ORDER FOR SUPPLIES OR SERVICES

PAGE OF PAGES: 1 | 3

IMPORTANT: Mark all packages and papers with contract and/or order numbers. BPA NO. NRC-DR-38-10-700

1. DATE OF ORDER: 3/17/2010	2. CONTRACT NO. (If any): GS15F0070K
3. ORDER NO.: NRC-T001 MODIFICATION NO.:	4. REQUISITION/REFERENCE NO.: HR-10-700

5. ISSUING OFFICE (Address correspondence to):
U.S. Nuclear Regulatory Commission
Div. of Contracts
Attn: Jeffrey R. Mitchell, 301-492-3639
Mail Stop: TWB-01-B10M
Washington, DC 20555

6. SHIP TO:
a. NAME OF CONSIGNEE: U.S. Nuclear Regulatory Commission
b. STREET ADDRESS:
c. CITY: Washington | d. STATE: DC | e. ZIP CODE: 20555

7. TO:
a. NAME OF CONTRACTOR: FPMI SOLUTIONS, INC.
b. COMPANY NAME:
c. STREET ADDRESS: 101 QUALITY CIR STE 110
d. CITY: HUNTSVILLE | e. STATE: AL | f. ZIP CODE: 358064534

f. SHIP VIA:

8. TYPE OF ORDER
[ ] a. PURCHASE — 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.
[X] b. DELIVERY — Except for billing instructions on the reverse, this delivery 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.

9. ACCOUNTING AND APPROPRIATION DATA
0-8415-5C1333 P8408 252A 31x0200
Obligate $365,293.00
Contractor DUNS: 143339492

10. REQUISITIONING OFFICE:

11. BUSINESS CLASSIFICATION (Check appropriate box(es))
[ ] a. SMALL [X] b. OTHER THAN SMALL [ ] c. DISADVANTAGED [ ] g. SERVICE-DISABLED VETERAN-OWNED
[ ] d. WOMEN-OWNED [ ] e. HUBZone [ ] f. EMERGING SMALLBUSINESS

12. F.O.B. POINT: N/A

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			

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)
	In accordance with Section A.16 entitled "Task Order Procedures" of the subject contract, this order definitizes Task Order No. 1. This effort shall be performed in accordance with the enclosed Statement of Work. Task Order No. 1 entitled "HR Staffing and Position Classification" The issuance of this task order does not amend any other terms or conditions of the subject contract.					

SEE BILLING INSTRUCTIONS ON REVERSE	18. SHIPPING POINT	19. GROSS SHIPPING WEIGHT	20. INVOICE NO.	17(h) TOTAL (Cont. pages)
	21. MAIL INVOICE TO:			
	a. NAME: Department of Interior / NBC NRCPayments@nbc.gov			
	b. STREET ADDRESS (or P.O. Box): Attn: Fiscal Services Branch - D2770 7301 W. Mansfield Avenue			17(i). GRAND TOTAL
	c. CITY: Denver	d. STATE: CO	e. ZIP CODE: 80235-2230	

22. UNITED STATES OF AMERICA BY (Signature)

23. NAME (Typed): Jeffrey R. Mitchell
Contracting Officer
TITLE: CONTRACTING/ORDERING OFFICER

AUTHORIZED FOR LOCAL REPRODUCTION
PREVIOUS EDITION NOT USABLE
TEMPLATE - ADM002

SUNSI REVIEW COMPLETE

MAR 24 2010

OPTIONAL FORM 347 (REV. 4/2006)
PRESCRIBED BY GSA/FAR 48 CFR 53.213(f)
ADM002

TASK ORDER TERMS AND CONDITIONS

NOT SPECIFIED IN THE CONTRACT

In accordance with the Terms and Conditions, TASK ORDER PROCEDURES, of the subject contract, Task Order No. 01 is definitized. The effort shall be performed in accordance with the attached Statement of Work.

CONSIDERATION AND OBLIGATION--COST REIMBURSEMENT (JUN 1988)

(a) The total estimated cost to the Government for full performance under this contract is $420,867.50.

(b) The amount obligated by the Government with respect to this contract is $365,293.00. 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.

