

ORDER FOR SUPPLIES OR SERVICES

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

BPA NO.

1. DATE OF ORDER 04-19-2006		2. CONTRACT NO. (If any) GS10F0228P		6. SHIP TO:	
3. ORDER NO. NRC-38-06-385		MODIFICATION NO.		4. REQUISITION/REFERENCE NO.	
5. ISSUING OFFICE (Address correspondence to) U.S. Nuclear Regulatory Commission Div. of Contracts Attn: Contract Management Branch No. 1 Mail Stop T-7-I-2 Washington, DC 20555				a. NAME OF CONSIGNEE U.S. Nuclear Regulatory Commission ATTN: Mrs. Donna Lam	
				b. STREET ADDRESS 11545 Rockville Pike Mail Stop T-3-D-45	
				c. CITY Washington	d. STATE DC
				e. ZIP CODE 20555	
7. TO:					
a. NAME OF CONTRACTOR GRADUATE SCHOOL, USDA				f. SHIP VIA	
b. COMPANY NAME				8. TYPE OF ORDER	
				<input type="checkbox"/> a. PURCHASE	<input checked="" type="checkbox"/> b. DELIVERY
c. STREET ADDRESS 600 MARYLAND AVE SW 180				Reference your Please furnish the following on the terms and conditions specified on both sides of this order and on the attached sheet, if any, including delivery as indicated.	
d. CITY WASHINGTON				Except for billing instructions on the reverse, this delivery/task order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.	
e. STATE DC				f. ZIP CODE 200244252	
9. ACCOUNTING AND APPROPRIATION DATA 6-8415-5C1114 T-8410 252A 31X0200 OBLIGATE: \$500,000.00				10. REQUISITIONING OFFICE HR Office of Human Resources	
11. BUSINESS CLASSIFICATION (Check appropriate box(es))				12. F.O.B. POINT N/A	
<input type="checkbox"/> a. SMALL	<input checked="" type="checkbox"/> b. OTHER THAN SMALL	<input type="checkbox"/> c. DISADVANTAGED	<input type="checkbox"/> g. SERVICE-DISABLED VETERAN-OWNED		
<input type="checkbox"/> d. WOMEN-OWNED	<input type="checkbox"/> e. HUBZone	<input type="checkbox"/> f. EMERGING SMALL BUSINESS			
13. PLACE OF		14. GOVERNMENT B/L NO.	15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date)		16. DISCOUNT TERMS
a. INSPECTION	b. ACCEPTANCE		April 23, 2007		net 30 days

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	The contractor shall provide "Professional Development Center Operations and Training Facility Support" in accordance with the Statement of Work outlined in Section C at the prices listed in the Schedule of Items and Prices in Section B. DUNS Number: 040535536					

18. SHIPPING POINT		19. GROSS SHIPPING WEIGHT		20. INVOICE NO.		\$824,992.00		17(h) TOTAL (Cont. pages)
21. MAIL INVOICE TO:								
SEE BILLING INSTRUCTIONS ON REVERSE		a. NAME U.S. Nuclear Regulatory Commission Payment Team, Mail Stop T-9-H-4						17(i) GRAND TOTAL
		b. STREET ADDRESS (or P.O. Box) Attn: (NRC-38-06-385)						
		c. CITY Washington		d. STATE DC	e. ZIP CODE 20555			

22. UNITED STATES OF AMERICA BY (Signature)	23. NAME (Typed) Carolyn A. Cooper Contracting Officer TITLE: CONTRACTING/ORDERING OFFICER
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AUTHORIZED FOR LOCAL REPRODUCTION
 PREVIOUS EDITIONS NOT USABLE
TEMPLATE - ADM001

SUNSI REVIEW COMPLETE

OPTIONAL FORM 347 (REV. 3/2005)
 PRESCRIBED BY GSA/FAR 48 CFR 53.213(e)
ADM002

DELIVERY ORDER TERMS AND CONDITIONS

A.1 CONSIDERATION AND OBLIGATION--DELIVERY ORDERS (JUN 1988)

(a) The total estimated amount of this contract (ceiling) for the products/services ordered, delivered, and accepted under this contract is \$824,992.00. The Contracting Officer may unilaterally increase this amount as necessary for orders to be placed with the contractor during the contract period provided such orders are within any maximum ordering limitation prescribed under this contract.

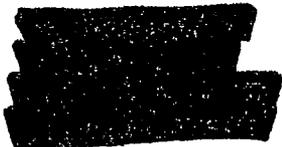
(b) The amount presently obligated with respect to this contract is \$500,000.00. The Contracting Officer may issue orders for work up to the amount presently obligated. This obligated amount may be unilaterally increased from time to time by the Contracting Officer by written modification to this contract. The obligated amount shall, at no time, exceed the contract ceiling as specified in paragraph a above. When and if the amount(s) paid and payable to the Contractor hereunder shall equal the obligated amount, the Contractor shall not be obligated to continue performance of the work unless and until the Contracting Officer shall increase the amount obligated with respect to this contract. Any work undertaken by the Contractor in excess of the obligated amount specified above is done so at the Contractor's sole risk.

A.2 Badge Requirements for Unescorted Building Access to NRC Facilities (FEB 2004)

During the life of this contract, the rights of ingress and egress for contractor personnel must be made available, as required, provided that the individual has been approved for unescorted access after a favorable adjudication from the Security Branch, Division of Facilities and Security (SB/DFS). In this regard, all contractor personnel whose duties under this contract require their presence on site shall be clearly identifiable by a distinctive badge furnished by the NRC. The Project Officer shall assist the contractor in obtaining badges for the contractor personnel. It is the sole responsibility of the contractor to ensure that each employee has a proper NRC-issued identification/badge at all times. All photo-identification badges must be immediately (no later than three days) delivered to SB/DFS for cancellation or disposition upon the termination of employment of any contractor personnel. Contractor personnel must display any NRC issued badge in clear view at all times during on-site performance under this contract. It is the contractor's duty to assure that contractor personnel enter only those work areas necessary for performance of contract work, and to assure the protection of any Government records or data that contractor personnel may come into contact with.

A.3 2052.215-70 KEY PERSONNEL (JAN 1993)

(a) The following individuals are considered to be essential to the successful performance of the work hereunder:



Project Manager
Deputy Project Manager/Program Analyst
Educational Specialist
Assistant Program Analyst

The contractor agrees that personnel may not be removed from the contract work or replaced without compliance with paragraphs (b) and (c) of this section.

(b) If one or more of the key personnel, for whatever reason, becomes, or is expected to become, unavailable for work under this contract for a continuous period exceeding 30 work days, or is expected to devote substantially less effort to the work than indicated in the proposal or initially anticipated, the contractor shall immediately notify the contracting officer and shall, subject to the concurrence of the contracting officer, promptly replace the personnel with personnel of at least substantially equal ability and qualifications.

(c) Each request for approval of substitutions must be in writing and contain a detailed explanation of the circumstances necessitating the proposed substitutions. The request must also contain a complete resume for the proposed substitute and other information requested or needed by the contracting officer to evaluate the proposed substitution. The contracting officer and the project officer shall evaluate the contractor's request and the contracting officer shall promptly notify the contractor of his or her decision in writing.

(d) If the contracting officer determines that suitable and timely replacement of key personnel who have been reassigned, terminated, or have otherwise become unavailable for the contract work is not reasonably forthcoming, or that the resultant reduction of productive effort would be so substantial as to impair the successful completion of the contract or the service order, the contract may be terminated by the contracting officer for default or for the convenience of the Government, as appropriate. If the contracting officer finds the contractor at fault for the condition, the contract price or fixed fee may be equitably adjusted downward to compensate the Government for any resultant delay, loss, or damage.

A.4 PROJECT OFFICER AUTHORITY (FEB 2004)

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

Name: Donna Lam
Address: U.S. Nuclear Regulatory Commission
Office of Human Resources
11545 Rockville Pike, MS T-3-D-45
Rockville, MD 20852
Telephone Number: (301)415-7036

(b) Performance of the work under this contract is subject to the technical direction of the NRC project officer. The term "technical direction" is defined to include the following:

(1) Technical direction to the contractor which shifts work emphasis between areas of work or tasks, authorizes travel which was unanticipated in the Schedule (i.e., travel not contemplated in the Statement of Work (SOW) or changes to specific travel identified in the SOW), fills in details, or otherwise serves to accomplish the contractual SOW.

(2) Provide advice and guidance to the contractor in the preparation of drawings, specifications, or technical portions of the work description.

(3) Review and, where required by the contract, approval of technical reports, drawings, specifications, and technical information to be delivered by the contractor to the Government under the contract.

(c) Technical direction must be within the general statement of work stated in the contract. The project officer does not have the authority to and may not issue any technical direction which:

(1) Constitutes an assignment of work outside the general scope of the contract.

(2) Constitutes a change as defined in the "Changes" clause of this contract.

(3) In any way causes an increase or decrease in the total estimated contract cost, the fixed fee, if any, or the time required for contract performance.

(4) Changes any of the expressed terms, conditions, or specifications of the contract.

(5) Terminates the contract, settles any claim or dispute arising under the contract, or issues any unilateral directive whatever.

(d) All technical directions must be issued in writing by the project officer or must be confirmed by the project officer in writing within ten (10) working days after verbal issuance. A copy of the written direction must be furnished to the contracting officer. A copy of NRC Form 445, Request for Approval of Official Foreign Travel, which has received final approval from the NRC must be furnished to the contracting officer.

(e) The contractor shall proceed promptly with the performance of technical directions duly issued by the project officer in the manner prescribed by this clause and within the project officer's authority under the provisions of this clause.

(f) If, in the opinion of the contractor, any instruction or direction issued by the project officer is within one of the categories as defined in paragraph (c) of this section, the contractor may not proceed but shall notify the contracting officer in writing within five (5) working days after the receipt of any instruction or direction and shall request the contracting officer to modify the contract accordingly. Upon receiving the notification from the contractor, the contracting officer shall issue an appropriate contract modification or advise the contractor in writing that, in the contracting officer's opinion, the technical direction is within the scope of this article and does not constitute a change under the "Changes" clause.

(g) Any unauthorized commitment or direction issued by the project officer may result in an unnecessary delay in the contractor's performance and may even result in the contractor expending funds for unallowable costs under the contract.

(h) A failure of the parties to agree upon the nature of the instruction or direction or upon the contract action to be taken with respect thereto is subject to 52.233.1 . Disputes.

(i) In addition to providing technical direction as defined in paragraph (b) of the section, the project officer shall:

(1) Monitor the contractor's technical progress, including surveillance and assessment of performance, and recommend to the contracting officer changes in requirements.

(2) Assist the contractor in the resolution of technical problems encountered during performance.

(3) Review all costs requested for reimbursement by the contractor and submit to the contracting officer recommendations for approval, disapproval, or suspension of payment for supplies and services required under this contract.

(4) Assist the contractor in obtaining the badges for the contractor personnel.

(5) Immediately notify the Security Branch, Division of Facilities and Security (SB/DFS) (via e-mail) when a contractor employee no longer requires access authorization and return of any NRC issued badge to SB/DFS within three days after their termination.â€œ□

(6) 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.

A.5 2052.215-78 TRAVEL APPROVALS AND REIMBURSEMENT -ALTERNATE 1 (OCT 1999)

(a) Total expenditure for travel may not exceed \$10,000.00 without the prior approval of the contracting officer.

(b) All foreign travel must be approved in advance by the NRC on NRC Form 445, Request for Approval of Official Foreign Travel, and must be in compliance with FAR 52.247-63 Preference for U.S. Flag Air Carriers. The contractor shall submit NRC Form 445 to the NRC no later than 30 days prior to the commencement of travel.

(c) The contractor will be reimbursed only for those travel costs incurred that are directly related to this contract and which are allowable subject to the limitations prescribed in FAR 31.205-46.

(d) It is the responsibility of the contractor to notify the contracting officer in accordance with the FAR Limitations of Cost clause of this contract when, at any time, the contractor learns that travel expenses will cause the contractor to exceed the travel ceiling amount identified in paragraph (a) of this clause.

(e) Reasonable travel costs for research and related activities performed at State and nonprofit institutions, in accordance with Section 12 of Pub. L. 100-679, shall be charged in accordance with the contractor's institutional policy to the degree that the limitations of Office of Management and Budget (OMB) guidance are not exceeded. Applicable guidance documents include OMB Circular A-87, Cost Principles for State and Local Governments; OMB Circular A-122, Cost Principles for Nonprofit Organizations; and OMB Circular A-21, Cost Principles for Educational Institutions.

A.6 2052.216-72 TASK ORDER PROCEDURES (OCT 1999)

(a) Task order request for proposal. When a requirement within the scope of work for this contract is identified, the contracting officer shall transmit to the contractor a Task Order Request for Proposal (TORFP) which may include the following, as appropriate:

- (1) Scope of work/meetings/travel and deliverables;
- (2) Reporting requirements;
- (3) Period of performance - place of performance;

- (4) Applicable special provisions;
- (5) Technical skills required; and
- (6) Estimated level of effort.

(b) Task order technical proposal. By the date specified in the TORFP, the contractor shall deliver to the contracting officer a written or verbal (as specified in the TORFP technical proposal submittal instructions) technical proposal that provides the technical information required by the TORFP.

(c) Cost proposal. The contractor's cost proposal for each task order must be fully supported by cost and pricing data adequate to establish the reasonableness of the proposed amounts. When the contractor's estimated cost for the proposed task order exceeds \$100,000 and the period of performance exceeds six months, the contractor may be required to submit a Contractor Spending Plan (CSP) as part of its cost proposal. The TORP indicates if a CSP is required.

(d) Task order award. The contractor shall perform all work described in definitized task orders issued by the contracting officer. Definitized task orders include the following:

- (1) Statement of work/meetings/travel and deliverables;
- (2) Reporting requirements;
- (3) Period of performance;
- (4) Key personnel;
- (5) Applicable special provisions; and
- (6) Total task order amount including any fixed fee.

A.7 2052.216-73 ACCELERATED TASK ORDER PROCEDURES (JAN 1993)

(a) The NRC may require the contractor to begin work before receiving a definitized task order from the contracting officer. Accordingly, when the contracting officer verbally authorizes the work, the contractor shall proceed with performance of the task order subject to the monetary limitation established for the task order by the contracting officer.

(b) When this accelerated procedure is employed by the NRC, the contractor agrees to begin promptly negotiating with the contracting officer the terms of the definitive task order and agrees to submit a cost proposal with supporting cost or pricing data. If agreement on a definitized task order is not reached by the target date mutually agreed upon by the contractor and contracting officer, the contracting officer may determine a reasonable price and/or fee in accordance with Subpart 15.8 and Part 31 of the FAR, subject to contractor appeal as provided in 52.233-1, Disputes. In any event, the contractor shall proceed with completion of the task order, subject only to the monetary limitation established by the contracting officer and the terms and conditions of the basic contract.

A.8 52.207-3 RIGHT OF FIRST REFUSAL OF EMPLOYMENT (NOV 1991)

(a) The Contractor shall give Government employees who have been or will be adversely affected or separated as a result of award of this contract the right of first refusal for employment openings under the contract in positions for which they are qualified, if that employment is consistent with post-Government employment conflict of interest standards.

(b) Within 10 days after contract award, the Contracting Officer will provide to the Contractor a list of all Government employees who have been or will be adversely affected or separated as a result of award of this contract.

(c) The Contractor shall report to the Contracting Officer the names of individuals identified on the list who are hired within 90 days after contract performance begins. This report shall be forwarded within 120 days after contract performance begins.

A.9 52.216-18 ORDERING (OCT 1995)

(a) Any supplies and services to be furnished under this contract shall be ordered by issuance of delivery orders or task orders by the individuals or activities designated in the Schedule. Such orders may be issued from the effective date of this delivery order through the expiration date of this delivery order.

(b) All delivery orders or task orders are subject to the terms and conditions of this contract. In the event of conflict between a delivery order or task order and this contract, the contract shall control.

(c) If mailed, a delivery order or task order is considered "issued" when the Government deposits the order in the mail. Orders may be issued orally, by facsimile, or by electronic commerce methods only if authorized in the Schedule.

A.10 52.216-19 ORDER LIMITATIONS (OCT 1995)

(a) Minimum order. When the Government requires supplies or services covered by this contract in an amount of less than \$300.00, the Government is not obligated to purchase, nor is the Contractor obligated to furnish, those supplies or services under the contract.

(b) Maximum order. The Contractor is not obligated to honor--

(1) Any order for a single item in excess of \$824,992.00;

(2) Any order for a combination of items in excess of \$824,992.00;

(3) A series of orders from the same ordering office within 30 days that together call for quantities exceeding the limitation in subparagraph (b)(1) or (2) above.

(c) If this is a requirements contract (i.e., includes the Requirements clause at subsection 52.216-21 of the Federal Acquisition Regulation (FAR)), the Government is not required to order a part of any one requirement from the Contractor if that requirement exceeds the maximum-order limitations in paragraph (b) above.

(d) Notwithstanding paragraphs (b) and (c) above, the Contractor shall honor any order exceeding the maximum order limitations in paragraph (b), unless that order (or orders) is returned to the ordering office within five (5) days after issuance, with written notice stating the Contractor's intent not to ship the item (or items) called for and the reasons. Upon receiving this notice, the Government may acquire the supplies or services from another source.

A.11 52.216-22 INDEFINITE QUANTITY (OCT 1995)

(a) This is an indefinite-quantity contract for the supplies or services specified, and effective for the period stated, in the Schedule. The quantities of supplies and services specified in the Schedule are estimates only and are not purchased by this contract.

(b) Delivery or performance shall be made only as authorized by orders issued in accordance with the Ordering clause. The Contractor shall furnish to the Government, when and if ordered, the supplies or services specified in the Schedule up to and including the quantity designated in the Schedule as the "maximum." The Government shall order at least the quantity of supplies or services designated in the Schedule as the "minimum."

(c) Except for any limitations on quantities in the Order Limitations clause or in the Schedule, there is no limit on the number of orders that may be issued. The Government may issue orders requiring delivery to multiple destinations or performance at multiple locations.

(d) Any order issued during the effective period of this contract and not completed within that period shall be completed by the Contractor within the time specified in the order. The contract shall govern the Contractor's and Government's rights and obligations with respect to that order to the same extent as if the order were completed during the contract's effective period; provided, that the Contractor shall not be required to make any deliveries under this contract after 90 days.

A.12 52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within 30 days; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 15 days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed five years.

A.13 52.224-1 PRIVACY ACT NOTIFICATION (APR 1984)

The Contractor will be required to design, develop, or operate a system of records on individuals, to accomplish an agency function subject to the Privacy Act of 1974, Public Law 93-579, December 31, 1974 (5 U.S.C. 552a) and applicable agency regulations. Violation of the Act may involve the imposition of criminal penalties.

A.14 52.224-2 PRIVACY ACT (APR 1984)

(a) The Contractor agrees to--

(1) Comply with the Privacy Act of 1974 (the Act) and the agency rules and regulations issued under the Act in the design, development, or operation of any system of records on individuals to accomplish an agency function when the contract specifically identifies--

(i) The systems of records; and

(ii) The design, development, or operation work that the contractor is to perform;

(2) Include the Privacy Act notification contained in this contract in every solicitation and resulting subcontract and in every subcontract awarded without a solicitation, when the work statement in the proposed subcontract requires the design, development, or operation of a system of records on individuals that is subject to the Act; and

(3) Include this clause, including this subparagraph (3), in all subcontracts awarded under this contract which requires the design, development, or operation of such a system of records.

(b) In the event of violations of the Act, a civil action may be brought against the agency involved when the violation concerns the design, development, or operation of a system of records on individuals to accomplish an agency function, and criminal penalties may be imposed upon the officers or employees of the agency when the violation concerns the operation of a system of records on individuals to accomplish an agency function. For purposes of the Act, when the contract is for the operation of a system of records on individuals to accomplish an agency function, the Contractor and any employee of the Contractor is considered to be an employee of the agency.

(c) (1) "Operation of a system of records," as used in this clause, means performance of any of the activities associated with maintaining the system of records, including the collection, use, and dissemination of records.

(2) "Record," as used in this clause, means any item, collection, or grouping of information about an individual that is maintained by an agency, including, but not limited to, education, financial transactions, medical history, and criminal or employment history and that contains the person's name, or the identifying number, symbol, or other identifying particular assigned to the individual, such as a fingerprint or voiceprint or a photograph.

(3) "System of records on individuals," as used in this clause, means a group of any records under the control of any agency from which information is retrieved by the name of the individual or by some identifying number, symbol, or other identifying particular assigned to the individual.

