey strategy based on site architecture, traffic patterns, and NRC's preferences.

Providing On-Line Statistical Reports Phase

The FCG Contractor will process the survey data in the client's customer satisfaction model to generate an initial and a subsequent on-going series of ACSI data points. The Client Services Representative will provide the NRC team with a password-protected access to a report dashboard that will offers on-line access to the data, scores, reports, and analyses. The NRC team will have 24/7 access to these on-line statistical reports, which will include trend lines, benchmark reports, distribution reports, average question responses, a priority map and a satisfaction summary. In addition, the FCG contractor will contact the NRC to assist in interpreting each of the online reports.

Analyzing and Interpreting the On-Line Data and Refining the Model/Survey Phase

Approximately every six weeks, the Client Services Representative will compile additional graphical insight reports that complement the value that the Online Reporting Facility delivers. These reports provide data on select customer segments as defined by responses to a survey question (e.g., first-time visitors) or by data passed by clients. These reports are delivered electronically using the Microsoft Excel 2000 format. The Client Services Representative will schedule a meeting to review these additional reports with the NRC team, determine whether there needs to be any modification to or refinement of the model and/or custom questions, and recommend adjustments to the frequency of the survey deployment.

Compiling Customized Reports and Presenting In-Depth Analysis Phase

On a quarterly basis, the Client Services Representative will conduct an in-depth evaluation and analysis of the client's results and present those results over the phone to the NRC team. This information typically would include:

- A summary of custom question results with recommendations for changes to and/or additions to custom questions;
- A summary of the data collected and recommendations about future data collection;
- Element, Satisfaction, and Future Behavior scores with comparisons to appropriate benchmark indices;
- Up to six segmentations of the results per measure; and
- Any additional customized reports requested by the NRC.

Notwithstanding the client services just described, the NRC may contact the FCG contractor to discuss issues or questions on an as-needed basis.

5. PERIOD OF PERFORMANCE

In addition to pre-subscription modeling/survey development, the estimated period of performance is September 30, 2004, to November 30, 2005. However, the subscription service itself will be 12 months in duration beginning the first day of the month following the shipment of the software code to the NRC to enable it to implement the customer satisfaction survey.

6. TERMS OF AGREEMENT

This agreement becomes effective upon the signature of both parties and will remain in effect until November 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 co-partners and vendor 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 signatory to the agreement or by their respective official successors.

9. COST:

The cost of this assessment service is $30,000 for one, twelve-month subscription measure. 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. The service will begin 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). FCG will invoice the full amount for this subscription after the model and survey have been successfully implemented and sufficient customer data has been collected and processed using the patented ACSI technology to post satisfaction scores. If for any reason, this subscription service terminates through no fault of the NRC prior to the delivery of twelve months of continuous measurement, the NRC shall be entitled to a pro rata refund for that portion of the subscription that has not been delivered. A copy of the invoice will be sent to the project officer for verification and review.

11. PROJECT OFFICER AUTHORITY

(a) The contracting officer's authorized representative hereinafter referred to as the project officer for this contract is:

Name: Jeffrey Main
Address: U.S. Nuclear Regulatory Commission
11545 Rockville Pike
MS T-6 E7
Rockville, MD 20852

Telephone Number: 301-415-6845

(b) The project officer shall:

(1) Monitor contractor performance and recommend changes in requirements to the contracting officer.

(2) Inspect and accept products/services provided under the contract.

(3) Review all contractor invoices/vouchers requesting payment for products/services provided under the contract and make recommendations for approval, disapproval, or suspension.

(4) Immediately notify the Personnel Security Branch, Division of Facilities and Security (PERSEC/DFS) (via e-mail) when a contractor employee no longer requires access authorization and return the individual's badge to PERSEC/DFS within three days after their termination.

(5) Ensure that all contractor employees that require access to classified Restricted Data or National Security Information or matter, access to sensitive unclassified information (Safeguards, Official Use Only, and Proprietary information) access to sensitive IT systems or data, unescorted access to NRC controlled buildings/space, or unescorted access to protected and vital areas of nuclear power plants receive approval of SB/DFS prior to access in accordance with Management Directive and Handbook 12.3.

(c) The project officer may not make changes to the express terms and conditions of this contract.

12. COMMUNICATIONS – PROVIDING AGENCY PROJECT MANAGER

Questions related to the scope of work or changes to this agreement will be communicated by the NRC point of contact to Ronald Oberbillig, Project Manager, Federal Consulting Group, Phone No. (202) 906-6863, Fax No. (202) 906-6161, e-mail address: Ronald. Oberbillig@ots.treas.gov.