DURATION OF CONTRACT PERIOD (MAR 1987)

This contract shall commence on April 1, 2010 and will expire December 31, 2010.

PRICE/COST SCHEDULE

The following is a summary of the labor categories, number of hours and hourly labor rates.

Task Order No. 1 April 1, 2010 through December 31, 2010				
TASK 1 CLIN	LABOR CATEGORY	EST. HOURS	FIXED RATES	ESTIMATED TOTAL LABOR
001	Staffing, Sr.	[redacted]	[redacted]	[redacted]
002	Classification, Sr.			
			Sub Total (Labor)	$415,867.50

Task 1 Travel Estimate		(April 1, 2010 – December 31, 2010)
Line Item	Category	Total Estimated Costs
005	Travel (Cost Reimbursable) The government will pay up to the rates specified in the Government Federal Travel Regulations (FTR) for travel destination. NO PAYMENT WILL BE MADE WITHOUT BACKUP DOCUMENTATION/RECEIPTS. *All travel must be approved in advance by the NRC Project Officer.*	[redacted]

TOTAL ESTIMATED AMOUNT (TASK ORDER 1)	$420,867.50

Your contacts during the course of the work order are:

Technical Matters:	Leonard Carsley, Project Officer 301-492-2220
Contractual Matters:	Jeffrey R. Mitchell, Contract Specialist 301-492-3639

The issuance of this work order does not amend any terms or conditions of the delivery order under the GSA FSS Contract.

Accepted Task Order No. 01:

NAME
CINDY J. BALES
Director of Contracts
Title

3/22/2010
Date

Statement of Work
NRC-DR-38-10-700 - Task Order #1
"HR Staffing, Position Classification"

I. Background:

The Nuclear Regulatory Commission's (NRC's) Office of Human Resources (HR) is responsible for human capital management and strategic workforce planning at the agency. HR exercises an active leadership role in the development of new initiatives in response to changes in human resources laws, rules, and regulations, and serves as the agency-wide source of HR policy. These policies are published in NRC's Management Directive (MD) system. HR develops policy and establishes programs in response to new or changing initiatives, and conducts reviews of programs and policies to improve existing procedures. HR also conducts ongoing workforce analyses.

In addition, HR conducts general and targeted recruitment in order to sustain a high-performing, diverse workforce. This involves active outreach recruitment efforts, evaluation and prescreening of applicants, rating and ranking of candidates, and preparation of selection certificates.

NRC's HR staff includes among other positions HR specialists and HR assistants. NRC HR specialists classify position descriptions in accordance with NRC rules and procedures, provide position and management guidance to managers, and prepare organizational surveys and reports.

II. Objective:

The overall objective of this task order is for the contractor to provide staffing, recruitment, and position classification services to the NRC for a variety of types of positions/grade levels utilized within the NRC.

The specific objectives of this task order are the following:

- Position classification and evaluation
- Staffing and internal placement

III. Statement of Work:

The contractor shall be technically competent with standard Federal government human resources procedures. The contractor employees shall be required to provide staffing, position classification to the NRC for a variety of types of positions (engineering, scientific, supervisory, administrative, and support), at all General Grade (GG) grade levels. The contractor shall follow HR procedures and policies regarding the documentation of findings, disposition of applications, and other relevant factors.

Sub-TASK A.1 - STAFFING AND INTERNAL PLACEMENT

A.1.1 – REQUIREMENT

The contractor shall be technically competent in and, be required to provide staffing and recruitment services to NRC for a variety of positions (engineering, scientific, supervisory, administrative, and support) and at all grade levels.

A.1.2 – STANDARD

The contractor shall perform any or all of the following activities:

- conduct general, specialized, or targeted outreach staffing efforts
- develop vacancy announcements for NRC approval
- conduct job analysis for NRC approval
- develop crediting plans for NRC approval
- screen applications to evaluate basic qualifications
- obtain employment information from or background information about candidates
- update applicant status using an automated recruitment application
- coordinate rating panels
- record ratings and rank candidates per Agency policy
- prepare selection certificates for NRC approval
- managing merit selection closeout files

Sub-task Definition: This sub-task includes: establishing an applicant evaluation approach; announcing the vacancy, and initiating pre-employment activities.