A.15 52.232-1 PAYMENTS (APR 1984)

The Government shall pay the Contractor, upon the submission of proper invoices or vouchers, the prices stipulated in this contract for supplies delivered and accepted or services rendered and accepted, less any deductions provided in this contract. Unless otherwise specified in this contract, payment shall be made on partial deliveries accepted by the Government if:

- (a) The amount due on the deliveries warrants it; or
- (b) The Contractor requests it and the amount due on the deliveries is at least \$1,000 or 50 percent of the total contract price.

A.16 52.237-2 PROTECTION OF GOVERNMENT BUILDINGS, EQUIPMENT, AND VEGETATION (APR 1984)

The Contractor shall use reasonable care to avoid damaging existing buildings, equipment, and vegetation on the Government installation. If the Contractor's failure to use reasonable care causes damage to any of this property, the Contractor shall replace or repair the damage at no expense to the Government as the Contracting Officer directs. If the Contractor fails or refuses to make such repair or replacement, the Contractor shall be liable for the cost, which may be deducted from the contract price.

A.17 52.237-3 CONTINUITY OF SERVICES (JAN 1991)

(a) The Contractor recognizes that the services under this contract are vital to the Government and must be continued without interruption and that, upon contract expiration, a successor, either the Government or another contractor, may continue them. The Contractor agrees to (1) furnish phase-in training and (2) exercise its best efforts and cooperation to effect an orderly and efficient transition to a successor.

(b) The Contractor shall, upon the Contracting Officer's written notice, (1) furnish phase-in, phase-out services for up to 90 days after this contract expires and (2) negotiate in good faith a plan with a successor to determine the nature and extent of phase-in, phase-out services required. The plan shall specify a training program and a date for transferring responsibilities for each division of work described in the plan, and shall be subject to the Contracting Officer's approval. The Contractor shall provide sufficient experienced personnel during the phase-in, phase-out period to ensure that the services called for by this contract are maintained at the required level of proficiency.

(c) The Contractor shall allow as many personnel as practicable to remain on the job to help the successor maintain the continuity and consistency of the services required by this contract. The Contractor also shall disclose necessary personnel records and allow the successor to conduct on-site interviews with these employees. If selected employees are agreeable to the change, the Contractor shall release them at a mutually agreeable date and negotiate transfer of their earned fringe benefits to the successor.

(d) The Contractor shall be reimbursed for all reasonable phase-in, phase-out costs (i.e., costs incurred within the agreed period after contract expiration that result from phase-in, phase-out operations) and a fee (profit) not to exceed a pro rata portion of the fee (profit) under this contract.

A.18 DURATION OF CONTRACT PERIOD (MAR 1987) ALTERNATE 4 (JUN 1988)

The ordering period for this contract shall commence on the effective date of this order and will expire on one year thereafter. Any orders issued during this period shall be completed within the time specified in the order, unless otherwise specified herein. (See 52.216-18 - Ordering.) The term of this contract may be extended at the option of the Government for an additional four years.

A.19 SECURITY REQUIREMENTS FOR BUILDING ACCESS APPROVAL (FEB 2004)

The contractor shall ensure that all its employees, including any subcontractor employees and any subsequent new employees who are assigned to perform the work herein, are approved by the Government for building access. Timely receipt of properly completed security applications is a contract requirement. Failure of the contractor to comply with this condition within the ten work day period may be a basis to void the notice of selection. In that event, the Government may select another firm for award.

A contractor employee shall not have access to NRC facilities until he/she is approved by Security Branch, Division of Facilities and Security (SB/DFS). Temporary access may be approved based on a favorable adjudication of their security forms. Final access will be approved based on favorably adjudicated background checks by General Services Administration in accordance with the procedures found in NRC Management Directive 12.3, Part I. However, temporary access authorization approval will be revoked and the employee may subsequently be removed from the contract in the event the employee's investigation cannot be favorably adjudicated. Such employee will not be authorized to work under any NRC contract without the approval of SB/DFS. When an individual receives final access, the individual will be subject to a reinvestigation every five years.

The Government shall have and exercise full and complete control over granting, denying, withholding, or terminating building access approvals for individuals performing work under this contract. Individuals performing work under this contract shall be required to complete and submit to the contractor representative an acceptable GSA Form 176 (Statement of Personal History), and two FD.258 (Fingerprint Charts). Non-U.S. citizens must provide official documentation to the DFS/SB, as proof of their legal residency. This documentation can be a Permanent Resident Card, Temporary Work Visa, Employment Authorization Card, or other official documentation issued by the U. S. Citizenship and Immigration Services. Any applicant with less than two years residency in the U. S. will not be approved for building access. The contractor representative will submit the documents to the Project Officer who will give them to the SB/DFS. SB/DFS may, among other things, grant or deny temporary unescorted building access approval to an individual based upon its review of the information contained in the GSA Form 176. Also, in the exercise of its authority, GSA may, among other things, grant or deny permanent building access approval based on the results of its investigation and adjudication guidelines. This submittal requirement also applies to the officers of the firm who, for any reason, may visit the work sites for an extended period of time during the term of the contract. In the event that SB/DFS and GSA are unable to grant a temporary or permanent building access approval, to any individual performing work under this contract, the contractor is responsible for assigning another individual to perform the necessary function without any delay in the contract's performance schedule, or without adverse impact to any other terms or conditions of the contract. The contractor is responsible for informing those affected by this procedure of the required building access approval process (i.e., temporary and permanent determinations), and the possibility that individuals may be required to wait until permanent building access approvals are granted before beginning work in NRC's buildings.

The contractor will immediately notify the Project Officer when a contractor employee terminates. The Project Officer will immediately notify SB/DFS (via e-mail) when a contractor employee no longer requires building access and return any NRC issued badges to the SB/DFS within three days after their termination.

A.20 SECURITY REQUIREMENTS FOR INFORMATION TECHNOLOGY ACCESS APPROVAL (FEB 2004)

The proposer/contractor must identify all individuals and propose the level of Information Technology (IT) approval for each, using the following guidance. The NRC sponsoring office shall make the final determination of the level, if any, of IT approval required for all individuals working under this contract.

The Government shall have and exercise full and complete control over granting, denying, withholding, or terminating building access approvals for individuals performing work under this contract.

SECURITY REQUIREMENTS FOR LEVEL I

Performance under this contract will involve prime contractor personnel, subcontractors or others who perform services requiring direct access to or operate agency sensitive information technology systems or data (IT Level I).

The IT Level I involves responsibility for the planning, direction, and implementation of a computer security program; major responsibility for the direction, planning, and design of a computer system, including hardware and software; or the capability to access a computer system during its operation or maintenance in such a way that could cause or that has a relatively high risk of causing grave damage; or the capability to realize a significant personal gain from computer access. Such contractor personnel shall be subject to the NRC contractor personnel security requirements of NRC Management Directive (MD) 12.3, Part I and will require a favorably adjudicated Limited Background Investigation (LBI).

A contractor employee shall not have access to sensitive information technology systems or data until he/she is approved by Security Branch, Division of Facilities and Security (SB/DFS). Temporary access may be approved based on a favorable adjudication of their security forms and checks. Final access will be approved based on a favorably adjudicated LBI in accordance with the procedures found in NRC MD 12.3, Part I. However, temporary access authorization approval will be revoked and the employee may subsequently be removed from the contract in the event the employee's investigation cannot be favorably adjudicated. Such employee will not be authorized to work under any NRC contract without the approval of SB/DFS. Timely receipt of properly completed security applications is a contract requirement. Failure of the contractor to comply with this condition within the ten work day period may be a basis to void the notice of selection. In that event, the Government may select another firm for award. When an individual receives final access, the individual will be subject to a reinvestigation every 10 years.

The contractor shall submit a completed security forms packet, including the SF-86, "Questionnaire for National Security Positions," and fingerprint charts, through the Project Officer to SB/DFS for review and favorable adjudication, prior to the individual performing work under this contract. The contractor shall assure that all forms are accurate, complete, and legible (except for Part 2 of the questionnaire, which is required to be completed in private and submitted by the individual to the contractor in a sealed envelope), as set forth in MD 12.3 which is incorporated into this contract by reference as though fully set forth herein. Based on SB review of the applicant's security forms and/or the receipt of adverse information by NRC, the individual may be denied access to NRC facilities, sensitive information technology systems or data until a final determination is made of his/her eligibility under the provisions of MD 12.3. Any questions regarding the individual's eligibility for IT Level I approval will be resolved in accordance with the due process procedures set forth in MD 12.3 and E. O. 12968.

In accordance with NRCAR 2052.204.70 "Security," IT Level I contractors shall be subject to the attached NRC Form 187 (See Section J for List of Attachments) which furnishes the basis for providing security requirements to prime contractors, subcontractors or others (e.g., bidders) who have or may have an NRC contractual relationship which requires access to or operation of agency sensitive information technology

systems or remote development and/or analysis of sensitive information technology systems or data or other access to such systems and data; access on a continuing basis (in excess of 30 days) to NRC Headquarters controlled buildings; or otherwise requires issuance of an NRC badge.

SECURITY REQUIREMENTS FOR LEVEL II

Performance under this contract will involve contractor personnel that develop and/or analyze sensitive information technology systems or data or otherwise have access to such systems or data (IT Level II).

The IT Level II involves responsibility for the planning, design, operation, or maintenance of a computer system and all other computer or IT positions. Such contractor personnel shall be subject to the NRC contractor personnel requirements of MD 12.3, Part I, which is hereby incorporated by reference and made a part of this contract as though fully set forth herein, and will require a favorably adjudicated Access National Agency Check with Inquiries (ANACI).

A contractor employee shall not have access to sensitive information technology systems or data until he/she is approved by SB/DFS. Temporary access may be approved based on a favorable review of their security forms and checks. Final access will be approved based on a favorably adjudicated ANACI in accordance with the procedures found in MD 12.3, Part I. However, temporary access authorization approval will be revoked and the employee may subsequently be removed from the contract in the event the employee's investigation cannot be favorably adjudicated. Such employee will not be authorized to work under any NRC contract without the approval of SB/DFS. Timely receipt of properly completed security applications is a contract requirement. Failure of the contractor to comply with this condition within the ten work day period may be a basis to void the notice of selection. In that event, the Government may select another firm for award. When an individual receives final access, the individual will be subject to a reinvestigation every 10 years.

The contractor shall submit a completed security forms packet, including the SF-86, "Questionnaire for National Security Positions," and fingerprint charts, through the Project Officer to the NRC SB/DFS for review and favorable adjudication, prior to the individual performing work under this contract. The contractor shall assure that all forms are accurate, complete, and legible (except for Part 2 of the questionnaire, which is required to be completed in private and submitted by the individual to the contractor in a sealed envelope), as set forth in MD 12.3. Based on SB review of the applicant's security forms and/or the receipt of adverse information by NRC, the individual may be denied access to NRC facilities, sensitive information technology systems or data until a final determination is made of his/her eligibility under the provisions of MD 12.3. Any questions regarding the individual's eligibility for IT Level II approval will be resolved in accordance with the due process procedures set forth in MD 12.3 and E.O. 12968.

In accordance with NRCAR 2052.204.70 "Security," IT Level II contractors shall be subject to the attached NRC Form 187 (See Section J for List of Attachments) which furnishes the basis for providing security requirements to prime contractors, subcontractors or others (e.g. bidders) who have or may have an NRC contractual relationship which requires access to or operation of agency sensitive information technology systems or remote development and/or analysis of sensitive information technology systems or data or other access to such systems or data; access on a continuing basis (in excess of 30 days) to NRC Headquarters controlled buildings; or otherwise requires issuance of an NRC badge.

CANCELLATION OR TERMINATION OF IT ACCESS/REQUEST

When a request for investigation is to be withdrawn or canceled, the contractor shall immediately notify the Project Officer by telephone in order that he/she will immediately contact the SB/DFS so that the investigation may be promptly discontinued. The notification shall contain the full name of the individual, and the date of the request. Telephone notifications must be promptly confirmed in writing to the Project Officer who will forward the confirmation via email to the SB/DFS. Additionally, SB/DFS must be immediately notified when an individual no longer requires access to NRC sensitive automated information technology systems or data,

including the voluntary or involuntary separation of employment of an individual who has been approved for or is being processed for access under the NRC "Personnel Security Program."

A.21 SEAT BELTS

Contractors, subcontractors, and grantees, are encouraged to adopt and enforce on-the-job seat belt policies and programs for their employees when operating company-owned, rented, or personally owned vehicles.

SECTION B - SUPPLIES OR SERVICES AND PRICE/COSTS

B. 1 SCHEDULE OF ITEMS AND PRICES - BASE YEAR

A. Custom Computer Course Development - (Standard New Courses, Job Aids and Problem Analysis)

<u>DELIVERABLES (Course Type/length/complexity)</u>	<u>Estimated Number of Hours to Develop</u>	<u>Est. Number of Courses</u>	<u>Total Est. Number of Hours</u>	<u>Hourly Rate</u>	<u>Total Price</u>
Standard (without NRC SME)					
Classroom - Half-Day	80	1	[REDACTED]	[REDACTED]	\$ 7,500.00
Classroom - One-Day	120	1	[REDACTED]	[REDACTED]	\$11,250.00
Classroom - Two Day	160	1	[REDACTED]	[REDACTED]	\$15,000.00
Web-Based - One Hour	144	0	[REDACTED]	[REDACTED]	\$ 00.00
Web-Based -Two to Three Hours	240	0	[REDACTED]	[REDACTED]	\$ 00.00
Job Aids - One-to-Two Pages/Task	16	1	[REDACTED]	[REDACTED]	\$ 1,500.00
Simple Problem Analysis	32	1	[REDACTED]	[REDACTED]	\$ 3,000.00
Moderate Problem Analysis	40	0	[REDACTED]	[REDACTED]	\$ 00.00
TOTAL	832	5	[REDACTED]		\$38,250.00
Standard (with NRC SME)					
Classroom - Half-Day	120	1	[REDACTED]	[REDACTED]	\$11,280.00
Classroom - One-Day	160	1	[REDACTED]	[REDACTED]	\$15,040.00
Classroom - Two Day	200	0	[REDACTED]	[REDACTED]	\$ 00.00
Web-Based - One Hour	160	1	[REDACTED]	[REDACTED]	\$15,040.00
Web-Based -Two to Three Hours	240	1	[REDACTED]	[REDACTED]	\$22,560.00
Job Aids - One-to-Two Pages/Task	24	2	[REDACTED]	[REDACTED]	\$ 4,512.00
Simple Problem Analysis	32	0	[REDACTED]	[REDACTED]	\$ 00.00
Moderate Problem Analysis	48	1	[REDACTED]	[REDACTED]	\$ 4,512.00
TOTAL	984	7	[REDACTED]		\$72,944.00

B. Custom Computer Course Revisions (Update and Revise Current Standard Courses and Job Aids)

DELIVERABLES (Course Type/length/complexity)	Estimated Number of Hours to Revise	Est. Number of Courses	Total Est. Number of Hours	Hourly Rate	Total Price
Standard					
Classroom - Half-day course - Min	4	3	[REDACTED]		\$ 1,128.00
Classroom - Half-day course - Mod	12	1	[REDACTED]		\$ 1,128.00
Classroom - One-day course - Min	8	2	[REDACTED]		\$ 1,504.00
Classroom - One-day course - Mod	24	1	[REDACTED]		\$ 2,256.00
Classroom - Two-day course - Min	24	1	[REDACTED]		\$ 2,256.00
Classroom - Two Day course - Mod	40	1	[REDACTED]		\$ 3,760.00
One-hour Web course - Min	24	0	[REDACTED]		\$ 00.00
One-hour Web course - Mod	40	1	[REDACTED]		\$ 3,760.00
Two to Three hour Web course - Min	40	1	[REDACTED]		\$ 3,760.00
Two to Three hour Web course-Mod	80	0	[REDACTED]		\$ 00.00
One job aid (One to Two Pages/Task) - Min	4	1	[REDACTED]		\$ 376.00
One job aid (one to Two Pages/Task - Mod	8	0	[REDACTED]		\$ 00.00
TOTAL	308	12	[REDACTED]		\$19,928.00

C. Custom Computer Course Development (Task Orders)

Web-Based Courses (Complexity/length)	Estimated Number of Hours to Develop	Est. Number of Courses	Total Est. Number of Hours	Hourly Rate	Total Price
One-hour - Advanced w/SME - Low Complexity	140	0	0	\$94.00	\$ 00.00
One hour - Advanced w/SME - Medium Complexity	150	1	150	\$94.00	\$14,100.00
TOTAL	190	1	150		\$14,100.00

D. NRC's Customized Computer Course Presentation

Customized Computer Course (Type/length/complexity)	Estimated Number of Hours to Present	Est. Number of Courses	Total Est. Number of Hours	Hourly Rate	Total Price
Standard Half-day	4	36	[REDACTED]		\$ 10,080.00
Standard One-day	8	126	[REDACTED]		\$ 70,560.00
Standard Two-day	16	55	[REDACTED]		\$ 61,600.00
Advanced Half-day	4	2	[REDACTED]		\$ 560.00
Advanced One-day	8	2	[REDACTED]		\$ 1,120.00
Advanced Two-day	16	1	[REDACTED]		\$ 1,120.00
Teletraining Half-day	4	2	[REDACTED]		\$ 560.00
Teletraining - One-day	8	2	[REDACTED]		\$ 1,120.00
Teletraining - Two-day	16	1	[REDACTED]		\$ 1,120.00
TOTALS	84	227	[REDACTED]		\$147,840.00

E. Custom Non-Computer Course Development

Custom Non-Computer Courses	Hours for Material Revision	Hours for Meetings w/NRC Staff	Total Estimated Number of Hours	Hourly Rate	Total Price
Financial Management Seminar	64	48	[REDACTED]		\$ 10,976.00
Administrative Control of Funds Seminar	64	48	[REDACTED]		\$ 10,976.00
Reimbursable Work Workshop	16	8	[REDACTED]		\$ 2,352.00
3 Estimated additional modifications of customized contractor courses	120	72	[REDACTED]		\$ 18,816.00
Totals	264	176	[REDACTED]		\$43,120.00

F. Custom Web-based Non-computer Course Development

Web-Based Courses (Complexity/length)	Estimated Number of Hours to Develop	Est. Number of Courses	Total Estimated Number of Hours	Hourly Rate	Total Price
One-hour - Low Complexity	144	0	0	[REDACTED]	\$ 00.00
One hour - Medium Complexity	160	0	0	[REDACTED]	\$ 00.00
Two to Three Hour - Low Complexity	240	1	[REDACTED]		\$23,520.00
TOTAL	544	1	[REDACTED]		\$23,520.00

G. Custom Non-Computer Course Presentation

Custom Non-Computer Courses	Estimated Number of Days to Present	Est. Number of Times Given	Total Estimated Number of Days	Daily Rate	Total Price
Financial Management Seminar	2	2	[REDACTED]	[REDACTED]	\$ 3,124.00
Administrative Control of Funds Seminar	2	2	[REDACTED]	[REDACTED]	\$ 3,124.00
Reimbursable Work Workshop	1	1	[REDACTED]	[REDACTED]	\$ 981.00
Estimated additional modifications of customized contractor courses	3	3	[REDACTED]	[REDACTED]	\$ 7,229.00
Totals	8	8	[REDACTED]	[REDACTED]	\$14,858.00

H. Contractor-Owned Course Presentation

Seminar Subject Area	Estimated Number of Days to Present	Est. Number of Times Given	Total Estimated Number of Days	Daily Rate	Total Price
Human Resources (Federal)	3	1	[REDACTED]	[REDACTED]	\$ 1,989.00
Acquisition (Federal)	2	0	[REDACTED]	[REDACTED]	\$ 00.00
Information Technology	3	1	[REDACTED]	[REDACTED]	\$ 2,190.00
Communications and Interpersonal Skills	2	0	[REDACTED]	[REDACTED]	\$ 00.00
TOTAL	10	2	[REDACTED]	[REDACTED]	\$ 4,179.00

I. Use of Contractor-owned Training Facilities

Location	Estimated Use By NRC	Unit Price	Total Price
Washington, D.C.	1	\$ N/C	\$ N/C
Philadelphia, PA	2	\$ N/C	\$ N/C
Atlanta, GA	2	\$ N/C	\$ N/C
Chicago, IL	2	\$ N/C	\$ N/C
Dallas, TX	2	\$ N/C	\$ N/C
TOTAL	9		\$ N/C

