

SEP-24-2009 02:20

ADM/DC

P.002

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		BPA NO.	1. CONTRACT ID CODE	PAGE 1	OF PAGES 7
2. AMENDMENT/MODIFICATION NO. M009		3. EFFECTIVE DATE See Block 16. C	4. REQUISITION/PURCHASE REQ. NO. 10-06-396M009	5. PROJECT NO. (if applicable)	
6. ISSUED BY U.S. Nuclear Regulatory Commission Div. of Contracts Attn: Mail Stop: TWB-01-B10M Washington, DC 20555		CODE 3100	7. ADMINISTERED BY (Other than Name 6) U.S. Nuclear Regulatory Commission Div. of Contracts Mail Stop: TWB-01-B10M Washington, DC 20555		CODE 3100
8. NAME AND ADDRESS OF CONTRACTOR (No. street, county, State and ZIP Code)  BANKERS BUSINESS MANAGEMENT SERVICES, INC. BANKERS COURIERS  8121 GEORGIA AVE STE 609  SILVER SPRING MD 209104957			(X)	9A. AMENDMENT OF SOLICITATION NO.	
				9B. DATED (SEE ITEM 11)	
				10A. MODIFICATION OF CONTRACT/ORDER NO. NRC-10-06-396 MODIFICATION # 9	
			X	10B. DATED (SEE ITEM 11) 03-01-2006	
CODE DUNS#81264160	FACILITY CODE				

**11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS**

The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offer  is extended,  is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. **FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER.** If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (if required) B6R:94015-SB1306 JCN:D1936 BOC:252A APPN:31X0200.910  
obligated amount: \$460,000.00 DUNS # 81264160

**13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

(X) A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.

B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).

C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:

D. OTHER (Specify type of modification and authority) MUTUAL AGREEMENT OF PARTIES

X

**E. IMPORTANT:** Contractor  is not,  is required to sign this document and return <sup>3</sup> copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

The purpose of this modification is to:

- Exercise option year 4 under CLIN 005 (period of performance from 12/01/2009 through 11/30/2010).
- Add incremental funding in the amount of \$460,000.00.
- Increase the contract ceiling amount from \$1,359,223.50 by \$460,000.00 to \$1,819,223.50.

The listed sections of the contract are hereby modified as follows: SEE ATTACHMENT

Except as provided herein, all terms and conditions of the contract referenced in item 9A or 10A, as herebefore changed, remains unchanged and in full force and effect.

16A. NAME AND TITLE OF SIGNER (Type or print)  MUSSIE BETRE, PRESIDENT/CEO		18A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) William A. Adams Contracting Officer	
13B. CONTRACTOR/OFFICER 		15C. DATE SIGNED 24SEP2009	18B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)
		15D. DATE SIGNED 9/24/2009	

NSN 7540-01-162-3070  
PREVIOUS EDITION NOT USABLE

STANDARD FORM 30 (REV. 10-83)  
Prescribed by GSA - FAR (40 CFR) 23.843

**SUNSI REVIEW COMPLETE**

**ADM002**

TEMPLATE - ADM001

SEP 28 2009

## **B. 3 DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK**

### **MAIL SERVICES SUPPORT FOR THE NRC HEADQUARTERS FACILITIES**

#### **A. BACKGROUND**

The U.S. Nuclear Regulatory Commission (NRC) Main Headquarters facility consists of two adjacent office buildings in Rockville, Maryland. One of these buildings, referred to as the One White Flint North Building (OWFN), is located at 11555 Rockville Pike, Rockville, Maryland. OWFN is an eighteen (18) floor facility supported by one freight elevator and five passenger elevators. The second building, referred to as the Two White Flint North Building (TWFN), is located at 11545 Rockville Pike, Rockville, Maryland. TWFN is a ten (10) floor facility supported by one freight elevator and seven passenger elevators. These two buildings are connected by a climate-controlled enclosed walkway on the ground-floor level and also through a walkway on the P-1 garage level. Approximately 2,000 NRC employees and an additional 200 contractor support staff occupy and conduct business daily at the NRC facility. In addition, four NRC satellite buildings are located relatively close to the main complex, as follows:

Executive Boulevard Building (EBB)  
6003 Executive Boulevard  
Rockville, MD 20852

Gateway Building (GWB)  
7201 Wisconsin Ave, Suite 425  
Bethesda, MD 20814-4810

Twinbrook Parkway Building (TWB)  
12300 Twinbrook Pkwy  
Rockville, MD 20851

Church Street Building (CSB)  
21 Church Street  
Rockville, MD 20850

NRC has adopted a centralized document control and dissemination process in order to effectively control its communications. This has resulted in the creation of the Mail Services Operation supported by the Mail Center located at O-P1-37 of OWFN and a Satellite Mail Room located in Room T-2-C4 in TWFN.

For purposes of this statement of work, the following terms are defined:

“Mail” is defined as all envelopes and packages not exceeding 70 pounds delivered by the United States Postal Service (USPS), United Parcel Service (UPS), Federal Express, Airborne, DHL, or other express or package service carriers. “Mail” also includes all interoffice envelopes and packages not exceeding 70 pounds. “Mail” does not include deliveries by freight trucking companies.

"Accountable Mail" is mail that requires tracking and special delivery, such as mail delivered by United Parcel Service (UPS), Federal Express, Airborne Express, or DHL.

"Regular Mail" is all mail other than "Accountable Mail." This includes external and internal mail.

"Internal Mail" is all interoffice mail.

The NRC headquarters location receives an average of 20,000 pieces of regular mail and approximately 1,800 pieces of accountable mail per month. An approximate additional 65,000 pieces of internal mail are processed monthly. There are currently 147 Mail Stops throughout the NRC complex (See Attachment J-3 for current NRC Mail Stop locations). The number of Mail Stops per floor varies from one to nine.

## **B. GENERAL PERFORMANCE REQUIREMENTS**

The Contractor shall accomplish the mail service as specified in this Statement of Work,

Monday through Friday, excluding official Federal holidays: The contractor shall provide contractual support staff in accordance with this statement of work to perform the following:

- Receive and x-ray all incoming mail
- Sort and deliver all incoming and internal mail
- Track, make immediate deliveries, and maintain files of Accountable Mail
- Pick up outgoing mail from designated areas and sort for appropriate delivery.
- Provide local courier service between NRC buildings or to other local addresses on an as-needed basis.

## **C. DELINEATION OF TASKS**

### **TASK 1. X-Ray Scanning**

The Contractor shall use the NRC X-ray equipment to scan all NRC incoming Mail, regardless of delivery method or recipients. The contractor staff shall notify the NRC PO or his designee immediately upon detection of a suspicious package. A package is considered suspicious if: 1) there is no return address; 2) the wrapping is discolored or stained; 3) there is a strange odor; 4) there is excessive tape or the package is sealed with tape around the edges; 5) there are uneven edges or lopsided packaging; 6) there are misspelled words; 7) there are restrictive markings, i.e., "Personal"; 8) it is ridged or bulky; and 9) there are incorrect titles, poorly typed or written address on package.

If neither the NRC PO nor his designee is immediately available, the contractor shall contact the NRC Division of Facilities and Security (DFS) and report the suspicious package. The contractor shall leave the suspicious package in the X-Ray screening machine until DFS staff arrives and determines what action is necessary. The contractor shall follow all instructions from

either the NRC PO or the DFS until the situation is resolved. Under no circumstances shall the contractor attempt to open or deliver a suspicious package.

### **TASK 2. Sorting of Mail**

All external mail will be received in the Mail Center located at P1-37 of OWFN. The contractor shall sort all mail received from internal and external sources and separate the mail to be delivered to the OWFN Building from the mail to be delivered to the TWFN building. Mail that is designated for employees located in the TWFN building shall be carried to the Satellite Mail Room located in T-2C4 in the TWFN building, where it will be sorted and dispatched for delivery. Mail designated for employees located in the OWFN building will be sorted in the OWFN Mail Center and dispatched for delivery.

### **TASK 3. Mail Stop Identification**

When mail is received without a proper mail stop, the contractor shall perform a name search of NRC employees, using NRC-provided computer or printout, to match the employee with his/her mail stop to ensure proper delivery. If the NRC employee cannot be located from the online system, the contractor shall forward this mail to the NRC PO or his designee for mail stop designation.