Process 1	**3.3 Establish Evaluation Approach**	
HR Line of Business (HRLOB) Reference Model ID	**Activity Name**	**Activity Definition and Deliverables**
3.3.1	Conduct Job Analysis	Inputs: Qualification Standards, Classified Position Description, Subject Matter Expert Input, Delegated Examining Operations Handbook Appendix G (http://www.opm.gov/deu/Handbook_2007/DEO_Handbook.pdf) Gather, document, and analyze information about the content, context, and requirements of the job. Demonstrate that there is a clear relationship between the tasks performed on the job and the

1 Numbering may not be consecutive

		competencies knowledge, skills, abilities (KSAs) required to perform the tasks. Deliverables: Crediting Plan
Process	**3.4 Source Candidate**	
HRLOB Business Reference Model ID	**Activity Name**	**Activity Definition and Deliverables**
3.4.3	Announce Jobs	Inputs: Classified Position Descriptions, KSAs, Electronic Questionnaire, Assessment Instruments, Potential Applicant Sources, NRC Management Directive (MD) 10.15 Parts I-VII (Appendix B) Develop and distribute position announcements. Deliverables: Vacancy Announcements

Process	**3.5 Evaluate Candidate**	
HRLOB Business Reference Model ID	**Activity Name**	**Activity Definition and Deliverables**
3.5.1	Determine Qualified / Eligible Candidates	Inputs: Recorded Applicant Documentation, KSAs and/or electronic questionnaires, NRC MD 10.15 Parts I-VII (Appendix B) Determine applicant eligibility and qualifications by reviewing applications for completeness and conformance to eligibility, qualifications and/or legal requirements (e.g., degree accreditation). Those found to be ineligible are provided no further consideration. Identify candidates who qualify for consideration under special appointing authorities. Outputs: List of Qualified/Eligible Candidates, List of Special Authority Candidates
3.5.2	Assess Candidates to be Referred	Inputs: KSAs, Electronic Questionnaire, List of Qualified/Eligible Candidates, NRC Management Directive 10.15 Parts I-VII (Appendix B) Apply assessment instruments and tools to candidates. Deliverables: Selection Certificate (List of Candidates to be Referred)

3.5.3	Apply Federal Rules on Preferences	Inputs: List of Candidates to be Referred, (external), NRC MD 10.15 Parts I-VII (Appendix B) Review NRC staffing rules to determine applicability to the referable candidates. This may result in assigning a preferred standing (i.e. veteran's preference) to candidates. Deliverables: Selection Certificate (List of Candidates with Identified Federal Preferences (e.g., veterans)

Process	**3.5 Evaluate Candidate**	
HRLOB Business Reference Model ID	**Activity Name**	**Activity Definition and Deliverables**
3.5.4	Refer Candidates for Consideration	Inputs: List of Candidates to be Referred, Documentation of Relevant Qualifications, Candidates with Identified Federal Preferences, NRC MD 10.15 Parts I-VII (Appendix B) Refer candidates to management for consideration. Deliverables: Selection Certificate (Certificate of Eligible's, Vacancy Case File)
3.5.5	Annual Internal Review	Inputs: Closed Vacancy Case File, Delegated Examining Operations Handbook Appendix N Oversight Review Guide (http://www.opm.gov/deu/Handbook_2007/DEO_Handbook.pdf) Audit 10 percent of NRC closed vacancy case files each year. Deliverables: Annual Internal Review Report

A.1.3 – DELIVERABLES

The deliverables shall consist of the following items:

- list of Qualified/Eligible Candidates, List of Special Authority Candidates
- selection certificates
- crediting plans
- vacancy announcements
- annual internal review report

A.1.4 – ACCEPTANCE CRITERIA

The documentation shall be in a professional format in accordance with NRC HR policies, procedures and pertinent NRC Management Directives. (Refer to section IX for guidance)

Depending upon the task, the deliverable shall be ready for posting to USAJobs.