J. ADMINISTRATIVE SUPPORT SERVICES

CLIN	SERVICES	QUAN	UNIT	UNIT PRICE	TOTAL
0001	PDC Facility Administration and Operation		Mo.		\$124,942.00
0002	Course Administration, Registration, and Records Management		Mo.		\$228,915.00
0003	ILC Administration and Operation		Mo.		\$ 82,396.00
0004	Travel Costs		LOT	\$	\$ 10,000.00
	TOTAL ADMINISTRATIVE SUPPORT SERVICES - BASE YEAR				\$446,253.00

GRAND TOTAL BASE YEAR

\$824,992.00

B. 2 SCHEDULE OF ITEMS AND PRICES - OPTION YEAR ONE

A. Custom Computer Course Development - (Standard New Courses, Job Aids and Problem Analysis)

<u>DELIVERABLES (Course Type/length/complexity)</u>	<u>Estimated Number of Hours to Develop</u>	<u>Est. Number of Courses</u>	<u>Total Est. Number of Hours</u>	<u>Hourly Rate</u>	<u>Total Price</u>
Standard (without NRC SME)					
Classroom - Half-Day	80	1			\$ 7,800.00
Classroom - One-Day	120	1			\$11,700.00
Classroom - Two Day	160	1			\$15,600.00
Web-Based - One Hour	144	0			\$ 00.00
Web-Based -Two to Three Hours	240	0			\$ 00.00
Job Aids - One-to-Two Pages/Task	16	1			\$ 1,560.00
Simple Problem Analysis	32	1			\$ 3,120.00
Moderate Problem Analysis	40	0			\$ 00.00
TOTAL	832	5			\$39,780.00
Standard (with NRC SME)					
Classroom - Half-Day	120	1			\$ 11,731.20
Classroom - One-Day	160	1			\$ 15,641.60
Classroom - Two Day	200	0			\$ 00.00
Web-Based - One Hour	160	1			\$ 15,641.60
Web-Based -Two to Three Hours	240	1			\$ 23,462.40
Job Aids - One-to-Two Pages/Task	24	2			\$ 4,692.48

Simple Problem Analysis	32	0	[REDACTED]	\$ 00.00
Moderate Problem Analysis	48	1	[REDACTED]	\$ 4,692.48
TOTAL	984	7	[REDACTED]	\$75,861.76

B. Custom Computer Course Revisions (Update and Revise Current Standard Courses and Job Aids)

DELIVERABLES (Course Type/length/complexity)	Estimated Number of Hours to Revise	Est. Number of Courses	Total Est. Number of Hours	Hourly Rate	Total Price
Standard					
Classroom - Half-day course - Min	4	3	[REDACTED]		\$ 1,173.00
Classroom - Half-day course - Mod	12	1	[REDACTED]		\$ 1,173.00
Classroom - One-day course - Min	8	2	[REDACTED]		\$ 1,564.00
Classroom - One-day course - Mod	24	1	[REDACTED]		\$ 2,346.00
Classroom - Two-day course - Min	24	1	[REDACTED]		\$ 2,346.00
Classroom - Two Day course - Mod	40	1	[REDACTED]		\$ 3,910.00
One-hour Web course - Min	24	0	[REDACTED]		\$ 00.00
One-hour Web course - Mod	40	1	[REDACTED]		\$ 3,910.00
Two to Three hour Web course - Min	40	1	[REDACTED]		\$ 3,910.00
Two to Three hour Web course-Mod	80	0	[REDACTED]		\$ 00.00
One job aid (One to Two Pages/Task) - Min	4	1	[REDACTED]		\$ 391.00
One job aid (one to Two Pages/Task - Mod	8	0	[REDACTED]		\$ 00.00
TOTAL	308	7	[REDACTED]		\$20,725.00

C. Custom Computer Course Development (Task Orders)

Web-Based Courses (Complexity/length)	Estimated Number of Hours to Develop	Est. Number of Courses	Total Est. Number of Hours	Hourly Rate	Total Price
One-hour - Advanced w/SME - Low Complexity	140	0	0	[REDACTED]	\$ 00.00
One hour - Advanced w/SME - Medium Complexity	150	1	[REDACTED]		\$ 14,662.50
TOTAL	290	1	[REDACTED]		\$ 14,662.50

D. NRC's Customized Computer Course Presentation

Customized Computer Course (Type/length/complexity)	Estimated Number of Hours to Present	Est. Number of Courses	Total Est. Number of Hours	Hourly Rate	Total Price
Standard Half-day	4	36	[REDACTED]	[REDACTED]	\$ 10,483.00
Standard One-day	8	126	[REDACTED]	[REDACTED]	\$ 73,382.40
Standard Two-day	16	55	[REDACTED]	[REDACTED]	\$ 64,064.00
Advanced Half-day	4	2	[REDACTED]	[REDACTED]	\$ 582.40
Advanced One-day	8	2	[REDACTED]	[REDACTED]	\$ 1,164.80
Advanced Two-day	16	1	[REDACTED]	[REDACTED]	\$ 1,164.80
Teletraining Half-day	4	2	[REDACTED]	[REDACTED]	\$ 582.40
Teletraining - One-day	8	2	[REDACTED]	[REDACTED]	\$ 1,164.80
Teletraining - Two-day	16	1	[REDACTED]	[REDACTED]	\$ 1,164.80
TOTALS	84	227	[REDACTED]	[REDACTED]	\$153,753.40

E. Custom Non-Computer Course Development

Custom Non-Computer Courses	Hours for Material Revision	Hours for Meetings w/NRC Staff	Total Estimated Number of Hours	Hourly Rate	Total Price
Financial Management Seminar	64	48	[REDACTED]	[REDACTED]	\$ 11,415.04
Administrative Control of Funds Seminar	64	48	[REDACTED]	[REDACTED]	\$ 11,415.04
Reimbursable Work Workshop	16	8	[REDACTED]	[REDACTED]	\$ 2,446.08
3 Estimated additional modifications of customized contractor courses	120	72	[REDACTED]	[REDACTED]	\$ 19,568.64
Totals	264	176	[REDACTED]	[REDACTED]	\$ 44,844.80

F. Custom Web-based Non-computer Course Development

Web-Based Courses (Complexity/length)	Estimated Number of Hours to Develop	Est. Number of Courses	Total Estimated Number of Hours	Hourly Rate	Total Price
One-hour - Low Complexity	144	0	[REDACTED]	[REDACTED]	\$ 00.00
One hour - Medium Complexity	160	0	[REDACTED]	[REDACTED]	\$ 00.00
Two to Three Hour - Low Complexity	240	1	[REDACTED]	[REDACTED]	\$24,461.00
TOTAL	544	1	[REDACTED]	[REDACTED]	\$24,461.00

G. Custom Non-Computer Course Presentation

Custom Non-Computer Courses	Estimated Number of Days to Present	Est. Number of Times Given	Total Estimated Number of Days	Daily Rate	Total Price
Financial Management Seminar	2	2	[REDACTED]		\$ 3,449.00
Administrative Control of Funds Seminar	2	2	[REDACTED]		\$ 3,449.00
Reimbursable Work Workshop	1	1	[REDACTED]		\$ 1,012.00
Estimated additional modifications of customized contractor courses	3	3	[REDACTED]		\$ 7,510.00
Totals	8	8	[REDACTED]		\$15,420.00

H. Contractor-Owned Course Presentation

Seminar Subject Area	Estimated Number of Days to Present	Est. Number of Times Given	Total Estimated Number of Days	Daily Rate	Total Price
Human Resources (Federal)	3	1	[REDACTED]		\$2,057.00
Acquisition (Federal)	2	0	[REDACTED]		\$ 00.00
Information Technology	3	1	[REDACTED]		\$2,257.00
Communications and Interpersonal Skills	2	0	[REDACTED]		\$ 00.00
TOTAL	10	2	[REDACTED]		\$4,314.00

I. Use of Contractor-owned Training Facilities

Location	Estimated Use By NRC	Unit Price	Total Price
Washington, D.C.	1	\$ N/C	\$ N/C
Philadelphia, PA	2	\$ N/C	\$ N/C
Atlanta, GA	2	\$ N/C	\$ N/C
Chicago, IL	2	\$ N/C	\$ N/C
Dallas, TX	2	\$ N/C	\$ N/C
TOTAL	9		\$ N/C

J. ADMINISTRATIVE SUPPORT SERVICES

CLIN	SERVICES	QUAN	UNIT	UNIT PRICE	TOTAL
0001	PDC Facility Administration and Operation	[REDACTED]	Mo.	[REDACTED]	\$132,314.00
0002	Course Administration, Registration, and Records Management	[REDACTED]	Mo.	[REDACTED]	\$242,421.00
0003	ILC Administration and Operation	[REDACTED]	Mo.	[REDACTED]	\$ 87,257.00
0004	Travel Costs	[REDACTED]	LOT	[REDACTED]	\$ 10,400.00
	TOTAL ADMINISTRATIVE SUPPORT SERVICES - OPTION YEAR ONE				\$472,392.00

GRAND TOTAL OPTION YEAR ONE

\$866,214.46

B. 3 SCHEDULE OF ITEMS AND PRICES - OPTION YEAR TWO

A. Custom Computer Course Development - (Standard New Courses, Job Aids and Problem Analysis)

<u>DELIVERABLES (Course Type/length/complexity)</u>	<u>Estimated Number of Hours to Develop</u>	<u>Est. Number of Courses</u>	<u>Total Est. Number of Hours</u>	<u>Hourly Rate</u>	<u>Total Price</u>
Standard (without NRC SME)					
Classroom - Half-Day	80	1	[REDACTED]	[REDACTED]	\$ 8,112.00
Classroom - One-Day	120	1	[REDACTED]	[REDACTED]	\$12,168.00
Classroom - Two Day	160	1	[REDACTED]	[REDACTED]	\$16,224.00
Web-Based - One Hour	144	0	[REDACTED]	[REDACTED]	\$ 00.00
Web-Based -Two to Three Hours	240	0	[REDACTED]	[REDACTED]	\$ 00.00
Job Aids - One-to-Two Pages/Task	16	1	[REDACTED]	[REDACTED]	\$ 1,622.40
Simple Problem Analysis	32	1	[REDACTED]	[REDACTED]	\$ 3,244.80
Moderate Problem Analysis	40	0	[REDACTED]	[REDACTED]	\$ 00.00
TOTAL	832	5	[REDACTED]	[REDACTED]	\$41,371.20
Standard (with NRC SME)					
Classroom - Half-Day	120	1	[REDACTED]	[REDACTED]	\$12,200.40
Classroom - One-Day	160	1	[REDACTED]	[REDACTED]	\$16,267.20
Classroom - Two Day	200	0	[REDACTED]	[REDACTED]	\$ 00.00
Web-Based - One Hour	160	1	[REDACTED]	[REDACTED]	\$16,267.20
Web-Based -Two to Three Hours	240	1	[REDACTED]	[REDACTED]	\$24,400.80
Job Aids - One-to-Two Pages/Task	24	2	[REDACTED]	101.67	\$ 4,880.16

Simple Problem Analysis	32	0	[REDACTED]	\$ 00.00
Moderate Problem Analysis	48	1	[REDACTED]	\$ 4,880.16
TOTAL	984	7	[REDACTED]	\$78,895.92

B. Custom Computer Course Revisions (Update and Revise Current Standard Courses and Job Aids)

DELIVERABLES (Course Type/length/complexity)	Estimated Number of Hours to Revise	Est. Number of Courses	Total Est. Number of Hours	Hourly Rate	Total Price
Standard					
Classroom - Half-day course - Min	4	3	[REDACTED]		\$ 1,220.04
Classroom - Half-day course - Mod	12	1	[REDACTED]		\$ 1,220.04
Classroom - One-day course - Min	8	2	[REDACTED]		\$ 1,626.72
Classroom - One-day course - Mod	24	1	[REDACTED]		\$ 2,440.08
Classroom - Two-day course - Min	24	1	[REDACTED]		\$ 2,440.08
Classroom - Two Day course - Mod	40	1	[REDACTED]		\$ 4,066.80
One-hour Web course - Min	24	0	[REDACTED]		\$ 00.00
One-hour Web course - Mod	40	1	[REDACTED]		\$ 4,066.80
Two to Three hour Web course - Min	40	1	[REDACTED]		\$ 4,066.80
Two to Three hour Web course-Mod	80	0	[REDACTED]		\$ 00.00
One job aid (One to Two Pages/Task) - Min	4	1	[REDACTED]		\$ 406.68
One job aid (one to Two Pages/Task - Mod	8	0	[REDACTED]		\$ 00.00
TOTAL	308	12	[REDACTED]		\$21,554.04

C. Custom Computer Course Development (Task Orders)

Web-Based Courses (Complexity/length)	Estimated Number of Hours to Develop	Est. Number of Courses	Total Est. Number of Hours	Hourly Rate	Total Price
One-hour - Advanced w/SME - Low Complexity	140	0	0	[REDACTED]	\$ 00.00
One hour - Advanced w/SME - Medium Complexity	150	1	150	[REDACTED]	\$15,251.00
TOTAL	190	1	150		\$15,251.00

D. NRC's Customized Computer Course Presentation

Customized Computer Course (Type/length/complexity)	Estimated Number of Hours to Present	Est. Number of Courses	Total Est. Number of Hours	Hourly Rate	Total Price
Standard Half-day	4	36	[REDACTED]	[REDACTED]	\$ 10,902.24
Standard One-day	8	126	[REDACTED]	[REDACTED]	\$ 76,315.68
Standard Two-day	16	55	[REDACTED]	[REDACTED]	\$ 66,624.80
Advanced Half-day	4	2	[REDACTED]	[REDACTED]	\$ 605.68
Advanced One-day	8	2	[REDACTED]	[REDACTED]	\$ 1,211.36
Advanced Two-day	16	1	[REDACTED]	[REDACTED]	\$ 1,211.36
Teletraining Half-day	4	2	[REDACTED]	[REDACTED]	\$ 605.68
Teletraining - One-day	8	2	[REDACTED]	[REDACTED]	\$ 1,211.36
Teletraining - Two-day	16	1	[REDACTED]	[REDACTED]	\$ 1,211.36
TOTALS	84	227	[REDACTED]	[REDACTED]	\$159,899.52

E. Custom Non-Computer Course Development

Custom Non-Computer Courses	Hours for Material Revision	Hours for Meetings w/NRC Staff	Total Estimated Number of Hours	Hourly Rate	Total Price
Financial Management Seminar	64	48	[REDACTED]	[REDACTED]	\$11,872.00
Administrative Control of Funds Seminar	64	48	[REDACTED]	[REDACTED]	\$11,872.00
Reimbursable Work Workshop	16	8	[REDACTED]	[REDACTED]	\$ 2,544.00
3 Estimated additional modifications of customized contractor courses	120	72	[REDACTED]	[REDACTED]	\$20,352.00
Totals	264	176	[REDACTED]	\$	\$46,640.00

F. Custom Web-based Non-computer Course Development

Web-Based Courses (Complexity/length)	Estimated Number of Hours to Develop	Est. Number of Courses	Total Estimated Number of Hours	Hourly Rate	Total Price
One-hour - Low Complexity	144	0	[REDACTED]	[REDACTED]	\$ 00.00
One hour - Medium Complexity	160	0	[REDACTED]	[REDACTED]	\$ 00.00
Two to Three Hour - Low Complexity	240	1	[REDACTED]	[REDACTED]	\$25,440.00
TOTAL	544	1	[REDACTED]	[REDACTED]	\$25,440.00

G. Custom Non-Computer Course Presentation

Custom Non-Computer Courses	Estimated Number of Days to Present	Est. Number of Times Given	Total Estimated Number of Days	Daily Rate	Total Price
Financial Management Seminar	2	2	[REDACTED]		\$ 3,579.00
Administrative Control of Funds Seminar	2	2	[REDACTED]		\$ 3,579.00
Reimbursable Work Workshop	1	1	[REDACTED]		\$ 1,045.00
Estimated additional modifications of customized contractor courses	3	3	[REDACTED]		\$ 7,803.00
Totals	8	8	[REDACTED]		\$16,006.00

H. Contractor-Owned Course Presentation

Seminar Subject Area	Estimated Number of Days to Present	Est. Number of Times Given	Total Estimated Number of Days	Daily Rate	Total Price
Human Resources (Federal)	3	1	[REDACTED]		\$2,127.00
Acquisition (Federal)	2	0	[REDACTED]		\$ 00.00
Information Technology	3	1	[REDACTED]		\$2,327.00
Communications and Interpersonal Skills	2	0	[REDACTED]		\$ 00.00
TOTAL	10	2	[REDACTED]		\$4,454.00

I. Estimated Use of Contractor-owned Training Facilities

Location	Estimated Use By NRC	Unit Price	Total Price
Washington, D.C.	1	\$ N/C	\$ N/C
Philadelphia, PA	2	\$ N/C	\$ N/C
Atlanta, GA	2	\$ N/C	\$ N/C
Chicago, IL	2	\$ N/C	\$ N/C
Dallas, TX	2	\$N/C	\$ N/C
TOTAL	9		\$ N/C

J. ADMINISTRATIVE SUPPORT SERVICES

CLIN	SERVICES	QUAN	UNIT	UNIT PRICE	TOTAL
0001	PDC Facility Administration and Operation	12			\$140,120.00
0002	Course Administration, Registration, and Records Management	12			\$256,724.00
0003	ILC Administration and Operation	12			\$ 92,406.00
0004	Travel Costs	1			\$ 10,816.00
	TOTAL ADMINISTRATIVE SUPPORT SERVICES - OPTION YEAR TWO				\$500,066.00

GRAND TOTAL OPTION YEAR TWO

\$909,577.68

B. 4 SCHEDULE OF ITEMS AND PRICES - OPTION YEAR THREE

A. Custom Computer Course Development - (Standard New Courses, Job Aids and Problem Analysis)

<u>DELIVERABLES (Course Type/length/complexity)</u>	<u>Estimated Number of Hours to Develop</u>	<u>Est. Number of Courses</u>	<u>Total Est. Number of Hours</u>	<u>Hourly Rate</u>	<u>Total Price</u>
Standard (without NRC SME)					
Classroom - Half-Day	80	1			\$ 8,436.00
Classroom - One-Day	120	1			\$12,654.00
Classroom - Two Day	160	1			\$16,872.00
Web-Based - One Hour	144	0			\$ 00.00
Web-Based -Two to Three Hours	240	0			\$ 00.00
Job Aids - One-to-Two Pages/Task	16	1			\$ 1,687.00
Simple Problem Analysis	32	1			\$ 3,374.00
Moderate Problem Analysis	40	0			\$ 00.00
TOTAL	832	6			\$43,023.00
Standard (with NRC SME)					
Classroom - Half-Day	120	1			\$12,690.00
Classroom - One-Day	160	1			\$16,920.00
Classroom - Two Day	200	0			\$ 00.00
Web-Based - One Hour	160	1			\$16,920.00
Web-Based -Two to Three Hours	240	1			\$25,380.00
Job Aids - One-to-Two Pages/Task	24	2			\$ 5,076.00

Simple Problem Analysis	32	0	[REDACTED]	\$ 00.00
Moderate Problem Analysis	48	1	[REDACTED]	\$ 5,076.00
TOTAL	984	7	[REDACTED]	\$82,062.00

B. Custom Computer Course Revisions (Update and Revise Current Standard Courses and Job Aids)

DELIVERABLES (Course Type/length/complexity)	Estimated Number of Hours to Revise	Est. Number of Courses	Total Est. Number of Hours	Hourly Rate	Total Price
Standard					
Classroom - Half-day course - Min	4	3	[REDACTED]		\$ 1,269.00
Classroom - Half-day course - Mod	12	1	[REDACTED]		\$ 1,269.00
Classroom - One-day course - Min	8	2	[REDACTED]		\$ 1,692.00
Classroom - One-day course - Mod	24	1	[REDACTED]		\$ 2,538.00
Classroom - Two-day course - Min	24	1	[REDACTED]		\$ 2,538.00
Classroom - Two Day course - Mod	40	1	[REDACTED]		\$ 4,230.00
One-hour Web course - Min	24	0	[REDACTED]		\$ 00.00
One-hour Web course - Mod	40	1	[REDACTED]		\$ 4,230.00
Two to Three hour Web course - Min	40	1	[REDACTED]		\$ 4,230.00
Two to Three hour Web course-Mod	80	0	[REDACTED]		\$ 00.00
One job aid (One to Two Pages/Task) - Min	4	1	[REDACTED]		\$ 423.00
One job aid (one to Two Pages/Task - Mod	8	0	[REDACTED]		\$ 00.00
TOTAL	308	7	[REDACTED]		\$22,419.00

