

AWARD OF INTERAGENCY AGREEMENT

6. ISSUED BY

U.S. Nuclear Regulatory Commission
Division of Contracts
Contract Management Branch No. 3
Washington, DC 20555

1. DATE OF ISSUE
09/26/20052. AGREEMENT NUMBER
NRC-33-04-3523. MOD NO.
M0024. AGENCY LOCATOR NO.
310000015. B & R NUMBER
610-15-5G1-3447. JOB CODE
D24138. APPROPRIATION SYMBOL
31X0200.6109. BOC
253A10. DOCUMENT IDENTIFICATION NUMBER
OIS-06-389/10670779C

11. NAME AND ADDRESS OF SERVICING AGENCY

Department of the Treasury (Franchise)
The Federal Consulting Group (FCG)
1700 G. Street, N.W.
Washington, DC 20552

DUNS No.: 040099108
ALC No.: 20X4560.006

PROJECT MANAGER

Jeffrey Main

12. JOB CODE TITLE

On-Line Customer Satisfaction Survey - American Satisfaction Index Measurement of
the NRC Website)

13. AGREEMENT PERFORMANCE PERIOD

BEGIN

09/30/2004

END

11/30/2008

14. OBLIGATION AVAILABILITY PROVIDED BY

A. THIS ACTION

\$ 60,000

B. TOTAL PLACED PRIOR TO THIS ACTION WITH THE PERFORMING ORGANIZATION
UNDER THIS JOB CODE FOR THIS FISCAL YEAR

\$ 60,000

C. TOTAL ORDERS TO DATE FOR THIS JOB CODE FOR THIS FISCAL YEAR

\$ 0

D. TOTAL ORDERS TO DATE FOR THIS AGREEMENT

\$ 120,000

15. ATTACHMENTS

THE FOLLOWING ATTACHMENTS ARE MADE A PART OF THIS AGREEMENT

☒ STATEMENT OF WORK☐ ADDITIONAL TERMS AND CONDITIONS☒ OTHER (Specify) FCG Agreement No. F-9873

16. SECURITY

☐ WORK ON THIS AGREEMENT INVOLVES
CLASSIFIED INFORMATION☐ WORK ON THIS AGREEMENT INVOLVES
SENSITIVE UNCLASSIFIED INFORMATION☒ WORK ON THIS AGREEMENT IS UNCLASSIFIED
AND NOT SENSITIVE

17. FEE BILLABLE UNDER 10 CFR PART 170

☐ YES☒ NO

18. REMARKS

Extension of Interagency Agreement No. NRC-33-04-352 pursuant with paragraph 6 of the Statement of Work entitled,
"Terms of Agreement." This action (M002) obligates funds in the amount of \$60,000.00. (See Block 14A)

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 2005	FY 2006	FY	FY	TOTAL
\$ 30,000	\$ 30,000	\$ 60,000	\$	\$	\$ 120,000

22. CERTIFICATION OF FUNDS

This certifies that funds in the amount cited in Block 14.A. are available in the current fiscal year allotment for work authorized by this agreement.

FUNDS CERTIFICATION OFFICIAL (Typed Name)

Dennis K. Johnson, Certifying Official

SIGNATURE



DATE

9/26/06

23. SIGNATURES

NRC ISSUING AUTHORITY (Typed Name and Title)

Robert B. Webber, Contracting Officer

SIGNATURE



DATE

9/26/06

SERVICING AGENCY OFFICIAL/DESIGNEE (Typed Name and Title)

SIGNATURE

DATE

See attached FCG F-9873

TEMPLATE - ADM001

SUNSI REVIEW COMPLETE

ADM002 RECYCLED PAPER

**NRC CONTACTS:
TECHNICAL:**

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

ADMINISTRATIVE:

FULL NAME Betty Freeman		ADDRESS U.S. Nuclear Regulatory Commission Office of Administration Mail Stop T-7-I-2 Washington, DC 20555
TELEPHONE NUMBER 301-415-0587	FACSIMILE NUMBER 301-415-5761	
E-MAIL ADDRESS bhl@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 292-906-6162	
E-MAIL ADDRESS Bernie.Lubran@ots.treas.gov		

ADMINISTRATIVE:

FULL NAME Melonita Andrews		ADDRESS Department of the Treasury (Franchise) Federal Consulting Group 1700 G Street, NW Washington, DC 20552
TELEPHONE NUMBER 202-906-7234	FACSIMILE NUMBER 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 uncostered 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 uncostered 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.