A.1.5 – PERFORMANCE MEASUREMENT CHART

Tasks	Performance Measures		Method of Measurement	AQL	Deductions and Incentives	
	Performance Indicators	Standards			Deductions	Award
Complete staffing action	Completeness and accuracy of staffing file	File is complete and complies with Federal government and NRC rules and regulations for staffing	20 percent of all files are reviewed each quarter	90 percent of files meet standard 2		Term Award eligibility if 90 percent of the total number of files reviewed over the entire base period meet the standard

Sub-TASK B.1 - POSITION CLASSIFICATION AND EVALUATION

B.1.1 – REQUIREMENT

The contractor shall provide position classification services in accordance with NRC MD 10.37.

B.1.2 – STANDARD

The contractor shall perform any or all of the following activities:

- conducting position and organizational management studies
- developing and/or classifying for NRC approval position descriptions in accordance with NRC's six-factor evaluation system as described in MD 10.37, for a variety of federal occupations
- conducting desk audits with employees for presentation of results to NRC and interviewing first-line supervisors to verify duties and responsibilities
- preparing written evaluation statements for NRC approval in accordance with NRC standards (Refer to Attachment No. 1 entitled "Sample Position Evaluation)

Sub-task Definition: implement organizational structures that create a high-performance framework that both advances the agency mission and serves agency human capital needs.

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2 File contains position description, properly documented job analysis report; properly documented crediting plans; documented vacancy announcements; applications for employment; properly documented selection certificates.

Process	2.1 Administer Organization and Position Management	
HRLOB Business Reference Model ID	Activity Name	Activity Definition and Deliverables
2.1.4	Analyze Job Requirements	Inputs: Job Requirements, NRC Management Directive 10.37 Position Evaluation and Benchmarks (Appendix 1) Review position description. Identify tasks to be performed and the abilities and qualifications needed to perform the tasks. This may be accomplished through: • Interviews with current employees, managers/supervisors, subject matter experts and interest groups • Review of same or like positions • Benchmarking Deliverables: Position description and position evaluation statements. Documentation of desk audits with employees. Documentation of interviews with supervisors to verify duties and responsibilities. Documented written evaluation statements in accordance with NRC standards.
2.1.5	Evaluate Job Requirements Against Standards	Inputs: Description of Duties, NRC MD 10.37 Position Evaluation and Benchmarks (Appendix 1) Associate a job to a job classification using NRC position classification standards for NRC approval. Deliverables: Position description and position evaluation statements. Documented written evaluation statements in accordance with NRC standards.
2.1.9	Initiate Classification Appeal	Inputs: Appeal Request, Position Description, Organization Chart, Evaluation Report, NRC MD 10.37 Position Evaluation and Benchmarks (Appendix A) Gather required documentation in accordance with NRC policy and forward to the project manager. Deliverables: Position Classification Appeal File

B.1.3 – DELIVERABLES

- position description and position evaluation statements
- documentation of desk audits with employees

- documentation of interviews with supervisors to verify duties and responsibilities
- documented written evaluation statements in accordance with NRC standards
- position classification appeal file

B.1.4 – ACCEPTANCE CRITERIA

The documentation shall be in a professional format in accordance with NRC HR policies, procedures and pertinent NRC Management Directives. (Refer to section IX for guidance).

B.1.5 – PERFORMANCE MEASUREMENT CHART

Tasks	Performance Measures		Method of Measurement	AQL	Deductions and Incentives	
	Performance Indicators	Standards			Deductions	Award
Complete Position Classification Action	Completeness and accuracy of position classification file	File is complete and fully compliant with NRC standards, rules, and regulations for position classification	20 percent of all files are reviewed each quarter	90 percent of files meet standard 3		Term Award eligibility if 90 percent of the total number of files reviewed over the entire base period meet the standard

IV. Performance Measures:

The project officer shall determine performance by the following measures:

- Effectiveness: A process characteristic indicating the degree to which the process output (work product) conforms to requirements.
- Efficiency: A process characteristic indicating the degree to which the process produces the required output at minimum resource cost.
- Quality: The degree to which a product or service meets HR requirements and expectations.

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3 File contains position description, documented desk audits with employees; documented interviews of first-line supervisors to verify duties and responsibilities; documented written evaluation statements in accordance with NRC standards.

- Timeliness: Measures whether a unit of work was done correctly and on time. The criterion is based on HR requirements and will be determined at the kick off meeting for specific actions, i.e., classification, evaluation, staffing, etc.