C. Custom Computer Course Development (Task Orders)

Web-Based Courses (Complexity/length)	Estimated Number of Hours to Develop	Est. Number of Courses	Total Est. Number of Hours	Hourly Rate	Total Price
One-hour - Advanced w/SME - Low Complexity	140	0	0	[REDACTED]	\$ 00.00
One hour - Advanced w/SME - Medium Complexity	150	1	[REDACTED]	[REDACTED]	\$15,861.00
TOTAL	290	1	[REDACTED]		\$15,863.00

D. NRC's Customized Computer Course Presentation

Customized Computer Course (Type/length/complexity)	Estimated Number of Hours to Present	Est. Number of Courses	Total Est. Number of Hours	Hourly Rate	Total Price
Standard Half-day	4	36	[REDACTED]		\$ 11,340.00
Standard One-day	8	126	[REDACTED]		\$ 79,380.00
Standard Two-day	16	55	[REDACTED]		\$ 69,300.00
Advanced Half-day	4	2	[REDACTED]		\$ 630.00
Advanced One-day	8	2	[REDACTED]		\$ 1,260.00
Advanced Two-day	16	1	[REDACTED]		\$ 1,260.00
Teletraining Half-day	4	2	[REDACTED]		\$ 630.00
Teletraining - One-day	8	2	[REDACTED]		\$ 1,260.00
Teletraining - Two-day	16	1	[REDACTED]		\$ 1,260.00
TOTALS	84	227	[REDACTED]		\$166,320.00

E. Custom Non-Computer Course Development

Custom Non-Computer Courses	Hours for Material Revision	Hours for Meetings w/NRC Staff	Total Estimated Number of Hours	Hourly Rate	Total Price
Financial Management Seminar	64	48	[REDACTED]		\$12,348.00
Administrative Control of Funds Seminar	64	48	[REDACTED]		\$12,348.00
Reimbursable Work Workshop	16	8	[REDACTED]		\$ 2,646.00
3 Estimated additional modifications of customized contractor courses	120	72	[REDACTED]		\$21,168.00
Totals	264	176	[REDACTED]	\$	\$48,510.00

F. Custom Web-based Non-computer Course Development

Web-Based Courses (Complexity/length)	Estimated Number of Hours to Develop	Est. Number of Courses	Total Estimated Number of Hours	Hourly Rate	Total Price
One-hour - Low Complexity	144	0	[REDACTED]		\$ 00.00
One hour - Medium Complexity	160	0	[REDACTED]		\$ 00.00
Two to Three Hour - Low Complexity	240	1	[REDACTED]		\$26,460.00
TOTAL	544	2	[REDACTED]		\$26,460.00

G. Custom Non-Computer Course Presentation

Custom Non-Computer Courses	Estimated Number of Days to Present	Est. Number of Times Given	Total Estimated Number of Days	Daily Rate	Total Price
Financial Management Seminar	2	2	[REDACTED]		\$ 3,714.00
Administrative Control of Funds Seminar	2	2	[REDACTED]		\$ 3,714.00
Reimbursable Work Workshop	1	1	[REDACTED]		\$ 1,079.00
Estimated additional modifications of customized contractor courses	3	3	[REDACTED]		\$ 8,109.00
Totals	8	8	[REDACTED]	\$	\$16,616.00

H. Contractor-Owned Course Presentation

Seminar Subject Area	Estimated Number of Days to Present	Est. Number of Times Given	Total Estimated Number of Days	Daily Rate	Total Price
Human Resources (Federal)	3	1	[REDACTED]		\$ 2,200.00
Acquisition (Federal)	2	0	[REDACTED]		\$ 00.00
Information Technology	3	1	[REDACTED]		\$ 2,400.00
Communications and Interpersonal Skills	2	0	[REDACTED]		\$ 00.00
TOTAL	10	2	[REDACTED]		\$ 4,600.00

I. Estimated Use of Contractor-owned Training Facilities

Location	Estimated Use By NRC	Unit Price	Total Price
Washington, D.C.	1	\$ N/A	\$ N/A
Philadelphia, PA	2	\$ N/A	\$ N/A
Atlanta, GA	2	\$ N/A	\$ N/A
Chicago, IL	2	\$ N/A	\$ N/A
Dallas, TX	2	\$ N/A	\$ N/A
TOTAL	9		\$ N/A

J. ADMINISTRATIVE SUPPORT SERVICES

CLIN	SERVICES	QUAN	UNIT	UNIT PRICE	TOTAL
0001	PDC Facility Administration and Operation	[REDACTED]	Mo.	[REDACTED]	\$148,392.00
0002	Course Administration, Registration, and Records Management	[REDACTED]	Mo.	[REDACTED]	\$271,872.00
0003	ILC Administration and Operation	[REDACTED]	Mo.	[REDACTED]	\$ 97,860.00
0004	Travel Costs	[REDACTED]	LOT	[REDACTED]	\$ 11,454.00
	TOTAL ADMINISTRATIVE SUPPORT SERVICES - OPTION YEAR THREE				\$529,569.00

GRAND TOTAL OPTION YEAR THREE

\$955,442.00

B. 5 SCHEDULE OF ITEMS AND PRICES - OPTION YEAR FOUR

A. Custom Computer Course Development - (Standard New Courses, Job Aids and Problem Analysis)

<u>DELIVERABLES (Course Type/length/complexity)</u>	<u>Estimated Number of Hours to Develop</u>	<u>Est. Number of Courses</u>	<u>Total Est. Number of Hours</u>	<u>Hourly Rate</u>	<u>Total Price</u>
Standard (without NRC SME)					
Classroom - Half-Day	80	1	[REDACTED]	[REDACTED]	\$ 8,774.40
Classroom - One-Day	120	1	[REDACTED]	[REDACTED]	\$13,161.60
Classroom - Two Day	160	1	[REDACTED]	[REDACTED]	\$17,548.80
Web-Based - One Hour	144	0	[REDACTED]	[REDACTED]	\$00.00
Web-Based -Two to Three Hours	240	0	[REDACTED]	[REDACTED]	\$00.00
Job Aids - One-to-Two Pages/Task	16	1	[REDACTED]	[REDACTED]	\$ 1,754.80
Simple Problem Analysis	32	1	[REDACTED]	[REDACTED]	\$ 3,509.76
Moderate Problem Analysis	40	0	[REDACTED]	[REDACTED]	\$00.00
TOTAL	832	5	[REDACTED]	[REDACTED]	\$44,749.36
Standard (with NRC SME)					
Classroom - Half-Day	120	1	[REDACTED]	[REDACTED]	\$13,200.00
Classroom - One-Day	160	1	[REDACTED]	[REDACTED]	\$17,600.00
Classroom - Two Day	200	0	[REDACTED]	[REDACTED]	\$ 00.00
Web-Based - One Hour	160	1	[REDACTED]	[REDACTED]	\$17,600.00
Web-Based -Two to Three Hours	240	1	[REDACTED]	[REDACTED]	\$26,400.00
Job Aids - One-to-Two Pages/Task	24	2	[REDACTED]	[REDACTED]	\$ 5,280.00

Simple Problem Analysis	32	0	[REDACTED]	\$ 00.00
Moderate Problem Analysis	48	1	[REDACTED]	\$ 5,280.00
TOTAL	984	7	[REDACTED]	\$85,360.00

B. Custom Computer Course Revisions (Update and Revise Current Standard Courses and Job Aids)

DELIVERABLES (Course Type/length/complexity)	Estimated Number of Hours to Revise	Est. Number of Courses	Total Est. Number of Hours	Hourly Rate	Total Price
Standard					
Classroom - Half-day course - Min	4	3	[REDACTED]		\$ 1,320.00
Classroom - Half-day course - Mod	12	1	[REDACTED]		\$ 1,320.00
Classroom - One-day course - Min	8	2	[REDACTED]		\$ 1,760.00
Classroom - One-day course - Mod	24	1	[REDACTED]		\$ 2,640.00
Classroom - Two-day course - Min	24	1	[REDACTED]		\$ 2,640.00
Classroom - Two Day course - Mod	40	1	[REDACTED]		\$ 4,400.00
One-hour Web course - Min.	24	0	[REDACTED]		\$ 00.00
One-hour Web course - Mod	40	1	[REDACTED]		\$ 4,400.00
Two to Three hour Web course - Min	40	1	[REDACTED]		\$ 4,400.00
Two to Three hour Web course-Mod	80	0	[REDACTED]		\$ 00.00
One job aid (One to Two Pages/Task) - Min	4	1	[REDACTED]		\$ 440.00
One job aid (one to Two Pages/Task - Mod	8	0	[REDACTED]		\$ 00.00
TOTAL	308	12	[REDACTED]		\$ 23,320.00

C. Custom Computer Course Development (Task Orders)

Web-Based Courses (Complexity/length)	Estimated Number of Hours to Develop	Est. Number of Courses	Total Est. Number of Hours	Hourly Rate	Total Price
One-hour - Advanced w/SME - Low Complexity	140	0	[REDACTED]		\$ 00.00
One hour - Advanced w/SME - Medium Complexity	150	1	[REDACTED]		\$16,500.00
TOTAL	190	1	[REDACTED]		\$16,500.00

D. NRC's Customized Computer Course Presentation

Customized Computer Course (Type/length/complexity)	Estimated Number of Hours to Present	Est. Number of Courses	Total Est. Number of Hours	Hourly Rate	Total Price
Standard Half-day	4	36	[REDACTED]	[REDACTED]	\$ 11,792.16
Standard One-day	8	126	[REDACTED]	[REDACTED]	\$ 82,545.12
Standard Two-day	16	55	[REDACTED]	[REDACTED]	\$ 72,063.20
Advanced Half-day	4	2	[REDACTED]	[REDACTED]	\$ 655.12
Advanced One-day	8	2	[REDACTED]	[REDACTED]	\$ 1,310.08
Advanced Two-day	16	1	[REDACTED]	[REDACTED]	\$ 1,310.08
Teletraining Half-day	4	2	[REDACTED]	[REDACTED]	\$ 655.12
Teletraining - One-day	8	2	[REDACTED]	[REDACTED]	\$ 1,310.08
Teletraining - Two-day	16	1	[REDACTED]	[REDACTED]	\$ 1,310.08
TOTALS	84	227	[REDACTED]	[REDACTED]	\$172,951.04

E. Custom Non-Computer Course Development

Custom Non-Computer Courses	Hours for Material Revision	Hours for Meetings w/NRC Staff	Total Estimated Number of Hours	Hourly Rate	Total Price
Financial Management Seminar	64	48	[REDACTED]	[REDACTED]	\$12,840.80
Administrative Control of Funds Seminar	64	48	[REDACTED]	[REDACTED]	\$12,840.80
Reimbursable Work Workshop	16	8	[REDACTED]	[REDACTED]	\$ 2,751.60
3 Estimated additional modifications of customized contractor courses	120	72	[REDACTED]	[REDACTED]	\$22,012.80
Totals	264	176	[REDACTED]	[REDACTED]	\$50,446.00

F. Custom Web-based Non-computer Course Development

Web-Based Courses (Complexity/length)	Estimated Number of Hours to Develop	Est. Number of Courses	Total Estimated Number of Hours	Hourly Rate	Total Price
One-hour - Low Complexity	144	0	[REDACTED]	[REDACTED]	\$ 00.00
One hour - Medium Complexity	160	0	[REDACTED]	[REDACTED]	\$ 00.00
Two to Three Hour - Low Complexity	240	1	[REDACTED]	[REDACTED]	\$ 27,516.00
TOTAL	544	1	[REDACTED]	[REDACTED]	\$27,516.00

G. Custom Non-Computer Course Presentation

Custom Non-Computer Courses	Estimated Number of Days to Present	Est. Number of Times Given	Total Estimated Number of Days	Daily Rate	Total Price
Financial Management Seminar	2	2	[REDACTED]		\$ 3,855.00
Administrative Control of Funds Seminar	2	2	[REDACTED]		\$ 3,855.00
Reimbursable Work Workshop	1	1	[REDACTED]		\$ 1,114.00
Estimated additional modifications of customized contractor courses	3	3	[REDACTED]		\$ 8,423.00
Totals	8	8	[REDACTED]		\$17,247.00

H. Contractor-Owned Course Presentation

Seminar Subject Area	Estimated Number of Days to Present	Est. Number of Times Given	Total Estimated Number of Days	Daily Rate	Total Price
Human Resources (Federal)	3	1	[REDACTED]		\$ 2,276.00
Acquisition (Federal)	2	0	[REDACTED]		\$ 00.00
Information Technology	3	1	[REDACTED]		\$ 2,476.00
Communications and Interpersonal Skills	2	0	[REDACTED]		\$ 00.00
TOTAL	10	2	[REDACTED]		\$ 4,752.0

I. Estimated Use of Contractor-owned Training Facilities

Location	Estimated Use By NRC	Unit Price	Total Price
Washington, D.C.	1	\$ N/C	\$ N/C
Philadelphia, PA	2	\$ N/C	\$ N/C
Atlanta, GA	2	\$ N/C	\$ N/C
Chicago, IL	2	\$ N/C	\$ N/C
Dallas, TX	2	\$ N/C	\$ N/C
TOTAL	9		\$N/C

J. ADMINISTRATIVE SUPPORT SERVICES

CLIN	SERVICES	QUAN	UNIT	UNIT PRICE	TOTAL
0001	PDC Facility Administration and Operation	[REDACTED]	Mo.	[REDACTED]	\$157,142.04
0002	Course Administration, Registration, and Records Management	[REDACTED]	Mo.	[REDACTED]	\$287,910.96
0003	ILC Administration and Operation	[REDACTED]	Mo.	[REDACTED]	\$103,631.04
0004	Travel Costs	[REDACTED]	LOT	[REDACTED]	\$ 11,912.00
	TOTAL ADMINISTRATIVE SUPPORT SERVICES - OPTION YEAR FOUR				\$560,596.04

GRAND TOTAL OPTION YEAR FOUR

\$1,003,437.40

GRAND TOTAL BASE AND OPTION YEARS

\$4,559,663.40

SECTION C - DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

**STATEMENT OF WORK
PROFESSIONAL DEVELOPMENT CENTER
FACILITY OPERATIONS AND TRAINING SUPPORT**

C.1 BACKGROUND

NRC's Office of Human Resources' (HR) Professional Development Center (PDC) was established to support NRC in-house training requirements at its Headquarter's office located in Rockville, MD. Currently, the PDC training facility is located at 11545 Rockville Pike, Rockville, MD; however, the facility may be relocated to an adjacent or near-by NRC space in the future, as the agency continues to grow. The PDC has four traditional classrooms, three computer-laboratory classrooms, contractor staff space for five people, an Individualized Learning Center (ILC), a student lounge, an instructor lounge, and two small meeting and counseling rooms.

The NRC needs to provide classroom space and self-study/Web-based training courses for its Federal employees in a variety of professional administrative areas, such as computer training and information technology, finance, acquisition, human resources, and communications/interpersonal skills. Most professional administrative courses are arranged for groups of NRC employees by HR and are conducted at NRC Headquarters or regional offices or near-by vendor facilities. Some of these courses are custom built for NRC staff and some are off-the-shelf courses.

All training equipment and computers located in the PDC are provided by the NRC for contractor use in the operations of the facility. The computers are installed on the NRC network with NRC infrastructure software. All NRC computer systems and software are supported and maintained by the NRC's Office of Information Services (OIS). The contractor has limited administrative rights to the PDC computer systems due to security concerns; however, the contractor will be able to load and unload some application software, run ghosting software, and conduct some trouble shooting. NRC also provides a two-way audio/video teleconferencing (VTC) system that connects the PDC with NRC's remote sites. The facilities, computers, and software located at NRC Headquarters may change during the contract period. When needed, NRC will provide the contractor training and computer support on new systems as they are implemented.

In operating the PDC, the PDC contractor supports employee registration of all the HR/Professional Development Knowledge Management (PDKM) courses and those sponsored by other NRC offices, as directed by HR/HRDT, using a NRC-provided registration system. The contractor provides classroom/facility operations and support to all training held at the PDC.

Training conducted at the PDC is determined by NRC and will consist of NRC or contracted instructor-led courses, self-study programs, and special events, such as demonstrations, briefings, and training-related meetings. The NRC requires contractor support for the operation of the PDC facility, in addition to the design, development, and presentation of end-user computer courses and other professional administrative courses.

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Occasionally, NRC's courses are held for the NRC's regional offices by the PDC teleconferencing system or by providing instructors and materials off-site, such as the NRC's regional offices or contractor facilities located near those sites. The NRC's regional offices are located in King of Prussia, PA (Region I); Atlanta, GA (Region II); Lisle, IL (Region III); and Arlington, TX (Region IV). NRC also has a training facility in Chattanooga, TN, which is the Technical Training Center (TTC). Some technical training courses are conducted in the PDC by TTC instructors.

The NRC Project Manager (PM) will initiate work via delivery orders for course development and course implementation. Courses may be either customized or off-the-shelf and may be implemented at one of NRC locations or at remote sites. The contractor shall use the Instructional Systems Development (ISD) approach in developing all new courses and making course revisions. Five full-time on-site contractor staff are required in the PDC to manage and operate the training facility, coordinate with TTC for technical training courses held in the PDC and coordinate with other locations when training is held off-site (NRC regions or contractor facility). The contractor PDC staff also supports the development and implementation of custom computer training courses and Web-based courses.

C.2 CONTRACT OBJECTIVES

Contractor support is needed to operate the NRC's Headquarters training facility, manage in-house course registration, and administer the PDC training facility for courses, NRC developmental programs, demonstrations, briefings and training-related meetings. In addition, the contractor is required to provide training classrooms and support, as needed, for specific courses conducted off-site, and provide Government Services Administration (GSA) Schedule administrative and custom training courses, as needed, at NRC's remote sites or contractor facilities. The contractor shall also assume the responsibility for maintaining and presenting NRC's current customized administrative and professional courses, and develop new courses when requested.

Specifically, the NRC requires high-performing contractor support with a proven customer service record to:

- * Staff and manage the operations of the PDC, maintain facility security and inventory, open and close the facility, set up equipment and make it ready for use, trouble shoot for instructors when equipment problems arise, report equipment and software problems and malfunctions to NRC support services, handle course registration questions and general training information, handle phone calls and messages to participants in the facility, receive course materials and place them in the classroom where courses will be held, advise NRC PM when course materials arrive, and provide effective customer service.
- * Support PDC room scheduling; course registrations; course, program, and student registration and completion reporting; course profiling, session scheduling, course session changes, and rosters.
- * Maintain contractor personnel security clearances and secure handling of NRC information. Maintain all operational records and files on site.

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- * Maintain training support capabilities by learning new NRC computer systems when the NRC modifies and upgrades its software and participate in new implementations when these changes affect the training function and facility.
- * Provide qualified information technology training instructors and course developers to design, develop, and implement new custom computer training courses, both classroom and self-study.
- * Provide qualified financial management, human resources management, acquisition management, property management, and communication/interpersonal skills instructors and course developers to design, develop, and implement current and new custom courses, both classroom and self-study.
- * Provide NRC custom training courses and off-the-shelf courses from the contractor's publicly available listing at NRC's facilities located in Headquarters and regional offices, in addition to the contractor's managed training facilities in these metropolitan areas (Washington, DC; Philadelphia, PA; Atlanta, GA; Chicago, IL; Dallas, TX; and Chattanooga, TN.)
- * Prepare contractor managed classrooms each day before students arrive with appropriate equipment turned on and ready, furniture arranged, PDC entry screens on for student information, and the PDC/ILC open and ready. Readiness includes tele-video connections and Web-casts.
- * Maintain a high level of customer service ethics and provide high quality training and support services that will sustain NRC's high performing workforce and improve individual and group performance.

C.3 SCOPE OF WORK

I. Headquarters Training Center Operations and Training Administration

Facility Administration, Security, and Operations

- A.** The contractor shall provide continuous oversight and control in administering and operating the NRC Headquarters PDC training facility. At this time, the NRC training facility is located at Two White Flint North, Rockville, Maryland. The hours of operation shall be:
 - 7:30 a.m. - 4:30 p.m. for General Administration and On-site Classes
 - 7:30 a.m. - 4:30 p.m. for the Individualized Learning Center
- B.** The contractor shall set up and maintain classrooms and equipment (e.g., audio/video equipment, microcomputer hardware/software, televideo) for training, and distribute course materials and training tools to NRC employees in the PDC. The contractor shall also set up and maintain computer classrooms and equipment

for NRC training at its facilities, when computer training courses are scheduled under this contract. Rarely (approximately four times/year), equipment and setup of equipment from the PDC will be needed for HR training held in an NRC conference room at its headquarters facilities. The contractor shall schedule the use of this equipment and support its delivery and setup in the conference room. NRC will provide all maintenance service for all NRC-provided equipment at the PDC.