### **TASK 4. Delivery of Regular Mail (Mail Runs)**

The contractor shall begin mail delivery/pickup (mail-runs) in OWFN and TWFN at 8:30 a.m. and 2:30 p.m. with the exception of the Executive mail-runs. The contractor shall perform mail delivery/pick up (mail-runs) in OWFN to NRC Executives' staff mail stops at 9:30 a.m., 11:30 a.m., and 3:15 p.m. NRC shall have the right to change these designated times for the start of NRC mail-runs with 24-hour prior notice to the contractor.

All mail runs shall be completed within one hour of the mail-run start time. To that end, 1 additional full-time contract driver will be needed (from 1 General Clerk II to 2) to drive 2 separate mail routes, twice daily. The "South" route shall go from the OWFN Mail Room to the EBB, then to the GWB and back to the OWFN Mail Room and the "North" route shall go from the OWFN Mail Room to the TWB, then to the CSB and back to the OWFN Mail Room. All mail picked up during the morning run shall be delivered on the same day's afternoon run and all mail picked up during the afternoon run shall be delivered during the first mail-run on the following morning. All mail shall be properly delivered to its designated recipients' mail stops. Because NRC has expanded since the start of this contract, agency staff now occupies space in 4 additional satellite buildings. In order for NRC to continue providing quality mail delivery services that meet current service levels, the contractor will need to provide 1 additional mail clerk (from 4 General Clerk I to 5) to assist with current work and to allow NRC to provide increase the number of mail stops at some of the satellite office buildings, Church Street for example.

The Contractor shall also complete the transport of NRC mail between the OWFN and TWFN buildings twice daily. The designated route to be used for transport between buildings shall be the P1-level walkway. The contractor shall always use the freight elevator when transporting mail between floors unless the use of another elevator has been specifically approved by the NRC PO for a specified time period or the freight elevator is out of order.

**TASK 5. Tracking of Accountable Mail**

All accountable mail shall be delivered to its designated recipient within 90 minutes of receipt at the NRC. The contractor shall use the NRC Automated Tracking System (ATS) for processing and tracking all Accountable Mail, except for contracting actions, such as bids and proposals received, that require the use of NRC Form 417, "Official Record of Bid/Proposal Receipt." In the event the ATS is not operable, the Contractor shall use NRC Form 595, "Incoming Express Accountable Mail Delivery" for processing and tracking.

After completion of the processing and tracking of "Accountable Mail," the contractor shall attach the printed copy of the ATS-generated delivery document (or NRC Form 417 or NRC Form 595, as appropriate) to the incoming package and attempt to deliver it to the intended recipient. The contractor shall make certain that either the addressee or someone in the addressee's immediate office area signs the ATS document acknowledging receipt of and responsibility for the package.

If the Contractor is unable to successfully deliver the "Accountable Mail" (e.g., the addressee is not available and no one else will sign for the package), the contractor shall indicate that on the ATS document or Form 417 or 595 (e.g., no one available to sign, time of notification by telephone, time of next delivery attempt). The contractor shall return to the OWFN mail center and notify the intended recipient (by telephone followed by e-mail if no personal contact is made), that the package is ready for immediate pickup. If the Accountable Mail is not picked-up, the contractor shall attempt to redeliver the package on the next scheduled mail run. If the contractor is unable to successfully deliver the Accountable Mail again, the PO shall be notified.

When the Accountable Mail delivery is complete, the contractor shall log the receipt information from the ATS document into NRC's ATS and file the ATS document in file system folders sequentially. If NRC Forms 417 or 595 are used for delivery, these forms shall be filed sequentially in separate file system folders. The copies of all "Accountable Mail" deliveries shall be maintained for one month.

**TASK 6. Backup Local Courier Services**

The NRC PO or his designee will give the contractor at least ninety (90) minutes advance notice when courier service is required. The Contractor shall provide its courier with a fully-charged cell phone and provide the cell phone number so the NRC PO may verbally add/delete/modify a pickup or delivery during the route. The verbal change in direction to the contractor courier will be followed by a completed, modified NRC Form 253 to document the verbal request upon the courier's return to the NRC Headquarters location. During each courier route, if a problem arises which would prevent the successful completion of an NRC pick-up or delivery that day, the courier shall immediately contact the NRC PO and advise him/her of the problem. The contractor shall be responsible for payment of any parking or moving violations issued during the courier run and NRC will not reimburse the contractor for the cost of any violations or fines.