V. *Period of Performance:*

The period of performance for this task order will be from April 1, 2010 through December 31, 2010.

VI: Order Request Provisions:

The NRC Project Officer will notify the vendor by email with the Staffing and Classification actions needed. These will be performed in accordance with the Statement of Work requirements stated above. The NRC Project Officer is the only individual authorized to issue Staffing and Classification actions. The NRC Project Officer will monitor performance of the Staffing and Classification actions issued.

VII. Performance Work Effort:

The contractor's services for the classification work should be sufficient to perform 200 classification actions annually. The services for the staffing work should be sufficient to perform 300 staffing actions annually. The NRC may request an additional 20 percent of classification actions (total 240) or staffing (total 360) actions during the year, if required.

VIII. Place of Performance:

The contractor shall perform all work on site at the NRC Headquarters in the Montgomery County MD area. Occasional travel to one of the area offices in, the Technical Training Center in Chattanooga, TN, or any of the NRC Regions (Region I – King of Prussia, PA; Region II – Atlanta, GA; Region III – Lisle, IL; or Region IV – Arlington, TX) may be necessary.

IX. Travel and Meetings:

Occasional travel may be necessary as determined by the Project Officer. The destinations may include, but are not limited to, the NRC Technical Training Center, Chattanooga, TN, or any of the four NRC Regions (King of Prussia, PA, Atlanta, GA, Lisle, IL and Arlington, TX. The duration of the trips may cover up to two business weeks.

X. HR Policies, Procedures & NRC Management Directives:

Listed below are the internet links to mandatory references to perform the activities in this task order:

- NRC Management Directive System Chapter 10 for Personnel Management: http://www.nrc.gov/reading-rm/doc-collections/management-directives/

- NRC HR Policies and Procedures: Furnished upon request.

- U.S. Office of Personnel Management: www.opm.gov

- NRC/NTEU Collective Bargaining Agreement
  http://www.internal.nrc.gov/HR/pdf/cba.pdf , Furnished upon request.

X. GOVERNMENT FURNISHED EQUIPMENT AND SPACE

The contractor will be provided with government-furnished tools/equipment such as: a desk, telephone, access to a copy machine and a fax machine, a computer with appropriate software, Internet access and the reference material necessary for the contractor to be able to perform the assigned tasks.

Attachment:

1. Sample Positive Evaluation

SAMPLE POSITION EVALUATION
(as found in section B.1.2 of this task order)

POSITION EVALUATION

IT Assistant, GG-335-6
Information Resources Branch
Division of Resource Management and Administration

Background:

The Region has established an information technology (IT) help desk to provide customer assistance to employees who are experiencing IT software and hardware problems. The help desk troubleshoots and resolves problems in response to customer reported incidents. The incumbent of this position is a member of the help desk staff. Her position was previously classified as an Office Automation Assistant, GG-326-05. The position description was updated to show what current duties and responsibilities are assigned. Audits of the incumbent and the supervisor were conducted to gather and clarify facts about the position. The position was therefore evaluated to ensure proper title, series, and grade.

Reference:

- OPM Handbook of Occupational Groups and Families, GS-0326 -- Office Automation Clerical and Assistance Series, dated January 1999.
- OPM Handbook of Occupational Groups and Families, GS-0335 –Computer Assistant Series, dated January 1999.
- OPM Handbook of Occupational Groups and Families, GS-0303 --Miscellaneous Clerk and Assistant Series, dated January 1999.
- NRC Management Directive 10.37, NRC Appendix 4130-A, Pay Administration - Evaluation of Positions, GS- 1-15, dated April 30, 1980.

Series and Title Determination:

The primary purpose of this position is to provide first-line help desk support to the regional staff. This involves receiving first-line help desk calls, categorizing the nature of calls, tracking them, and solving those that are basic and clear-cut. Help desk calls of higher complexity are referred to technicians to handle.

In addition to the above duties, the incumbent also coordinates all regional video conference scheduling and set up which entails ensuring equipment availability, scheduling conference rooms for use in video conferencing, notifying participants of location of conference, and maintaining a schedule of upcoming conferences. The incumbent also performs some duties incidental to the information resources function such as assisting in maintaining time and attendance records and composing correspondence of a non-technical nature.