- C. The contractor shall maintain inventory of all PDC equipment and keep track of all furniture in the facility. The contractor shall work with the NRC PM to review and reconcile inventory records, on a yearly basis, or as needed. The contractor will not be expected to repair or replace defective or obsolete hardware, software, and furniture, but shall be held accountable for keeping track of all inventory in the training facility and for tracking the movement of inventory from the facility and for immediately reporting any item that is lost or missing.
- D. The contractor shall administer protection of NRC property and facilities, using and abiding by NRC security requirements, such as closing and locking doors, maintaining computer security, and badge responsibilities.
- E. The contractor shall maintain the NRC message broadcast system for people attending training sessions that will display their name to alert them to phone messages received for them while they are in the training facility.
- F. When computer equipment and software problems are discovered in the PDC, the contractor shall report computer equipment, software, and systems malfunctions requiring attention to the NRC Office of Information Services (OIS) hotline and inform the NRC PM and, if needed, any OIS points of contact. The contractor shall monitor the progress on resolving the problems and participate in the resolution to assist in protecting the integrity of the systems for training.
- G. The contractor shall maintain the facility to keep it in a clean and orderly fashion, report any problems to NRC Administrative Services, and monitor the effectiveness of NRC's custodial and repair services to the facility. The contractor shall also store equipment, course materials, and supplies neatly, and secure equipment in locked areas of the PDC at the end of the work day.
- H. The contractor shall prepare request forms and documentation for the NRC PM's signature for necessary services, such as requests for duplication of course materials, paper, binders, and other supplies, graphic art work, hardware, software, and equipment installation and maintenance, and courseware. In those instances when the operation of the facility requires materials not available through normal supply channels, the contractor shall provide information on the need to the NRC PM for approval and procurement.
- I. Working within the overall NRC infrastructure of computer systems, authorities, and security/access limitations, the contractor shall structure and administer the computer laboratory classroom systems and ILC systems to provide the best use

of the facility for training and the daily maintenance of the systems' software after each training event.

- J. The PDC serves HR training courses and training events conducted by other NRC offices. The contractor shall provide guidance to new users of the facility's resources on system configurations, facility requirements, and on-site contractor support.
- K. The contractor shall monitor and evaluate the general administration and operation of the training facility and recommend improvements in processes, procedures, policies, and automation.

II. **Course Administration, Registration, and Records Management**

- A. The NRC will provide the software applications for the contractor to use to manage course administration, registration, track student enrollments and completions, and create standard and ad-hoc reports. The software for training administration will be referred to as the Learning Management System (LMS). NRC will provide all the software for training administration, room scheduling, etc. and may upgrade or modify this software and provide training to the contractor during the period of performance. The contractor shall provide the following performance with the software and systems provided by NRC:
 - * Maintain an on-line catalog of courses with full descriptions for HR/PDKM courses, courses sponsored by other NRC offices as directed by HR/PDKM, and all ILC self-paced instruction. Coordinate this catalog for entry and use with the Agency LMS. The catalog of courses will include both instructor-led, self-paced, and on-line training.
 - * Provide updates to course training information, schedules, and other pertinent data daily to the HR training systems.
- B. Based on the contractor's experience in performing the requirements of this contract, the contractor shall share observations with the NRC PM on improved ways information can be formatted and included in the NRC's training information systems used by the contractor under this contract.
- C. The contractor shall administer the course registrations for courses sponsored by the HR/PDKM office and take receipt of any materials arranged by NRC to be sent ahead to the facility. See attachment for a list of current courses.
- D. The number of courses needing administration at one time will vary, but is not expected to exceed 70 courses during the period of performance, as courses are retired or added to the list of offerings. The contractor will register students, accept training requests and assemble student training materials.

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- E.** The contractor shall enter new and revised course information, class/session dates, and room reservations into the NRC's LMS or other systems with information provided by the NRC PM.
- F.** The contractor shall receive requests for use of the training facility space and equipment from non-HR NRC staff. The contractor shall request information (form provided) from the requester to forward to the NRC PM for HR approval. If approved, the contractor shall assist the requester with PDC equipment and preparation of rooms and take receipt of any materials arranged by NRC to be sent ahead to the facility for use in the space.
- G.** The contractor shall include all NRC-approved requests for space in the schedule of rooms at the PDC.
- H.** The contractor shall process registration notices, notices of confirmation, preparation of classroom and final rosters, and reports on course sessions and completion data.
- I.** Should a cancellation of any scheduled course be necessary, at the written request of the NRC, the contractor shall cancel the session in the appropriate NRC computer systems, contact all registrants and advise them of the cancellation, and assist them in rescheduling their training, where possible.
- J.** The contractor shall maintain accurate online student records and enrollment, follow all NRC policies on privacy and security of all data, prepare information, such as course statistics and reports on student enrollments and training completions, as requested by the NRC PM.
- K.** The contractor shall schedule training resources at the facility, which includes classroom space, televideo, and equipment. The information shall be entered into NRC's computer systems (LMS and other), where possible. The contractor shall provide course/room information electronically using the NRC's electronic information wall computer system in the PDC and the NRC's software system for this information.
- L.** The contractor shall provide staff to answer inquiries concerning enrollment, registration, course availability, training history, and other queries associated with the normal business of conducting services in the PDC.
- M.** On a weekly basis, the contractor shall review the calendar of events scheduled in the PDC to quality check that there are no obvious overlaps in classroom use and confirm that all HR/PDKM courses that have not been cancelled have been processed for the upcoming week.
- N.** The contractor shall maintain all records and files on site, and keep them readily obtainable by the NRC PM and contractor staff. All electronically created files shall be maintained electronically and appropriate paper files shall also be maintained.

- O. The contractor shall follow all NRC policies for the safe, secure handling of NRC data used in the tasks of this contract. The contractor shall follow all requirements of the Privacy Act. All contractor staff with access to NRC's computers shall fulfill all training requirements mandated by NRC for those using NRC's computer systems. At this time, this includes a brief Web-based course on computer security.
- P. Should a need for maintaining specific PDC or ILC records electronically be necessary, the contractor shall recommend such a means of managing the records, such as an Access database, to the NRC PM. Development of any new electronic records systems by the contractor will be authorized as a modification to this contract.
- Q. During the period of this contract, NRC may upgrade or convert to and implement its computer systems for training administration. The contractor shall participate in the discussions with NRC during the planning and preparation for implementing a new system and provide insight based on the contractor's day-to-day operation of the PDC and computer training services. The contractor shall participate in the testing of the new systems in parallel with the older system and report any observations and concerns to the NRC PM. The contractor shall participate in NRC provided training on the use of the new systems and assist with the transition from the older system to the new system.
- R. **Participant Evaluation.** The contractor shall provide evaluation forms to class participants to complete for all courses designed, developed and delivered under this contract. A sample of an evaluation/feedback form that the contractor shall replicate for any course given and furnish to each participant to complete, is found as an attachment to this solicitation. The NRC reserves the right to make changes to the evaluation form as necessary to meet its reporting requirements. The original copy of all completed participant evaluations shall be submitted to the NRC PM on the day the course ends. Within 10 working days after course completion, the NRC PM will send a copy of the evaluations to the contractor. The contractor shall review the participant evaluations to determine if major or minor changes to any given seminar would improve the instruction for the purpose of providing greater learning potential and performance of the participants and make any recommendations for improvement. The contractor shall summarize the findings on each evaluation form in a report and provide the summary to the NRC PM and a designated NRC subject matter expert (SME) within 1 month of course completion.

III. Individualized Learning Center (ILC) Administration

- A. The ILC, located in the PDC, offers NRC employees a quiet place to participate in self-study courses available on the ILC PCs and video players with headphones. There are currently 16 PCs in the ILC and two video tape players; plus a workstation and printer for the ILC Administrator, and storage space for ILC materials. Currently the ILC offers NRC employees materials they may check out and return, known as the lending library, and a place they can schedule time to visit

and take self-study training away from the distractions of their office space.

- B.** For programs in the Individualized Learning Center, the contractor shall:
1. Incorporate into HR training publications and online catalogs, ILC course descriptions, forms, and procedures for using the ILC. Prepare high-quality special announcements, forms, and procedures for courses or new programs upon the request of the NRC PM.
 2. Load courseware/software on ILC computers, and trouble shoot equipment/courseware problems. Set up and maintain the Center's computers and equipment and insure that all equipment is operating properly and available for student use. (NRC will provide maintenance service for all NRC-provided equipment.)
 3. Greet, instruct, monitor, and assist students in the ILC and on the phone so that students feel welcomed and receive friendly assistance.
 4. Administer the course registration and completion process, including enrollment confirmation, maintenance of student records, preparation of course statistics, and preparation of a small number of reports regarding student enrollments, as requested by the NRC PM.
 5. As distribution of courses through the agency's network or Intranet becomes available, prepare and administer the distribution of information on the courses and the registration of students electronically.
 6. Administer a lending library program in the ILC whereby employees borrow ILC materials, such as video tapes, audio tapes, and cds, for use in their own offices. Maintain accurate records of borrowing activities and inventory. Assist employees by phone in the use of the borrowed ILC programs.
 7. Develop and recommend improvements to NRC policy and procedures for managing and administering the ILC. Provide documentation of all contractor procedures followed in the ILC training program.
 8. Maintain all ILC records and files. All forms and records shall be filed and maintained on site where the contractor and NRC may readily obtain the information. Primary records and files shall be maintained on the following information, but not be limited to: course evaluations (recent 12 months), courseware vendors, courseware vendor catalogs, preview log and receipts, and inventories.
 9. Ensure training data on student usage of ILC materials is recorded in the NRC's LMS and is made available in reports on ILC activities, such as student enrollments and completions. All reports may be requested by NRC Office and by NRC training programs, such as computer, technical, secretarial, managerial, etc., based upon what the LMS allows.

10. Preview and screen new ILC training materials and recommend to the NRC PM materials needing further evaluation. The contractor shall search for new off-the-shelf products and request free previews of products under consideration by the NRC PM. The contractor shall also assure the return of all preview materials to their vendors on or before the end of the preview periods.
11. Coordinate and track the sharing of ILC resources with the NRC's Regional Offices, TTC, and Headquarter's Offices according to the NRC PM's direction.
12. Schedule and monitor exams that need proctoring for NRC staff.

IV. Non-NRC Off-Site Training Facilities Support

- A. The NRC's PDC offers excellent physical training space, furnishings, equipment, and qualified staff to set up classrooms and assure customer support and working equipment required throughout the training day. The facility provides effective training space; is laid out for classroom instruction; lighting is high when needed and controlled in each room for projection devices by instructors; and staff is on hand to receive course materials, prepare classrooms, handle messages, and support the instructors with their equipment and presentation devices. Computer-lab classrooms are large enough to accommodate at least 12 students with one-on-one computers and on-site maintenance and support. Excellent training facilities are crucial to providing effective cost efficient training programs and learning environments that promote learning and minimize problems and distractions.
- B. The NRC's regional offices are considerably smaller than Headquarters and several are unable to support excellent training facilities including computer-lab classrooms. Both the NRC's Headquarters and regional offices have limited training facilities and are unable to conduct some training because in-house classroom space is limited.
- C. When scheduling work under this contract, it may be necessary to schedule the training at contractor-provided training facilities outside the NRC's offices, but located in the same metropolitan area of NRC's Headquarters and regional offices. These facilities must be comparable in design and support for training to the NRC's PDC. The contractor shall provide both traditional classroom and computer-lab space for traditional groups of up to 50 people and computer-lab space for groups up to 12 people one-to-one at a computer, with full in-room lighting and lighting controls, working equipment (overhead projectors, computer digital projects, DVD and video tape projection), and provide management and support of the facility and equipment.

- D.** The need to schedule training at the contractor’s facilities will be determined when NRC needs to provide timely custom training courses to its staff and adequate training space at NRC is not available. Also under this contract, the NRC will schedule with the contractor to conduct contractor-provided GSA courses at the contractor’s facilities for NRC staff. The contractor shall provide its costs for providing and supporting its training facilities to NRC for 1- to 5-day courses.

- E.** The contractor’s training facilities must be located in the same metropolitan area as the NRC’s headquarters and regional offices, and must be actively supported by staff able to provide and support the equipment described in this contract, except NRC’s televideo and NRC-only network, and to fully support an effective learning environment for all students.

Table 1. Estimated Need for Use of Contractor Training Facilities (Five-Year Period)

Location (Area)	Estimated Use - Days
Washington, DC	5
Philadelphia, PA	10
Atlanta, GA	10
Chicago, IL	10
Dallas, TX	10

V. Custom Computer Course - Training Development and Presentation

- A.** Development work for new computer courses and revisions to current courses is anticipated on an as-needed basis over the period of performance. The need for development work may be expressed by NRC staff directly to the contractor and its instructors, may be recommended to the NRC PM based on the contractor’s own observation, or may be initiated by the NRC Project Manager. All requests for development work shall be referred to the NRC PM for evaluation and approval.

- B.** When the need for computer course development work requires some analysis, the NRC PM may initiate needs analysis work to be performed by the contractor, who shall assist the NRC in gathering data on the new requirement. The NRC PM will determine what deliverables and complexity of work need to be accomplished and will initiate appropriate contractor effort by issuing a delivery order.

- C.** The NRC has approximately 42 current custom computer courses that were developed and presented to its employees under a previous contract. The contractor shall continue to maintain and revise these courses and develop new courses, when ordered.

VI. Custom Computer Course - Development

A. Definitions - Below are definitions of complexity for design and development work and descriptions of basic deliverables (new courses and course revisions):

Table 2. Development Complexity Definitions:

<p>Standard - No NRC Subject Matter Expertise (SME)</p>	<p>Training on standard off-the-shelf end-user software, such as Microsoft products and Corel products with which experienced computer developers and instructors would be expected to have adequate knowledge and experience.</p>
<p>Standard - With NRC SME</p>	<p>Training on standard off-the-shelf end-user software, as described, but which NRC has customized, such as a customized MS Access database. Developers and instructors are expected to know the off-the-shelf product, but must learn from NRC how the product has been applied at NRC. The contractor shall work with NRC SME and NRC subject matter reviewers to gather NRC information and complete course development.</p>
<p>Advanced - No NRC SME</p>	<p>Training on advanced systems, requiring knowledge of the operation of two or more operating systems; or programming to understand and explain information to students; or high-end knowledge of system architecture of the application and how to explain its capabilities and limitations; or expertise needed to address new emerging technologies.</p>
<p>Advanced - With NRC SME</p>	<p>Training on advanced systems, as described, which NRC has used and customized for its own unique application. The contractor shall be expected to have the expertise needed to address specific, unique NRC systems not commonly used or available. The contractor shall work with NRC SME and NRC subject matter reviewers to gather NRC information and complete course development.</p>

Table 3. New Course Definitions:

<p>Classroom Courses</p>	<p>Classroom courses are “hands-on,” taught in training-lab classrooms, where each student will try out and practice new skills using a computer. Deliverables include a student workbook with job aids, an instructor’s guide, and a developmental test of the course the first time the course is taught. Draft deliverable student and instructor materials will be reviewed by NRC and comments incorporated prior to the developmental test. Final deliverables will be the revised student and instructor materials following the developmental test and incorporation of the NRC PM’s test review comments. The student and instructor materials must be designed using the NRC-provided formatting and sections (i.e., training objectives, table of contents, instructions, definitions, and hands-on exercises). The systematic approach to training shall be used to develop new courses.</p>
<p>Demonstration Courses</p>	<p>Occasionally, NRC will need the contractor to develop demonstrations, held in traditional (non-computer-lab) classrooms, that introduce employees to new computer systems and software. Deliverables will include an instructor guide, student job aids, and a developmental test of the demonstration the first time it is taught. Draft deliverable student and instructor materials will be reviewed by NRC and comments incorporated prior to the developmental test. Final deliverables will be the revised student job aids and instructor materials following the developmental test and incorporation of the NRC PM’s test review comments. The systematic approach to training shall be used to develop new courses.</p>
<p>Web-based Courses</p>	<p>The software used to design and develop Web-based training is expected to change as the industry changes and upgrades. NRC will approve the software used to develop Web-based courses under this contract. NRC currently uses and provides ReadyGo Web-based course development software. Web-based courses will provide students with course objectives, at least one primary path through the course and secondary levels of information, a high-level of interactivity and feedback using the Web-course development software (currently ReadyGo) exercise and test features, and job aids. Appropriate graphics that help illustrate and explain the content along with textual instructions and information will be used. The Web-based course must be designed using NRC-provided formatting and sections (i.e., training objectives, table of contents, instructions, definitions, and student exercises). The systematic approach to training shall be used to develop new courses. All Web-based training will be SCORM compliant to interface with the LMS used at NRC. In addition, all Web-based training will include an appropriate Privacy Act statement.</p> <p>A draft deliverable will be reviewed by NRC and comments incorporated prior to the developmental test. Final deliverables will be the revised course following a developmental test and incorporation of the NRC PM’s test review comments.</p>
<p>Job Aids</p>	<p>Job aids will meet the training needs. Most job aids require one or two pages of instructional text per task that can be distributed in paper or on the Intranet. The job aids must be designed using NRC provided formatting and guidelines when provided. The systematic approach to training shall be used to develop new job aids.</p>

Table 4. New Problem Analysis Definitions:

Simple Analysis	To assist NRC in analyzing a computer training problem in the Agency, the contractor shall attend up to three meetings with the NRC PM and ask questions relevant to the evaluation of the data from NRC subject matter experts. The contractor shall report on the facts found to the NRC PM.
Moderate Analysis	The contractor shall attend up to five meetings with the NRC PM and NRC subject matter experts, and provide the NRC PM with its written observations on the NRC problem.

Table 5. Course Updates and Revisions Definitions

Continuous	Maintain accurate (complete and free of typographical errors) course materials, with current terminology, correct formatting, and readable layout. This contractor responsibility shall be provided without a specific unit cost to the NRC.
Minor (min)	Update terminology and definitions, revise some exercises, and clarify or provide minor changes or additions to some wording and instructions.
Moderate (mod)	Moderate revisions may occur when there is a minor version change in software or the need shifts somewhat requiring a change in emphasis. Many changes shall be made to screen shots, and exercises, and some text and instructions, but the design and objectives remain about the same.

B. Course development effort - Below is a description of deliverables needed for new computer course development, course revisions, job aids, new problem analysis, and revisions. (Note: See Tables 11 and 12 under Section XIV for estimated level of effort.)

- * The contractor shall be responsible for production of quality, proof-read deliverables. Information shall also be placed on a Web-page for student use and reference during or after class. All deliverables shall be provided electronically in MS Word or Corel WordPerfect and in versions compatible with Word 2003 and WordPerfect 10. In addition, all student materials shall be provided in PDF files for the NRC's Intranet. The contractor shall continue to deliver products in Word or WordPerfect during the period of contract performance that are compatible with NRC upgrades in its Word or WordPerfect infrastructure software. The format for all student workbooks, job aids, and instructor guides will match the format of materials provided to the contractor upon award of this contract, unless otherwise negotiated.
- * Web-based self-study training shall be developed using NRC's current Web training authoring tool, ReadyGo. Should it be necessary to change to new authoring software, the change will be discussed and negotiated with the NRC Contracting Officer (CO) and the contract will be modified.
- * When new custom computer courses are developed under this contract, any materials provided to the NRC will become the property of the United States

Government and the Government will obtain unlimited rights to use, disclose, reproduce, prepare derivative works, distribute copies to the public, and perform publicly and display publicly in any manner and for any purpose and to have or permit others to do so. Proprietary information shall not be incorporated into the materials delivered under the contract without prior written permission of the NRC CO.

C. Custom Computer Course - Task Orders

On an as-needed basis, the NRC PM may request the contractor to develop and present training that may arise due to unanticipated or special needs. These requests will be completed in accordance with the Task Ordering Procedures outlined in the impending contract. NRC CO will issue a request for proposal to the contractor and the contractor will in turn, propose a total estimated price to perform the work outlined in the RFP. However, the final price will be negotiated and designated in the definitized task order issued by the NRC CO. This training is expected to include the development of at least 1-hour of an advanced Web-based course each year with an NRC subject matter expert. Other advanced courses, noted in the tables above, may be requested, as needed, on a task order basis.