INTERAGENCY AGREEMENT

FCG Agreement Number: F-9873 mod 1

This agreement is entered into on behalf of the Federal Consulting Group (FCG) as the Providing Agency and the following Customer Agency. The Customer Agency will be responsible for telefaxing and returning the original signed copy of this agreement to the Providing Agency at the address identified below.

CUSTOMER AGENCY NAME AND ADDRESS: **PROVIDING AGENCY NAME AND ADDRESS:**

Agency Name: Nuclear Regulatory Commission
Address: One White Flint North Building
1155 Rockville Pike
Washington, DC 20852
Agency Location Code: 31-00-0001
DUNS Number: 040535809

U.S. Department of the Treasury (Franchise)
The Federal Consulting Group (FCG)
1700 G. Street, N.W.
Washington, DC 20552

ALC: 20-55-0861 20X4560.006
DUNS NUMBER: 040099108

PROVIDING AGENCY CONTACT:

Name: Jeffrey Main
Phone Number: 301-415-6845
Fax Number: 301-415-5272
E-Mail Address: jdm1@nrc.gov

Name: Ron Oberbillig
Phone Number: 202-504-3656
Fax Number: 202-504-3628
E-Mail Address: Ron.Oberbillig@bpd.treas.gov

SERVICES TO BE PROVIDED: One, twenty-four month measurement of customer satisfaction with the www.nrc.gov website, utilizing the American Customer Satisfaction Index (ACSI) methodology. Annual architectural scans (up to 15,000 objects) of the website are also included, upon request. See the attached Statement of Services for details.

PERIOD COVERED:
December 1, 2006 – November 30, 2008

ESTIMATED PRICE: \$60,000.00

CUSTOMER AGENCY ACCOUNTING/APPROPRIATION CLASSIFICATION CODE:

PAYMENT PROVISIONS: FCG will invoice half the amount on Dec 1, 2006, and half on Dec 1, 2007.

PROVIDING AGENCY ACQUISITION AUTHORITY: 31 USC 322

APPROVALS BY CUSTOMER AGENCY:

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

Dennis K. Johnson, Funds Certifying Official
(Typed Name & Title)

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

Robert B. Webber, Contracting Officer
(Typed Name & Title)

APPROVAL BY PROVIDING AGENCY:

Anne Kelly May 18, 2006
(Signature) (Date)

Anne Kelly, Director
(Typed Name & Title)

**STATEMENT OF SERVICES FOR
NUCLEAR REGULATORY COMMISSION (NRC),
OFFICE OF THE CHIEF INFORMATION OFFICER
FCG ISSA NUMBER: 9873 mod 1**

1. PURPOSE

The U.S. Nuclear Regulatory Commission (NRC) requests the continued support of the Department of the Treasury's Federal Consulting Group (FCG) to deliver twenty-four months of service to assess customer satisfaction of the NRC Public Web Site (www.nrc.gov) using the American Customer Satisfaction Index (ACSI).

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. This survey was prepared and managed through the services of the FCG 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 contractor, Foresee Results Inc., hereinafter referred to as the "FCG contractor," will collaborate with the NRC web team in performing website assessment and improvement services using the American Customer Satisfaction Index (ACSI) methodology. These services shall include continued use of an econometric model based on the ACSI and customized for the designated website. This model shall include relevant elements that drive customer satisfaction, satisfaction itself, and desirable customer behaviors.

To obtain data for processing by the model, the FCG contractor shall continue collaboration with NRC in conducting an on-line survey with multiple, model-

related questions for the selected website elements, satisfaction, and future behaviors. In addition, the survey shall include customized questions developed by 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.

In collecting, analyzing and reporting the data, this project shall be executed in full compliance with the Privacy Act of 1974. Furthermore, FCG shall obtain clearance from the Office of Management and Budget for this survey under the Paperwork Reduction Act.

Customers using the NRC website shall be selected to take the on-line survey based on sampling parameters that are determined by NRC and implemented by parameter files provided by the FCG contractor. The FCG contractor shall process the survey data in the model and provide on-line access to the data, scores, reports, and analysis. In addition, the FCG contractor shall continue to contact NRC periodically to discuss survey results, make necessary changes in sampling or non-model questions, provide additional analysis, and make recommendations regarding changes in the website.