Upon award, the NRC will furnish the contractor with security packages for completion. The contractor shall provide the NRC PO with properly completed security packages for the "primary" and 2 "back-up" contract couriers within 10 days of receipt of the packages from NRC. During the security clearance review process, the Contractor shall respond to requests for additional information within 2 working days. Should the contractor plan to replace or receives the resignation from the primary or backup drivers, the NRC will be notified immediately and the Contractor shall submit a properly completed security package for a replacement courier within five (5) calendar days.

#### **TASK 7. Reports**

The contractor shall submit a Monthly Report of Incoming Mail and an Annual Report of Mail Volume. The monthly report shall be prepared in the enclosed format (Attachment J-5) and be submitted to the NRC PO by the 5<sup>th</sup> day of the following month. The contractor shall complete the Annual Report of Mail Volume by March 31 of each year. The Annual Report of Mail Volume shall consist of an approximate total number of mail processed during a ten working-day period in March (See Attachment J-6). This report records all mail transferred between locations within the NRC Headquarters complex, whether between locations within the same building, or to a location in the other NRC building.

#### **D. MAIL CENTER COVERAGE**

The contractor shall staff the NRC Mail Center on weekdays, 8:00 a.m. to 5:00 p.m. in order to process incoming mail.

#### **E. CONTRACTOR RESPONSIBILITY FOR LOST ACCOUNTABLE MAIL**

If the contractor's personnel sign for receipt of Accountable Mail and subsequently cannot produce a record of receipt by an NRC employee from the NRC's ATS, or NRC Form 417 or NRC Form 595, as appropriate, the contractor shall be held responsible for the lost mail. The contractor shall immediately launch a thorough search for the lost mail. The contractor shall reimburse NRC for the full value of the lost Mail not located within five working days of the day the mail was reported missing.

#### **F. UNIFORMS**

The contractor shall require all employees, including supervisors, to wear distinctive professional uniforms while on NRC premises, which clearly identifies the contractor's company. The contractor shall ensure that every employee wears the contractor's uniform each workday. The uniform shall have the contractor's name printed, affixed in a permanent manner and easily identifiable.

#### **G. PERSONNEL SECURITY CLEARANCES AND DISPLAY OF BADGES**

In accordance with the Contract Security and/or Classification Requirements Form 187 (Attachment No. J-2), all contractor staff is subject to satisfactory completion of NRC security clearance before beginning work. Each Contractor employee will be required to complete a

comprehensive background security application and be fingerprinted. The contractor shall maintain a pool of back-up employees with approved security clearances who can substitute during the absence of regularly-assigned staff. Upon approval by NRC's Division of Facilities and Security, NRC will provide each contract employee with an NRC access badge. This badge must be displayed at all times by contractor staff when on-site at the NRC.

#### **H. REQUIRED SKILLS AND CAPABILITIES OF PERSONNEL**

All contractor personnel shall be fluent in speaking, reading and writing the English language.

All contractor personnel designated by the contractor to operate X-ray screening equipment shall first attend an NRC training session on operation of the equipment and screening of mail, pass an examination, and be issued a certification by the NRC Division of Security. The contractor personnel certified to operate X-ray screening equipment shall be required to pass an annual re-examination.

#### **I. BONDING OF CONTRACTOR PERSONNEL**

All contractor personnel shall be bonded in an amount of not less than \$10,000 cash and \$500,000 nonnegotiable instruments. Bonding shall be with a carrier identified on the U.S. Department of Treasury's list of approved surety firms.

#### **J. MEETINGS WITH PROJECT OFFICER**

The contractor shall meet with the NRC PO on a biweekly basis to discuss the progress, success, concerns and/or deficiencies in contract performance.

#### **K. GOVERNMENT FURNISHED PROPERTY**

Refer to Attachment 4 for the list of Government furnished property.