VII. Custom Computer Course - Presentation

- A.** For custom computer courses maintained and developed by the contractor, the contractor shall prepare draft and final computer course descriptions for NRC PM approval and the contractor shall send master course materials to NRC's reproduction section in a timely manner (at least 5 days prior to course presentation) and assemble all course materials and references needed for the computer training courses. NRC's reproduction service will reproduce and bind the course materials and deliver them by in-house mail to the PDC. All materials associated with the computer training program shall be stored, electronically and physically in the NRC's PDC training facility, and inventoried by the contractor.
- B.** The contractor shall prepare, revise, and maintain a rolling 1-year calendar with course dates, course descriptions, registration information, and all other program promotional materials as is necessary for the dissemination and promulgation of course information to NRC employees. The available dates shall be accessible from NRC's computer systems using current online technology at NRC. The contractor shall schedule the NRC's in-house computer training courses at least thirteen weeks prior to the scheduled dates to allow for registration and scheduling of additional sessions, as requested by NRC. When special requests are made by NRC remote offices for custom computer courses to be held outside the PDC, the contractor shall work with the requestor and the NRC PM to schedule and arrange for the course sessions.
- C.** The contractor shall provide a complete rolling 1-year calendar of courses that meet NRC's needs for current training requirements and provide for qualified instructors and available classroom facilities to instruct the courses. The NRC PM will monitor

and approve the computer training course schedules and rosters. After the schedule is approved by the NRC PM, the contractor shall enter the course sessions into the NRC learning management system for student enrollment.

- D. The frequency with which courses are presented may be modified with prior NRC approval based upon user need and interest. Two half-day courses may be scheduled and conducted in 1 day, whenever possible. The number of participants in each course session may vary based on need and one session of a course may occasionally be scheduled in order to support one-on-one training requirements usually held in senior managements' offices or for individuals with disabilities. NRC will provide sign language interpreters or other special disability resources for employees with special needs.
- E. Occasionally, it will be necessary to cancel a scheduled course due to insufficient enrollment. Minimum class sizes for each course will be specified by the NRC PM. Courses may be cancelled if the enrollment is less than the specified minimum and the contractor has made every effort to fill or reschedule the session. The contractor shall notify the NRC PM when a course meets the criteria for cancellation. The NRC PM may decide that a course is too essential to be canceled. If the NRC is notified and a class is canceled 8 working days before the session is scheduled, no session cost will be paid to the contractor and its instructor. If the NRC is notified and a class is canceled 4 to 7 working days before the session is scheduled, 60 percent of instructor fees will be reimbursed to the contractor. If the NRC is notified and a class is canceled 1 to 3 working days before the scheduled session, all instructor fees, and incurred travel expenses, if the instructor is already on site, will be paid by NRC.
- F. After a computer course is scheduled by the contractor at NRC, if a scheduled course must be cancelled because the contractor failed to provide a qualified instructor, the contractor shall owe NRC a rescheduled course of comparable price at no charge to the NRC. If a contractor-provided instructor fails to meet his or her commitment to teach on a scheduled day, the NRC may request that the instructor be barred from teaching under this contract and the contractor shall provide a qualified replacement.
- G. The contractor shall assure that the quality of instruction, materials, and administrative services employed fully satisfy the requirements specified in the contract. In conducting courses, the contractor shall, at a minimum, perform the following:
 - 1. Create a professional learning experience by being organized, well-versed in the subject matter, and conscientious, using the best approach, program devices, techniques, and strategies to suit the training population.
 - 2. Maintain control of the learning time, so that the presentation of information and exercises remain organized and timely; key points and course objectives are met, and breaks are provided within the overall course schedule.

Distractions, such as questions that are of minimal interest to the class as a whole and can be answered later and/or individually, are to be consistently controlled.

3. Assure that required resources, equipment, instructional materials, slides/visual aids, and display materials for reference are ready prior to start of class.
 4. Observe the effect of the instruction on the class and reasonably attempt to clarify, provide examples, or in some other way modify the course to help correct problems and improve the participants' opportunity to learn.
 5. Participate in a dialogue and interactive feedback with participants, rather than simply disseminate information.
 6. Involve the participants in sufficient exercise and practice with the subject matter to reinforce the understanding and recall of information provided, in addition to instructor presentation.
 7. Act to remove or correct barriers to learning during a training session and recommend a resolution to such deficiencies before the start of the next training session.
 8. Present the NRC's classroom rules (attendance, cell-phone usage, time and labor reporting, etc., and emergency evacuation information) at the start of each instructor-led class. Approximately 2 minutes will be required to cover the information. These rules shall be distributed by the contractor to each student with the participant materials and be discussed by the instructor. The rules will be provided to the contractor upon contract award and updates to the rules will be provided when needed.
- H. The contractor shall use the NRC's automated student evaluation collection device for the hands-on computer training the contractor conducts at the PDC, and shall use paper evaluations or those constructed through the LMS survey instrument for custom courses held at remote facilities and for classroom demonstration courses. Student evaluations are the short one-to-three page series of questions students are asked to complete at the end of each course. At a minimum, the questions shall include how well the objectives were met and how well the instructor performed. The contractor may propose changes to the questions for NRC approval and the contractor shall be responsible for programming the changes into NRC's automated student evaluation system. The contractor shall also prepare draft and final student evaluations for all Web-based courses developed by the contractor for NRC PM approval.
- I. In addition to all on-site staff, all developers and instructors are considered key personnel and need to meet the NRC qualifications described in this Statement of Work. If upon review of student course evaluations and observation, the NRC

determines that a contractor-provided instructor cannot satisfy the requirements of the contract, receives an average of a satisfactory rating or below from the student evaluations, and cannot assure the quality required by the NRC, the NRC PO will suggest the contractor to remove the instructor from further work at NRC and provide a qualified replacement, while maintaining the approved course schedule.

- J. All contractor-provided instructors shall be highly qualified, knowledgeable and experienced in teaching computer software to adults. The NRC also anticipates that two levels of computer instructor technical competencies will be required and that the cost associated with teaching courses requiring differing technical levels will vary. The two levels are: (1) Standard - competency in standard off-the-shelf software, like MS Word, Access, and WordPerfect (2) Advanced - competency in standard off-the-shelf software and non-standard custom databases, programming and new technologies. In addition, some instructors shall have further competency in using two-way audio, two-way video, and network computer demonstration devices to teach a classroom of students located off-site. This is charted below:

Table 6. Computer Instructor Technical Competencies Definitions

Standard Applications	Competency in standard off-the-shelf software, like MS Word, Access, and WordPerfect
Advanced Applications	Competency in standard off-the-shelf software and non-standard custom databases, programming and new technologies.
Tele-training	Two-way audio, two-way video, and network computer demonstration devices to teach a classroom of students located off-site

- K. The contractor shall provide at least one highly qualified primary and one equally qualified back-up instructor for every course and shall be responsible for preparing and training every instructor used under this contract. The contractor shall be able to schedule courses needed under this contract in a timely manner using qualified, available instructors.
- L. The contractor shall deliver instructor-led computer training courses for NRC employees. NRC will need a wide variety of courses that include NRC current courses previously developed that are tailored or customized for NRC and new custom courses developed under this contract.
- M. The majority of NRC custom courses will be held at the NRC's PDC training facility in Rockville, Maryland and at its regional sites, and rarely at the Technical Training Center. Some regional offices do not have dedicated computer-lab training rooms. The NRC may determine that computer training needs to be held at the contractor's facilities, located near the NRC's regional offices, when NRC cannot provide adequate facilities. The contractor shall determine room availability at its training facilities for NRC training and provide one or more course dates for NRC approval.

- N. Course delivery of NRC's tailored/customized computer courses will be on a firm fixed-price basis based on the course length and complexity as specified in Table 14 under Section XIV for estimated level of effort. Under this indefinite delivery indefinite quantity contract, the NRC PM will make requests for NRC custom courses to be taught at various locations. It is anticipated that most courses will be held at NRC's PDC and therefore, the contractor shall provide sufficient qualified instructors to instruct at its Headquarters site, without incurring travel costs. Should qualified instructors of custom courses be needed to teach a course at NRC's regional locations, the NRC will reimburse travel costs and up to 1 day of travel time at the lowest standard fixed-price cost for 1 day of training.

- O. The contractor shall provide qualified instructors to teach the anticipated forty-two courses set forth in Table 7 below at NRC Headquarters and Regional Offices. The exact courses and the number of times they are given will vary based on agency need during the contract period, as some courses are retired and new courses are developed and conducted. Where possible, some regional office courses will be taught by tele-training from the PDC. Upon contract award, the contractor shall be provided with current student and instructor materials for each tailored and customized course for use in teaching these courses. The contractor shall insure that instructors are prepared to teach the courses and that the student materials are reproduced at NRC and a copy provided to each participant in the courses.

Table 7. Estimated number of courses taught, number of class days/course, and number of times and metropolitan areas where the courses may be given annually. Course titles and numbers are subject to changes based on NRC's needs

Course Title	Class Days	Wash DC	Philadelphia	Atlanta	Chicago	Dallas/FtW
Access 2000 for Experienced Users	2	6				
Access 2000 for New Users	2	10				
Access Advanced Curriculum: Designing Applications & Database Security	2	2				
Access Advanced Curriculum: Macros & Visual Basic	2	2				
Access: Forms, the Most Versatile Object in Databases	2	2				
Access: Introduction to Relational Databases	1	6	1	1		
ADAMS Document Processing	1	6				
ADAMS for NRC Staff	1	12	2	2	2	2
ADAMS Searching Using Advanced Find	1/2	12	2	2	2	2

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Course Title	Class Days	Wash DC	Philadelphia	Atlanta	Chicago	Dallas/FtW
Adobe Acrobat: Creating and Publishing PDF Documents	1	6				
Adobe Acrobat: Editing PDF for content, Navigation and Access	1	4				
Adobe Acrobat: Forms Creation and Processing	1	2				
Charts and Graphs: Concepts and Practice	1	1				
Creating Web Pages with Dreamweaver MX	1	2				
Excel 2000: Basics	1	5	1		1	
Excel 2000: Formulas and Functions	1	4	1		1	
Excel 2000: Intermediate	1	5	1			
GroupWise Communications Techniques	1	5	1			
GroupWise E-Mail and Calendaring	1	6	1	1	1	1
Inform's Filler and Queries	1/2	2				
Making Internet Explorer Work for You!	1/2	2				
MS Project	2	8	1	1	1	1
MS Project: Advanced Topics for Project	2	6				
PowerPoint for Super Users	1	6				
PowerPoint: An Introduction	1	6	1	1	1	1
Presentations 8: Building a Computer Slide Show	1	1				
Quattro Pro 8: Advanced Topics	1	2				
Quattro Pro 8: An Introduction	1	2	1			
Records Management	1/2	4	1	1	1	1
Web Page Design: Beginner to Interactive	2	4				
Web Page Design: Building Web content for NRC Sites	2	2				
Web Page Design: Interactive and Dynamic Pages	2	3				

Course Title	Class Days	Wash DC	Philadelphia	Atlanta	Chicago	Dallas/FtW
Word: Document Construction	1	6				
Word: Intermediate	1	6				
Word for WordPerfect Users	1	6				
WordPerfect: Mastering the Basics	1	1				
WordPerfect for Microsoft Word Users	1	4				
WordPerfect: Performance Enhancement	2	6	1	1	1	1
Working with the XP Desktop	1/2	6				

VIII. Custom Non-computer Course - Customization

The NRC may require the preparation and implementation of custom non-computer courses in the areas of financial management, human resources management, acquisition, and communications/interpersonal skills under this contract. The NRC will choose to require either contractor-provided custom instructor-led courses or Web-based self-study courses. The NRC currently conducts instructor-led custom courses in financial management.

- A. The NRC expects that contractor-available off-the-shelf courses will be customized for NRC audiences, as needed, under this contract. Course customization will require minor, moderate, or major changes to one or more contractor-provided courses. In addition, there are three custom courses in financial management previously developed by NRC, which will require maintenance updating during the period of performance.
- B. The NRC's financial management courses and any materials provided to the NRC during course revisions will become the property of the United States Government and the Government will obtain unlimited rights to use, disclose, reproduce, prepare derivative works, distribute copies to the public, and perform publicly and display publicly in any manner and for any purpose and to have or permit others to do so.
- C. Proprietary information shall not be incorporated into the materials delivered under the contract without prior written permission of the NRC CO.
- D. For any new or revised custom course, the contractor shall provide the following materials both in hard-copy and electronic format:
 - 1. An Instructor's Guide (IG) that outlines specific course objectives and course goals, contains text for an instructor to use in presenting the course that corresponds to the Participant Handbook (PH) materials, and includes presentation materials. The prototype of the IG (which is to be provided upon

contract award) shall serve as the basis of what the contractor is expected to provide. The IG shall contain tabs for each topic with words describing the material behind each tab.

The IG shall include, as a minimum, the following:

- * Table of Contents
- * Background of the Instructor
- * Introduction
- * Purpose of course
- * Background information on the topic
- * Objectives
- * Method of instruction
- * Materials needed
- * Administrative details (include a 10-minute break every 60 minutes)
- * Schedule (includes lesson topics, beginning and ending time for each topic on the agenda, and the total time for each agenda topic)
- * Directions for introducing participants and icebreaker
- * Lesson Plan
- * Purpose
- * Materials (such as: handbooks, handouts, etc.)
- * Introduction/explanation for each activity
- * Description of each exercise
- * Key concepts on instructing/facilitating
- * Key concepts on discussing each exercise
- * Key concepts on summarizing each exercise
- * Descriptive word tabs for:
 - * Topic sections in the IG
 - * Glossary of terms
 - * Supporting materials
 - * Slides or transparencies, if appropriate
 - * Resource materials

2. Should the NRC require the contractor to redesign the course materials, the contractor shall prepare a PH which shall have stated goals and objectives for each course taught. The contractor shall design the PH so that it will serve as a guide or desk aid after completion of the course. The PH from current courses shall serve as an example of what the contractor is expected to provide. The PH shall contain, as a minimum, the following:

- * Table of Contents
- * Instructor's Biography (brief)
- * Introduction
- * Purpose of the course
- * Course Objectives
- * Schedule (includes lesson topics, total time for each agenda item, beginning and ending time for each item on the agenda and 10-minute breaks every 60

- minutes)
- * Lesson Plan
- * Purpose
- * Key concepts
- * Copies of slides, if applicable
- * Handouts, job aids, exercises
- * Descriptive topic tabs
- * Sections in PH
- * Glossary of terms
- * Supporting materials
- * Reference materials

3. Assembly of Materials for the IG and the PH. The contractor shall assemble and insert the instructional materials into white three-ring binders with front and back pockets of both the IG and the PH. The binders shall be a size appropriate for the materials of the seminar. Each IG or PH shall have artwork on the spinal and front cover, depicting the title of the course, the NRC and HRTD logos, and identifying whether it is an IG or PH binder. In addition, the applicable cover page shall be inserted (with a protective plastic cover) as the first page of the IG and the PH. A prototype cover will be provided to the contractor upon contract award. The contractor shall number all pages of each of the course materials at the lower right corner of the page in both the IG and the PH with IG or PH indicated, using headers and footers, as appropriate. For any revisions made to the IG or the PH, the contractor shall denote the revision date of the training materials on the Table of Contents page in the lower left hand corner, by "Rev 9/24/04," meaning that the materials were revised on September 24, 2004.
 4. The instructor's visual aids may include any or a combination of the following teaching aids: videotapes, LCD slides (PowerPoint), readings, instruments, and other interactive learning materials.
 5. Should the contractor propose to use specific DVDs, CDs, videotapes, LCD slides or books, which are not part of the approved course materials, the contractor shall furnish one copy of such materials to the NRC Project Manager for review and approval at least 2 weeks prior to use.
 6. All IGs, PHs, and course materials shall be provided to the PM in electronic format and camera-ready hard copy. An electronic copy of the PH shall be provided for each new or revised PH in .pdf format for posting on the NRC Intranet.
- E. After each course offering, the NRC may require modifications to the seminars identified herein to meet the current needs of the agency. The contractor shall be responsible for ensuring that any modifications are reflected in the seminar materials (IG or PH). Course material changes may be minor or major, as described below:

1. **Minor changes.** The contractor shall make minor changes to the program courses, at no additional cost to the Government, to maintain accuracy and relevancy of the teaching materials and to reflect participant comments on the value of a topic taught, such as whether more emphasis should be placed on a particular topic or whether a topic has no relevancy or is redundant to material taught in another course in the program (unless purposely included). Examples of minor changes are:
 - * An organizational change, a date change, and the deletion or addition of NRC-provided materials
 - * Correcting any errors discovered after updating
 - * Uncovering further issues to be included in course materials.
 - * Formatting pages to replace old information that was removed under major revisions
 - * Renumbering of pages adjustments
 - * Preparing all hard-copy material for printer with appropriate tab placement and notations.
 - * Discussing print job with duplicator and reviewing ordering and delivery details

2. **Major changes.** The contractor shall make major modifications to any or all courses in the financial management training program. Examples of major changes include:
 - * Cases where whole sections of materials are deleted and new material is added or the course is completely redesigned or restructured in a number of areas
 - * Major structural changes to move some handouts to the Participant Handbook
 - * Taking text from the Participant Handbook and making new handouts
 - * Program-based or policy rewrites
 - * Schedule and fiscal year updates
 - * Updating slides
 - * Printing corresponding transparencies for slide replacement
 - * Updating tables
 - * Oversight of all artwork, design and duplication details of custom binders
 - * Redesign of PowerPoint files to add transitions and attractive and complementary backgrounds for presentation purposes
 - * Modifications and transfers of different file formats and software packages when documentation layouts within the project are changed
 - * Purchase of gray binders
 - * Adding new wording to more than five slides

3. Starting with Base Year One and continuing through Option Years One, Two, Three and Four, NRC will require changes to its current custom professional administrative courses and approximately three additional new custom courses. It is estimated that a total of all six courses will require both minor and major revisions for each of those years. The six courses include three current custom financial courses. (Note: See Table 15 under Section XIV for

estimated level of effort.)

4. The contractor shall provide the NRC PM with an updated disk or CD each time a custom course is updated or revised.

F. Instructions for Building and Maintaining Custom Non-Computer Courses

1. The contractor shall work with the NRC PM or his/her designee and NRC client office subject matter experts during the development and revision of custom courses. The client office will provide guidance on the requirements of the training and will review and approve the training program. The NRC PM or designee will also review and approve the training program in coordination with the client office.
2. The contractor shall use the ISD methodology in revising and/or redesigning the training materials, unless otherwise directed by the NRC. The contractor may be required to interview subject matter personnel in the client office, analyze the NRC's training requirement, gather appropriate subject matter for the training, provide recommendations to the NRC's SME and NRC PM on the participant handbook development, as it relates to the appropriate format for its reference and use by the training audience as a desk-aid and as part of the training program. The contractor shall select, sequence, and organize the training content, and prepare training objectives and content outlines that are appropriate to the NRC's needs.

IX. Custom Non-computer Course - Presentation

- A. The contractor shall assemble all course materials for the Participant Handbooks and deliver them to the PDC or off-site location. For non-computer custom courses, the contractor shall be responsible for preparing and duplicating all materials, (using WordPerfect 10 or Word software) prior to each class presentation, and delivering them at least 1 half-hour before course start times. If the materials are sent to NRC prior to a course date, the contractor shall assure their arrival at least 5 days prior to the course date. Should the NRC have any handouts, those will be placed in the classroom by NRC, where the instructor shall be able to access them and distribute, as appropriate, to the classroom participants.
- B. Prior to teaching each of the financial courses, the contractor shall be responsible for:
 1. **Financial Management Seminar.** The contractor shall prepare the materials by duplicating, and assembling in printed three-ring binders (as specified earlier in this SOW) with cover and spine art, of similar quality, style and color provided in the bound copies produced for this seminar, in order to maintain a consistent look to the seminar materials.