In addition, upon request, NRC will be entitled to the results of annual architectural scans (15,000 objects maximum) and quality assessment of the website, including reports and analysis reflecting website defects and visitor experience scores.

This service complies with Federal Section 508 guidelines for accessibility.

4. CONTRACTOR DELIVERABLES

A Satisfaction Research Analyst (SRA) of the FCG contractor shall be assigned to work with the NRC in order to provide a high-level of personalized service throughout the duration of the subscription. The responsibilities of this SRA include facilitating model/survey refinements, assisting with online report interpretation, compiling additional reports, and presenting in-depth analysis.

Model Design and Deployment

As required, the SRA shall conduct meetings over the telephone with the NRC team to refine the customer satisfaction model, prepare/modify custom questions to gain further insight about online customers, and recommend a strategy based on site architecture and traffic patterns.

Assistance with Online Report Interpretation

The FCG contractor will process the survey data in the NRC customer satisfaction model and provide on-line access to the data, scores, reports, and analysis for 24/7 password-protected access by the website team. In addition, the SRA will hold a meeting over the phone with those who will be accessing the online reports.

The objective of the meeting is to assist in interpreting the reports and provide recommendations for ongoing analysis.

Satisfaction Performance Reports

Every month, the SRA will compile additional graphical reports that complement the value of the Online Portal. These reports are delivered electronically using the Microsoft Excel 2000 format and may include a Satisfaction Summary, Priority Map, Average Question Responses, Trend lines, Benchmark Reports, Distribution Reports, and Comparison Reports.

Quarterly Satisfaction Insight Review

Unless the NRC requires other analysis or declines to participate, the SRA shall conduct an in-depth evaluation and analysis of the client's results generally each quarter and present those results over the phone to appropriate members of the NRC staff. This information may include: 1) a summary of the data collected and recommendations about future data collection; 2) Element, Satisfaction and Future Behavior scores with comparisons to appropriate indices; 3) a summary of custom question results, with recommendations for changes to and/or additions to custom questions; and 4) up to six segmentations of the results per measure.

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

The period of performance for this Interagency Agreement is September 30, 2004 through November 30, 2008.

6. TERMS OF AGREEMENT

This agreement will become effective when signed by all parties. The agreement will terminate on November 30, 2008, but may be amended, extended or renewed, at any time by mutual consent of the parties.

Either party may terminate this agreement by providing sixty days written notice to the other party. However, the party receiving service will be liable for the cost of any services provided prior to termination. If for any reason, this subscription service terminates through no fault of NRC prior to the delivery of twelve months of continuous measurement, NRC will be entitled to a pro rata refund for that portion of the subscription that has not been delivered.

This agreement is an internal Government agreement between the parties and is not intended to confer any right upon any private person or third party.

Nothing in this agreement will be interpreted as limiting, superseding or otherwise affecting either agency's normal operations or decisions in carrying out its

statutory or regulatory duties. This agreement does not limit or restrict the Department or NRC from participating in similar activities or arrangements with other entities.

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 service is \$60,000 for all work related to twenty-four months of assessment and improvement support. This is a firm fixed price effort.

10. PAYMENT FOR SERVICES

FCG provides services to other Federal Agencies through the use of an Interagency Agreement (IA). A copy of the IA is attached for reference and signature. The services shall be renewed on the renewal date when a fully executed IA has been completed by the customer agency and the FCG. FCG will invoice for the subscription service on its renewal date using the Intra-governmental Payment and Collection System (IPAC). A copy of all invoices will be sent to the NRC project officer for verification and review.

If for any reason, this subscription service terminates through no fault of the NRC prior to the delivery of twenty-four 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

Questions related to the scope of work or changes to this agreement will be communicated by the NRC point of contact to Ron Oberbillig, Chief Operating Officer, Federal Consulting Group, (202) 504-3656.

13. DISPUTES

Disputes concerning the interpretation of this agreement shall be resolved by a majority vote of a three-person dispute resolution committee. The committee shall consist of one NRC representative, one FCG representative, and one neutral representative agreed upon by both the NRC and FCG.

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