- Prior to each session, the contractor shall make any changes to the materials as required by the NRC PM. The NRC PM will provide its changes to the contractor at least 5 weeks prior to a scheduled session. The contractor shall prepare, duplicate, and assemble the student materials and any modified instructor materials for delivery to the NRC. The contractor shall deliver the modified instructor materials 2 weeks prior to a scheduled session as follows: one copy to the instructor, one copy to the NRC PM, and one copy to the SME in OCFO. The contractor shall deliver up to 40 copies of the bound student materials to the NRC within 5 working days of a seminar session.
 - The contractor, in conjunction with the NRC PM and the OCFO SME, shall begin updating or revising the course materials a minimum of 6 weeks prior to the seminar being scheduled. To accomplish this, the NRC will be responsible for providing in writing any changes to be made prior to the seminar offering.
 - Upon request by the NRC, the contractor shall duplicate and deliver additional course materials to the NRC.
2. **Administrative Control of Funds Seminar.** The contractor shall prepare materials by duplicating and assembling in printed three-ring binders (as specified earlier in this SOW) with cover and spine art, of similar quality, style and color as provided in the bound copy produced for this course.
- Prior to each session, the contractor shall make any changes to the materials as required by the NRC PM. The NRC PM will provide its changes to the contractor at least 5 weeks prior to a scheduled session. The contractor shall produce, reproduce, and assemble the student materials for delivery to the NRC.
 - Three copies of the modified instructor guide and materials shall be delivered 2 weeks prior to the scheduled session as follows: one copy to the instructor, one copy to the NRC PM, and one copy to the SME in OCFO. The contractor shall deliver up to 30 copies of the bound student materials to NRC within 5 work days of a scheduled course.
3. **Reimbursable Work Workshop.** The contractor shall prepare materials by duplicating, and assembling in printed three-ring binders (as specified earlier in this SOW) with cover and spine art, of similar quality, style and color as provided in the bound copy produced for this seminar.
- Prior to each session, the contractor shall make any changes to the materials as required by the NRC PM. The NRC PM will provide its changes to the contractor at least 5 weeks prior to a scheduled session. The contractor shall produce, reproduce, and assemble the student materials for delivery to the NRC.

- Three copies of the modified instructor guide and materials shall be delivered 2 weeks prior to the scheduled session as follows: one copy to the instructor, one copy to the NRC Project Manager, and one copy to the SME in OCFO. Instructors Guide shall be delivered to the NRC. The contractor shall deliver up to 30 copies of the bound student materials to NRC within 5 working days of a scheduled course.
- C. The contractor shall contact the NRC Project Manager 2 weeks prior to the scheduled date for any non-computer custom course to be offered for a rough student count and again 10 days prior to presentation to ascertain the number of confirmed attendees.
- D. Within 10 working days after the completion of any training course, the contractor/instructor shall discuss with the NRC SME/PM any suggested modifications to the training materials that will clarify topics or otherwise improve the materials.
- E. The contractor shall provide qualified instructors to teach the estimated number of custom non-computer courses set forth in the Table below. Beginning with Base Year, and continuing through Option Years One through Four, the annual estimated level of effort for teaching six custom courses, including the three custom financial courses, is 27 days. The exact course and the number of times they are given may vary based on agency need during the contractual period. Upon contract award, the contractor shall be provided with current handbooks for each course to be used in teaching the courses. The contractor shall reproduce and deliver a Participant Handbook for each participant in the courses, plus two Instructor's Guides each time the seminars are updated or revised. Instructor preparation time prior to each course session shall be built into the unit price of each course in addition to the cost of the Participant Handbook and Instructor's Guide. (Note: Refer to Tables 8 and 9 for details on Custom Non-Computer Course Presentation.)

Table 8. Estimated courses taught, number of days, times (sessions), and places where taught over the life of the contract. (Note: Subject to change based on NRC's needs)

Seminar Title	Number of Class Days	Number of Times Given	Probable Place Where Taught
Administrative Control of Funds Seminar (ACFS)	2	10	NRC Headquarters Professional Development Center (PDC)
Financial Management Seminar (FMS)	2	10	NRC Headquarters
Reimbursable Work Workshop (RWW)	1	5	NRC Headquarters
(Integrity Act Management Controls and two other non-computer custom courses to be determined)	3	5 (each)	NRC Headquarters

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NOTE: The NRC intends to hold back-to-back sessions, scheduled 6 months apart, of the 2-day courses, i.e., the FMS will be given the first 2 days, followed by 2 days of the ACFS. The 1-day seminar (RWW) is given once a year and is scheduled when needed, generally after 1 of the 4 days of the FMS and the ACFS sessions. The course sessions shall begin at 8:30 a.m. and end at 4:00 p.m., unless otherwise stated at the time of scheduling. The RWW starts and ends 9:00 a.m. - 3:30 p.m.

Table 9. Custom Non-computer Course Materials - Estimated number of course materials required annually

Courses	Participant Handbook	Instructor Handbook
Financial Management Seminar	80	2
Administrative Control of Funds	60	2
Reimbursable Work Workshop	30	1
Three other customized courses	180	3

F. During the life of the contract, on a minimum bi-annual basis, the contractor shall be responsible for establishing with the NRC PM a course offering schedule. The current financial management non-computer custom courses are typically scheduled in the following months:

- * Financial Management Seminar (FMS) - March to April and August
- * Administrative Control of Funds (ACF) - March to April and August
- * Reimbursable Work Workshop (REIMB) - March to April

During the spring, these three seminars are scheduled back-to-back, with the FMS being offered the first 2 days, followed by the ACF for the next 2 days, and the REIMB following for the next and last day, for a total of 5 days. The second back-to-back offering of the courses (FMS and ACF) during the fiscal year takes place during the August time frame. The REIMB is offered only once each year and to a much smaller number of participants.

G. The NRC will cancel a course whenever there is insufficient enrollment not later than 5 work days prior to the beginning of the scheduled course session. The NRC may reschedule the session for a mutually agreeable date without additional cost to the NRC. If for any reason, the NRC fails to give either written (includes e-mail) or oral notice to the contractor within the 5 work day period, the CO will negotiate an equitable cost adjustment. Should the NRC have to close down due to an emergency situation, and it is not within the 5 work day limit, the contractor shall reschedule the course on a mutually agreeable date without additional cost to the NRC.

H. Custom Course Administration

1. The instructor shall arrive a minimum of one-half hour before a course is scheduled to begin to lay out the participant training materials, check the equipment to make sure he/she is familiar with its operation, and take care of any other administrative matters pertaining to the course prior to start time.
2. The NRC will provide the attendance roster, tent cards, pens and markers. The instructor will check to make sure that all participants initial the attendance roster each day of the course and submit the roster to the NRC PM on the close of the last day of each seminar.
3. The instructors shall make their needs for audio-video equipment known to the NRC PM in advance of the course so that such equipment will be in place when the instructors arrive.
4. The instructors shall introduce and describe to the class the course and, if applicable, relate it to the other NRC courses taught in the same subject area.
5. The training room used shall be left in a neat and clean condition. Upon course completion, the instructor shall remove all teaching materials, including used flip chart sheets, and extra handout materials, etc., that were used in the presentation of the course.
6. The NRC may require that some or all of the courses to be conducted by two-way televideo conferencing so that participants located in the NRC regional offices may participate in the training that is held at NRC Headquarters.

While the contractor will not need to be technically knowledgeable about the NRC's televideo equipment, the contractor shall be able to provide instructors who will have experience adjusting their presentation style to include those virtually participating on a large monitor in the classroom.

7. The instructors shall present the NRC's classroom rules (attendance, cell-phone usage, etc., and emergency evacuation information) at the start of each instructor-led class. Approximately 2 minutes will be required to cover the information. These rules shall be distributed by the contractor to each student with the participant materials and be discussed by the instructor. The rules will be provided to the contractor upon contract award and updates to the rules will be provided when needed.

I. Course Presentation Quality Assurance

During the life of the contract, the contractor shall assure that the contractor-furnished instruction and course materials are of the highest quality. The contractor instructors shall, at a minimum:

1. Be responsible for reading and understanding the course materials and be able to articulate in a clear, precise fashion the seminar contents and be able to conduct classes with an estimated class size of 12 to 30 participants.
2. Provide fully qualified instructors to conduct custom courses and qualified staff to produce the other related requirements, such as handbook and guide preparation. The instructors shall have full knowledge and an understanding of the subject matter of the course they teach relevant to the Federal Government environment.
3. Maintain control of the learning time so that the presentation of information and exercises remain organized and timely (key points and course objectives are stated and met).
4. Manage distractions tactfully and consistently control questions that are of minimal interest to the class as a whole and can be answered later or individually.
5. Provide 10 minute breaks (generally every 60 minutes) within the overall schedule, unless otherwise agreed by the NRC PM.
6. Observe the effect of the instruction on the class and reasonably attempt to clarify, provide examples or in some other way help correct problems, and improve class participants' opportunity to learn.
7. Ensure that the IGs, PHs and other instructional materials are printed and assembled in a quality fashion (no missing or unreadable pages), and are acceptable to the PM.
8. Provide qualified primary and alternate backup instructors for each course who shall be able to fill in if the primary instructor is unable to perform the services on the date scheduled. The contractor shall obtain the NRC PM's approval before substituting a backup instructor.

X. Custom Non-computer Web-based Course Development

- A. The contractor shall prepare Web-based training programs as an alternative or supplement to the NRC's curriculum of courses for its staff. The contractor shall be capable of providing effective, interactive Web-based instructional materials using software specified by NRC for its instructional technology infrastructure, such as ReadyGo or Macromedia products, like Dreamweaver. Design and development of Web-based courses shall be in accordance with ISD training principles and NRC guidelines. (Note: See Table 16 under Section XIV for estimated level of effort)
- B. Web-based course development will vary in complexity according to the training objectives, as follows:

- * Low complexity - Stable factual information, such as learning facts, concepts, and terminology with minimal questions and answers, like true/false.
- * Medium complexity - Stable factual information, such as learning facts, concepts, and terminology with average graphics, and interactive exercises involving a minimal use of case-study problem solving or has limited use of media.

C. It is estimated that a minimum of four Web custom courses (two low complexity), and (two medium complexity) will be designed and developed during this contract on a task order basis.

XI. Custom Non-computer Course - Task Orders

NRC, on an as-needed basis, may request the contractor to develop and present training (classroom or Web-based) that may arise due to unanticipated or special needs. The NRC PM will issue a request to the contractor on a task order basis in accordance with the task ordering procedures outlined in the contract. (Note: See Table 16 under Section XIV for estimated level of effort)

XII. Off-the-Shelf Contractor Owned Course - Presentation

- A. During the period of this contract, the NRC will require that professional administrative support courses be provided for groups of NRC employees at the contractor's training facilities located near NRC's headquarters and regional locations, and at the PDC. The NRC needs to be able to select from a variety of 1- to 5-day off-the-shelf courses offered by the contractor. Under this contract, NRC will order from the contractor's scheduled courses. These courses will not be customized. The contractor shall provide the course materials, instructors, and implementation at their published commercial or GSA Schedule rates. Additional costs for either conducting the courses at NRC or at the contractor's training facilities will also be a fixed price under this contract.
- B. The contractor shall be able to provide off-the-shelf contractor-owned courses to the NRC in the following areas:
1. Information Technology, such as:
 - * Databases - MS Access, MS SQL
 - * Programming - Visual Basic, C Programming, Java
 - * Operating Systems - MS Windows
 - * Desktop Publishing - Adobe Acrobat
 - * Internet - ColdFusion, Macromedia Dreamweaver MX, XML
 - * Word, Excel, PowerPoint, MS Project and WordPerfect
 - * Word Processing, Spreadsheet, Presentations, Work Planning

2. Financial Management in the Federal Government, such as:
 - * Budgeting
 - * Financial Management and Administration
 3. Acquisition in the Federal Government, such as:
 - * Performance-based Statements of Work
 - * OMB Circular A-76
 - * Contract Law
 - * Contract Administration
 - * Contracting for Project Officers
 4. Human Resources in the Federal Government, such as:
 - * Personnel Action Processing
 - * Workforce Analysis
 - * Freedom of Information and Human Resources
 - * Employee Benefits
 5. Communications/Interpersonal Skills
 - * Business and Technical writing
 - * Briefing Techniques
- C.** Self-Study Course Materials - As an alternative to classroom training, contractor provided self-study materials in the above subject areas may be purchased under this contract at the contractor's published or GSA Schedule rates. Some classroom courses may be designed to include a self-study component, and the contractor shall provide this component when available.
- D.** The contractor shall be able to offer a variety of courses in the above subject areas that it regularly (at least once a year) sponsors for general open enrollment. When the contractor cannot offer NRC an off-the-shelf course that directly fits NRC's needs, the NRC may request a customization of one or more similar courses that are available in order to meet its needs. Development and presentation of a custom course are covered under the sections for computer or non-computer custom courses in this contract.
- E.** If the only customization required is to compress the amount of classroom time and shorten the training by up to 35 percent from, for example, a 5-day course to a 4-day course or a 3-day course to a 2-day course, and the NRC and the contractor agree that this can be done by dropping portions of the training, then the contractor shall provide its off-the-shelf course materials and its instructors at a cost commensurate with the actual days of instruction.

- F. Courses provided by the contractor at their commercial or GSA Schedule prices shall be presented at NRC’s training facilities (Headquarters, Regions, and Chattanooga, TN) and at the contractor’s training facilities located in the areas of Washington, DC; Dallas/Ft. Worth/Arlington, TX; Chicago, IL; Atlanta, GA; and Philadelphia, PA, as needed. Courses provided by the contractor on the GSA Schedule shall include qualified instructor(s), student course materials, and installation of appropriate software used for information technology courses in the training facility (only for the purpose of training.) The software shall be removed from NRC’s computers when the training is completed. If the training is conducted at the contractor’s training facilities, the contractor shall provide one-to-one computer-to-student facilities, installed with appropriate software, and all student training materials and services provided to its clients using their commercial or GSA Schedule courses.

- G. The contractor shall present the NRC’s classroom rules (attendance, cell-phone usage, etc., and emergency evacuation information) at the start of each instructor-led class. Approximately 2 minutes will be required to cover the information. These rules shall be distributed to each student by the contractor with the participant materials and be discussed by the instructor. The rules will be provided to the contractor upon contract award and updates to the rules will be provided when needed.

- H. The contractor shall provide qualified instructors and materials to teach an estimated number of scheduled courses set forth in the table below at NRC or at its contractor facilities located near NRC’s regional and headquarters sites. The exact courses and the number of times a course is taught may vary based on agency need during the contractual period.

Table 10. Estimated Number of Contractor-owned Courses NRC Requires

Seminar Subject	Number of Course Days	Number of Times Taught	Place Where Taught
Human Resources (Federal)	2 to 3	3	NRC locations or nearby contractor facilities
Acquisition (Federal)	2 to 4	2	NRC locations or nearby contractor facilities
Information Technology	2 to 4	3	NRC locations or nearby contractor facilities

XIII. Key Personnel, Security, and Qualifications

The contractor shall provide a team of highly qualified specialists to perform the tasks of this contract. Part of the team will work on-site to operate the PDC and manage the development and delivery of custom computer courses. The on-site contractor staff shall be expected to work full time on this contract. Other contractor personnel (company course managers, instructors, developers and graphic artists) shall be employed as needed. Key personnel will include all on-site team staff, instructors and developers, and other contractor managers assigned to work under this contract. The NRC PM will approve the

qualifications of all new staff serving under this contract should the replacement of qualified staff be required during the period of performance. All key personnel will meet NRC's security requirements and conduct themselves according to NRC security guidelines.

- A.** On-site Director of PDC Operations - The Director of PDC Operations shall have sufficient authority to provide quick decisions and take all appropriate actions related to the work of this contract. The Director shall ensure that the NRC headquarters training facility support and contractor-provided computer courses under the contract are accomplished and deliverables are made on time and within budget. The Director shall be capable of discussing all aspects of the contract work with the NRC PM. The Director shall have at least a bachelor's degree; at least 8 years demonstrated experience in operations of a full-service training facility like that described in this solicitation, have knowledge of systematically developing end-user training, and experience in training implementation, scheduling, registration, facility management, technical support, records management, and database reporting. The Director shall have knowledge and experience in financial analysis sufficient for cost reporting, maintaining records, and accurate invoicing. The Director must have knowledge and experience in the standard Corel and Microsoft computer systems and software. The Director shall be knowledgeable in learning management systems similar to that used at NRC. The Director shall be required to obtain and maintain at least a Level II security clearance, required by and processed by NRC, before starting work at NRC.
- B.** On-site Deputy Director and Program Analyst - The Analyst shall have at least 2 years experience as a computer technologist capable of installing software, administering networks, trouble shooting computer problems, communicating computer problems to computer support personnel, resetting and running ghost software, recommending improvements and solutions to problems, and solving technical problems when possible. The Analyst must have at least a bachelor's degree, be experienced in the standard Corel and Microsoft computer systems and software used in NRC's current requirements and knowledgeable in training programs and support. The Analyst shall have experience in using databases and producing ad hoc reporting from databases that include the use of MS Access and the NRC's LMS. The Analyst shall be able to set up computer systems and projectors, and be able to schedule and assist end-users in the use of all NRC training technology including teleconferencing. The Analyst shall be required to obtain at least a Level II security clearance, processed by NRC, before starting work at NRC.
- C.** On-site Individualized Learning Center Administrator - The contractor shall provide staff to administer the NRC's ILC, located in the PDC. The ILC Administrator shall be able to administer and operate the ILC and the ILC training inventory for NRC employees using the facility and self-study programs. The Administrator shall be able to prepare self-study information for publication in the training catalog, maintain accurate student records using developed database and the agency learning management system, administer a lending library program, review self-paced study materials, maintain inventories of hardware and training materials in the ILC, assist employees with selecting self-study programs, and recommend new self-study courses to the NRC Project Manager. The Administrator shall be experienced in the

standard Corel and Microsoft computer systems and software used in NRC's current requirements and knowledgeable in training programs and student customer service. The Administrator shall have at least 1 year of experience providing training services to clients. The Administrator shall be required to obtain and maintain at least a Level II security clearance, required by and processed by NRC, before starting work at NRC.

- D. On-site Assistant Program Analyst - The Assistant Program Analyst shall have at least 1 year of experience providing computer technical support at a training facility that includes installing software, refreshing computers with ghost software, and basic trouble shooting of computer problems. The Assistant Analyst shall also be experienced in providing technical support for the day-to-day operation of computer laboratories and assuring that training materials are prepared and available for each end-user class provided by the contractor. The Assistant Analyst shall have experience in maintaining a records database/learning management system and producing ad-hoc reports for rosters, completions, etc. of courses conducted by NRC. The Assistant shall be responsible for supporting the day-to-day operations of the training center including classroom set-up and scheduling. The Assistant Analyst shall be required to obtain and maintain at least a Level II security clearance, required by and processed by NRC, before starting work at NRC.
- E. On-site Administrative Assistant/Receptionist - The Administrative Assistant/ Receptionist shall be experienced providing accurate data entry to databases and producing standard reports from this information, such as are used at NRC, answering student registration and PDC usage questions, and providing a high-level of customer service and friendly reception to all customers. The Assistant/ Receptionist shall share responsibility for supporting the day-to-day operations of the training center including classroom set-up and scheduling and course material assembly. The Assistant shall be required to obtain and maintain at least a Level II security clearance or equivalent clearance, required by and processed by NRC, before starting work at NRC.
- F. Instructors/Developers - Initially, the contractor shall identify at least six key Instructors/Developers with expertise in computers and computer training and at least two Instructors/Developers with expertise in financial management for work on this contract. Additional or replacement qualified Instructors/Developers may be required during the period of the contract upon approval by the NRC PM. All computer Instructors/Developers shall have at least 5 years of direct experience teaching computer skills and developing computer training courses. At least one Instructor/Developer shall have specialized experience in at least one of each of the following: databases, word processing, records management, and Web design and development. At least two Instructors/Developers shall have at least 3 years experience designing and developing customized Web-based training courses. All Instructors/Developers, who will design and develop courses, shall have knowledge and experience in the systems development approach to training. The computer Instructors/Developers shall be required to obtain and maintain at least a Level II security clearance or NRC's equivalent clearance, required by and processed by NRC, before starting work at NRC.

- G. The contractor shall provide qualified, experienced primary Instructors/Developers and fully qualified back-up instructors to teach the custom financial management courses currently offered. Instructors/Developers shall have demonstrated ability and current knowledge, based upon formal training, education, and a minimum of 5 years of experience in providing similar training seminars and services to the Federal Government. The contractor shall provide Instructors/Developers of financial management policy, practices, and procedures who are highly knowledgeable and experienced in current Federal financial management laws, policy, and regulation, and who must seek to obtain current knowledge of NRC's financial policy, regulations, and practices. All other instructors/developers who must teach at NRC's facilities at least three times annually shall obtain and maintain at least a building clearance required by and processed by NRC.
- H. Additional Personnel - The contractor shall provide additional specialized staff as needed, such as a graphic artist, and temporary administrative/support staff. All contractor personnel who require use of NRC's computer systems shall be required to obtain and maintain at least a Level II security clearance or equivalent clearance, required by and processed by NRC, before starting work at NRC's facilities.

XIV. NRC Personnel Security

- A. Contractor employees are not permitted access to NRC's computers without appropriate NRC security clearance and contractor employees also require clearance for unescorted access to NRC buildings. The contractor shall complete the NRC's security applications forms and finger printing forms for each individual needing unescorted access in NRC buildings and who will need access to NRC's computers. The forms shall be delivered, sealed in an envelope, to the NRC PM for delivery to and approval by NRC security. The contractor shall advise the NRC PM of the termination or dismissal of any employee who has applied for, or has been granted, NRC clearances and the contractor shall obtain and return to the NRC PM any and all photo identification or temporary badges of all individuals who no longer require access to NRC space or its computers.
- B. The NRC shall have and exercise full and complete control over granting, denying, withholding, or terminating building access approvals for individuals needing regular unescorted access to NRC's sites under this contract.
- C. While at NRC, all contractor personnel shall wear their NRC-provided badge at all times and follow all NRC-provided instructions on security at NRC's facilities.

XV. Program Management and Travel

- A. The contractor shall provide a consistent high-level of performance and customer service at NRC and its remote training sites while fulfilling the requirements of this contract. Support at the PDC and other training sites for those NRC people attending training and using the facilities requires strong facility and service management and effective resources and performance of duties.

- B. The PDC Director shall meet with the NRC PM approximately once a week, or as required by the NRC PM, concerning PDC operations, program status, custom computer course development, procedures, policies, the status of current development and current computer course presentations, hardware needs and installation progress, and factors affecting performance, including, at a minimum; enrollment data, equipment and software needs, suggestions for curriculum changes to improve effectiveness of classroom learning activities, and efficiencies. The meetings are estimated to take approximately 1 hour.
- C. The contractor shall track and report accurate monthly invoice expenses that itemize all expenses including, but not limited to, the following cost centers:
1. PDC facility and custom computer courses
 - * Contractor personnel costs for on-site PDC staff
 - * Custom computer course training design, development, and revision costs and dates by deliverable and specifically tied to each NRC delivery order
 - * Custom computer course session presentation costs, and for each session include the session title, costs, instructor name, date of session, location, and if the course is held at the contractor's facilities, include the facility cost
 - * Travel expenses for each custom computer course trip by NRC delivery order, including up to 1 day travel time, and dates, locations, expenses, names of travelers
 2. Non-computer custom courses
 - * Non-computer custom course training design, development, and revision costs and dates by deliverable and specifically tied to each NRC delivery order
 - * Custom non-computer course session presentations and for each session, include the session title, costs, instructor name, date of session, location, and if the course is held at the contractor's facilities, include the facility cost
 - * Travel expenses for each custom non-computer course trip by NRC delivery order or course session, including up to 1 day travel time, conducted by dates, locations, expenses, names of travelers
 3. Contractor off-the-shelf scheduled courses
 - * GSA schedule or commercial course presentations and for each session, include the session title, costs, instructor name, date of session, location and if the course is held at the contractor's facilities, include the facility cost
 - * Travel expenses for each GSA schedule course trip by delivery order name/number by dates, locations, expenses, names of travelers

- D. The contractor shall maintain and deliver the contractor's monthly costs for each cost center, the cumulative totals of each, and grand total.
- E. The contractor shall arrange all travel for its personnel according to the Federal Government Travel Regulations. Local travel costs, such as mileage and parking or metro fares within the location of the contractor's metropolitan area will not be allowed. Headquarters parking will not be provided by the NRC. If an instructor is away from his/her place of residence and requests flight arrangements be made from a location other than the place of residence, the NRC will not be obligated to pay the increased costs.
- F. When it is necessary to conduct computer training at designated sites other than the PDC, the contractor shall prepare special instructions prior to the training at each site explaining hardware, software, and related set-up requirements necessary for the training. The contractor shall contact each site directly and insure that all arrangements are made and course materials are at the training site prior to the day of travel.
- G. The NRC PM or her designee will be available to resolve problems and to coordinate with NRC staff using the training facilities (PDC and regional offices), if necessary.
- H. While in the NRC's facilities, the contractor shall abide by all NRC personnel security requirements, including mandatory building evacuations, and will assist the NRC PM in a full evacuation of the PDC.
- I. For all courses taught under this contract by the contractor, the contractor shall deliver to the NRC PM a course roster that identifies by name, all students who attended the training along with notations for absences from class. If the training is taught at the PDC, the final course rosters and paper evaluation forms completed by the students are due to the NRC PM at the end of the class. If the training is taught at a remote location from the PDC, the final rosters and evaluation forms completed by the students shall be delivered to the NRC PM within 5 working days after the last day of the class.
- J. For final course rosters for courses under this contract that the contractor enters into the NRC's training record system, the contractor shall also keep copies of the final rosters and complete the data entry within 3 working days of the course completion. The contractor shall keep the final rosters for 6 months before destroying them.

XVI. NRC Locations and Project Manager

The NRC PM and location for delivery of materials are as follows:

Donna Lam, Project Manager
U.S. Nuclear Regulatory Commission
Office of Human Resources
11545 Rockville Pike, Mail Stop T3-D45
Rockville, MD 20852
(301) 415-7036

GS10F0228P NRC-38-06-385

Materials delivery to the PDC:

U.S. Nuclear Regulatory Commission
Professional Development Center
Room T3-B3
11545 Rockville Pike
Rockville, MD 20852
(301) 415-7750

Messenger delivery to the NRC Project Manager or PDC:

Donna Lam, Project Manager
U.S. Nuclear Regulatory Commission
One White Flint North
Mail Room O-P1-37
11555 Rockville Pike
Rockville, MD 20852-2738

XVII. Period of Performance

The period of performance shall begin on the date of contract award (Base Year) and end twelve months thereafter with four 1-year option periods (Option Year One through Option Year Four).

XVIII. NRC Furnished Property

- A.** For training held at NRC's work sites at Headquarters, its Regional Offices, and the TTC, the NRC will provide the space, furnishings, supplies, equipment, software, and maintenance at these sites necessary for the performance of this contract.
- B.** Upon award of this contract, the NRC will provide:
- * Headquarter's training facilities (PDC)
 - * Regional conference rooms/classrooms when available
 - * Office space and workstations for up to five on-site contractors in the PDC
 - * Shared office copiers and fax machines for PDC on-site staff
 - * Easels and flip charts
 - * VCR/DVD/VTC/LCD/video camera equipment
 - * Microphone
 - * TV monitor
 - * Overhead projector
 - * Blank VCR/DVD tapes for recording
 - * Writing pens and paper
 - * Dry erase markers
 - * Existing participant handbooks and instructor guides for the current custom courses
 - * Sample course evaluation form
 - * Security clearance forms
 - * Privacy Act guidance

- * Reproduction services - for custom computer courses
- * Office supplies
- * PDC inventories of equipment and ILC materials

XIX. Place of Performance

The contractor will be required to provide contract support at the NRC Headquarters facilities located in Rockville, Maryland and at the contractor's off-site training facilities located near the NRC's regional offices.

XX. Headquarters Facility Move

Should the NRC acquire additional space in the NRC Headquarters area during the period of performance and move the PDC training facility to a new location, by modification of this contract, the contractor shall continue to perform the duties of this contract at the new location in the Washington, DC area. The on-site PDC contractor staff shall also prepare, pack, and unpack the PDC records and associated materials moved by NRC during the move time negotiated by modification to the contract.

XXI. Performance Standards and Quality Assurance

The contractor's performance shall be evaluated in accordance with the performance standards as outlined in the Performance Requirements Summary (see Attachment No. 2) and will be monitored by the NRC in accordance with the Quality Assurance Plan and Surveillance Monitoring Form (see Attachment Nos. 3 and 4). Invoices will be deducted in the amounts negotiated and indicated in the Maximum Payment Percentage column for sub-standard performance.

BILLING INSTRUCTIONS

General: The contractor shall prepare vouchers or invoices as prescribed herein. FAILURE TO SUBMIT VOUCHERS/INVOICES IN ACCORDANCE WITH THESE INSTRUCTIONS WILL RESULT IN REJECTION OF THE VOUCHER/INVOICES AS IMPROPER.

Form: Claims shall be submitted on the payee's letterhead, voucher/invoices, or on the Government's Standard Form 1034, "Public Voucher for Purchases and Services Other than Personal," and Standard Form 1035, "Public Voucher for Purchases Other than Personal--Continuation Sheet." These forms are available from the U.S. Government Printing Office, 710 North Capitol Street, Washington, DC 20401.

Number of Copies: An original and three copies shall be submitted. Failure to submit all the required copies will result in rejection of the voucher/invoice as improper.

Designated Agency Billing Office: Vouchers/Invoices shall be submitted to the following address:

U.S. Nuclear Regulatory Commission
Division of Contracts and Property Management - T-7-I-2
Washington, DC 20555-0001

A copy of any invoice which includes a purchase of property valued at the time of purchase at \$5,000 or more, shall additionally be sent to:

Chief, Property Management Branch
Division of Facilities and Property Management
Mail Stop - T-7-D-27
Washington, DC 20555-0001

HAND-DELIVERY OF VOUCHERS/INVOICES IS DISCOURAGED AND WILL NOT EXPEDITE PROCESSING BY THE NRC. However, should you choose to deliver vouchers/invoices by hand, including delivery by any express mail service or special delivery service which uses a courier or other person to deliver the vouchers/invoices in person to the NRC, such vouchers/invoices must be addressed to the above Designated Agency Billing Office and will only be accepted at the following location:

U.S. Nuclear Regulatory Commission
One White Flint North - Mail Room
11555 Rockville Pike
Rockville, MD 20852

HAND-CARRIED SUBMISSIONS WILL NOT BE ACCEPTED AT OTHER THAN THE ABOVE ADDRESS

Note that the official receipt date for hand-delivered vouchers/invoices will be the date it is received by the official agency billing office in the Division of Contracts.

Agency Payment Office: U.S. Nuclear Regulatory Commission
 Division of Accounting and Finance GOV/COMM
 Mail Stop T-9H4
 Washington, DC 20555

Frequency: The contractor shall submit a voucher or invoice monthly only after the NRC's acceptance of services rendered or products delivered in performance of the delivery order unless otherwise specified in the contract.

Preparation and Itemization of the Voucher/Invoice: To be considered a proper voucher/invoice, all of the following elements must be included:

1. BPA/Contract number and delivery order number.
2. Sequential voucher/invoice number.
3. Date of voucher/invoice.
4. Payee's name and address. (Show the name of the contractor and its correct address. In addition, when an assignment of funds has been made by the contractor, or a different payee has been designated, include the name and address of the payee). Indicate the name and telephone number of the individual responsible for answering questions which the NRC may have regarding the voucher/invoice.
5. Description of articles or services, quantity, unit price, total amount, and cumulative amount.

For labor-hour delivery orders with a ceiling, provide a breakdown by task of labor hours by labor category, hours, fixed rate, current period dollars, and cumulative hours and dollars billed to date as authorized under the delivery order. For example:

Category	Current Hours	Fixed Rate	Current Billed	Cumulative	
				Hours	Total Billed
Sr. Scientist	100	35.00	\$3,500.00	500	\$ 17,500.00
Engineer	100	25.00	\$2,500.00	100	\$ 2,500.00
Totals:			\$6,000.00		\$ 20,000.00

Invoices for the order shall be broken down by task. You must also provide a consolidated summary (cover sheet) of the total amount billed inclusive of all tasks. The summary must contain the cumulative amount invoiced to date.

6. For contractor acquired property list each item purchased costing \$50,000 or more and having a life expectancy of more than 1 year and provide: (1) an item description, (2) manufacturer, (3) model number, (4) serial number, (5) acquisition cost, (6) date of purchase, and (7) a copy of the purchasing document.
7. Weight and zone of shipment, if shipped by parcel post.
8. Charges for freight or express shipments. Attach prepaid bill if shipped by freight or express.
9. Instructions to consignee to notify the Contracting Officer of receipt of shipment.
10. Travel Reimbursement (if applicable)

The contractor shall submit claims for travel reimbursement as a separate item on its fixed-price invoice/voucher in accordance with the following:

Travel reimbursement. Total costs associated with each trip must be shown in the following format:

<u>Start Date</u>	<u>Destination</u>	<u>Costs</u>
From:	From:	
To:	To:	\$

Provide supporting documentation (receipts) for travel expenditures in excess of \$75.00 in an attachment to the invoice/voucher.

Billing of Cost After Expiration of Order: If costs are incurred during the delivery order period and claimed after the order has expired, the period during which these costs were incurred must be cited. To be considered a proper expiration voucher/invoice, the contractor shall clearly mark it "EXPIRATION VOUCHER" or "EXPIRATION INVOICE."

Currency: Billings may be expressed in the currency normally used by the contractor in maintaining his accounting records and payments will be made in that currency. However, the U.S. dollar equivalent for all vouchers/invoices paid under the order may not exceed the total U.S. dollars authorized under the order.

Supersession: These instructions supersede any previous billing instructions.

PERFORMANCE REQUIREMENT SUMMARY

<u>PERFORMANCE REQUIREMENT</u>	<u>PERFORMANCE STANDARD</u>	<u>PERFORMANCE MEASUREMENT</u>	<u>SURVEILLANCE METHOD</u>	<u>ACCEPTABLE QUALITY LEVEL (AQL)</u>	<u>MAXIMUM PAYMENT PERCENTAGE(MPP)</u>
PDC Training Facility and Individualized Learning Center Administration and Operation - Tasks I and III	Required Acceptance Level: Not less than 95% of the time shall the PDC have adequate coverage during the hours of operations as set forth in the Statement of Work.	Performance will be measured by the NRC PO monitoring contractor's performance by performing a physical inspection of the PDC.	Random Inspection	5%	_____%
Non-NRC Off-Site Training Facilities Support - Task IV	Required Proficiency Level: Not less than 90% of the surveys completed by class participants shall yield a satisfactory rating or above for off-site training support provided.	Performance will be measured by the NRC Project Officer reviewing the surveys completed by class participants. Performance will be measured by the NRC PO monitoring the contractor's performance by performing a physical inspection of the contractor's facility.	100% Inspection	10%	_____%
			Random Inspection		
Custom Computer Courses - - Tasks VI and VII	Required Proficiency Level: Not less than 90% of the surveys completed by class participants shall yield a satisfactory rating or above for training conducted in terms of quality of instruction, course materials, and administrative support services provided.	Performance will be measured by the NRC Project Officer reviewing the surveys completed by class participants. Performance will be measured by the NRC PO monitoring actual classroom instruction and course administration and reviewing course materials.	100% Inspection	10%	_____%
			Random Inspection		

<u>PERFORMANCE REQUIREMENT</u>	<u>PERFORMANCE STANDARD</u>	<u>PERFORMANCE MEASUREMENT</u>	<u>SURVEILLANCE METHOD</u>	<u>ACCEPTABLE QUALITY LEVEL (AQL)</u>	<u>MAXIMUM PAYMENT PERCENTAGE(MPP)</u>
Custom Non-Computer Course - Tasks VIII and IX	Required Proficiency Level: Not less than 90% of the surveys completed by class participants shall yield a satisfactory rating or above for training conducted in terms of quality of instruction, course materials, and administrative support services provided.	Performance will be measured by the NRC Project Officer reviewing the surveys completed by class participants. Performance will be measured by the NRC PO monitoring actual classroom instruction and course administration and reviewing course materials.	100% Inspection Random Inspection	10%	_____ %
Custom Non-Computer Web-Based Course - Task X	Required Proficiency Level: Not less than 90% of the surveys completed by class participants shall yield a satisfactory rating or above for training conducted in terms of quality of instruction, course materials, and administrative support services provided.	Performance will be measured by the NRC Project Officer reviewing the surveys completed by class participants. Performance will be measured by the NRC PO monitoring actual classroom instruction and course administration and reviewing course materials.	100% Inspection Random Inspection	10%	_____ %
Off-the-Shelf Contractor-Owned Course - Task XII	Required Proficiency Level: Not less than 90% of the surveys completed by class participants shall yield a satisfactory rating or above for training conducted in terms of quality of instruction, course materials, and administrative support services provided.	Performance will be measured by the NRC Project Officer reviewing the surveys completed by class participants. Performance will be measured by the NRC PO monitoring actual classroom instruction and course administration and reviewing course materials.	100% Inspection Random Inspection	10%	_____ %

QUALITY ASSURANCE SURVEILLANCE PLAN
CONTRACT NO. NRC-38-06-385

INTRODUCTION

This Quality Assurance Surveillance Plan (QASP) has been developed pursuant to the requirements of FAR 37.602-2 for Contract No. NRC-38-06-385. This plan sets forth procedures that will be used in evaluating the technical performance of the contractor.

A. Purpose of the QASP

1. The QASP is intended to accomplish the following:
 - a. Define the roles and responsibilities of participating government officials;
 - b. Define the types of work to be performed;
 - c. Describe the evaluation methods that will be employed by the government in assessing the contractor's performance;
 - d. Provide copies of the quality assurance monitoring forms that will be used by the government in documenting and evaluating the contractor's performance; and
 - e. Describe the process of performance documentation.
2. The contractor has developed a Quality Control Plan (QCP) which sets forth procedures and responsibilities for controlling high quality work. The contractor has designated his employee to be responsible for implementation of the QCP.

B. Roles and Responsibilities of Government Officials

The following government officials will participate in assessing the quality of the contractor's performance. Their roles and responsibilities are described as follows:

1. Donna Lam will serve as the NRC Project Officer and be responsible for monitoring, assessing, recording and reporting on the technical performance of the contractor in accordance with the "Performance Requirement Summary". The PO will have primary responsibility for completing "Surveillance Monitoring Forms" which will be used to document the inspection and evaluation of the contractor's work performance.
2. Carolyn A. Cooper will serve as the NRC Contract Specialist (CS) and has overall responsibility for overseeing the contractor's performance. The CS will also be responsible for the day-to-day monitoring of the contractor's performance in the area of contract compliance and contract administration; reviewing the PO's assessment of the contractor's performance; and resolving all differences between the PO's version and the contractor's version.

C. Types of Work Performed

1. PDC Training Facility Administration and Operation

The contractor shall provide continuous oversight and control in administering and operating the NRC Headquarters PDC training facility and the NRC Individualized Learning Center.

2. Provide Non-NRC Off-Site Training Facilities Support

The contractor shall provide both traditional classroom for up to groups up to 50 people and computer-laboratory space for groups of up to 12 people one-to-one at a computer when it becomes necessary to schedule the training at contractor-provided training facilities outside the NRC Headquarters offices.

3. Conduct Custom Computer Courses

The contractor shall design, develop and deliver new computer courses and revisions to current courses on an as-needed basis.

4. Conduct Custom Non-Computer Course

The contractor shall design, develop and deliver custom non-computer courses in the areas of financial management, human resources management, acquisition, and writing/briefing skills under this contract. The contractor shall revise existing courses.

5. Conduct Custom Non-Computer Web-Based Courses

The contractor shall design and develop Web-based training programs as an alternative or supplement to the NRC's curriculum of courses for its staff.

6. Conduct Off-the-Shelf Contractor-Owned Courses

The contractor shall deliver a variety of one- to five-day off-the-shelf courses offered by the contractor. These courses will not be customized.

D. Methods of Surveillance

1. The PO will monitor actual classroom instruction to determine if training is *effective and meets course objectives*; i.e., instructor succinctly and accurately imparts information and knowledge, responds to students questions and remarks and maintains course schedule.

2. Information from course evaluations will be evaluated to determine if course objectives and performance measurements have been met by the instructor.

E. Quality Assurance Forms and Report

1. The PO will use the Surveillance Monitoring Form (Attachment No. 3) to document and evaluate the contractor's performance under the contract.
2. The PO will judge each requirement in accordance with the performance standards and performance requirements stated in the Performance Requirements Summary (PRS).
3. The PO will substantiate all requirements which the PO judges to be indicative of "unacceptable" performance. Performance at the "acceptable" level is expected from the contractor and need not be substantiated.
4. The PO will forward copies of all completed surveillance monitoring forms to the CS and contractor upon completion of the form. The contractor is required to respond in writing to any negative QA monitoring form(s) within five working days after receipt of the form.

F. Analysis of Surveillance Results

The CO will review each monitoring form prepared by the PO. When appropriate, the CO may investigate the performance event further to determine if all the facts and circumstances surrounding the event were considered in the PO's opinions outlined on the forms. The CO will discuss every event receiving a substandard rating with the contractor prior to taking the reduction in price.