The position's current series, GS-326, is no longer appropriate. This series includes all positions which perform office automation work such as word processing either solely or in

combination with general office clerical work. The primary duties of this position are more appropriately covered by the GS-335 series. This series includes positions that perform data processing support and services functions for users of digital computer systems or perform other support functions. The GS-303 series is not appropriate. This series is primarily used when no other series is appropriate.

The title IT Assistant is assigned to reflect the clerical work performed in the IT field. The term Assistant versus Clerk is assigned because of the position's grade level. Positions titled Assistant typically function at the GG-6 level and higher.

Grade Determination:

Basic Skills: **Degree 4, 180 Points**

This factor measures the minimum amount of knowledge, mental ability, and manual skill required to perform the duties assigned to the position.

The incumbent of this position is required to have a basic knowledge of IT sufficient to provide simple, clear-cut, and basic first-line help desk support. They must have the ability to comprehend and follow general instructions and relay oral instructions accurately, and must also possess skill in meeting and dealing with persons at all levels within the organization.

The basic skills required by this position fall within the Degree 4 (180 - 225 points) range. The incumbent of the Regional position serves as a member of the IT help desk team and as such trouble shoots basic IT problems. The work requires the incumbent to understand the nature and cause of the user's problem and use judgment to determine the appropriate corrective action. The incumbent must also use judgment in deciding which problems are outside their scope of expertise and require referral to a higher graded IT Assistant or Specialist. At Degree 4, work requires knowledge of the principal techniques, work methods, or procedures involved in non-repetitive work. Activities are not controlled by well-defined procedures, and judgment is involved in getting the work done. This is the degree at which considerable clerical/technician judgment is required to carry out independently duties in a clerical or administrative field involving a wide body of instructions, procedures, and processes.

The basic skills of this position are comparable to those found in Benchmark S&C-130, Secretary, GS-318-6, 180 points. The incumbent in this benchmark, like the incumbent in the Regional position, must have organizational and subject matter knowledge sufficient to respond to staff inquiries. Because of the customer support aspect of the job, the incumbents in both positions must deal tactfully and effectively with people within and outside the organization. They must be able to follow general instructions and relay oral instructions accurately. In both positions, the incumbents must be cognizant as to when problems need to be referred to another person. Therefore, 180 points are assigned.

The basic skills of this position are not comparable to those found in Benchmark BAF-40, Voucher Examiner (Commercial Accounts), GG-540-6, 185 points. In this benchmark, the incumbent is required to know the statutes, Comptroller General Decisions, regulations, and policies governing their field of work and have the ability to apply them with judgment and discretion. By comparison, the incumbent in this position relies on rote memory, precedents, oral instructions and guidance to accomplish their work. In this benchmark, the incumbent handles unusual problems resulting from processing invoices. By comparison, the incumbent in this position will refer unusual problems to a higher graded employee for resolution.

Contacts: **Degree 3, 60 Points**

This factor measures the type and level of contact normally required by the position in meeting and dealing with people inside or outside the organization.

The incumbent of this position has regular contacts with all regional employees to resolve "first-line" help desk calls. The incumbent also has contacts with members of the IRB staff to refer help desk calls of higher complexity, set up teleconference and arrange for materials in conjunction with such conferences.

The contacts found in this position fall within the Degree 3 (45 - 70 Points) range. Degree 3 contacts are for the purpose of resolving minor differences on relatively routine matters within the organization, to adjust factual discrepancies in reports or other data; or to obtain or give factual information susceptive to misinterpretation. If the position has contacts outside the agency, they require tact, diplomacy, and finesse to prevent damage to public relations, although on relatively routine matters involving giving and explaining factual information. In this position, the majority of the incumbent's contacts are with persons located within the Region and its resident sites. By comparison, the contacts in this position are not comparable to positions having Degree 4 contacts. At this level, contacts are with responsible persons of the NRC, license applicants, licensees, contractors, outside agencies, the press, or representatives of the public with respect to requesting information for use in analysis or resolving technical problems; or reconciling divergent views or negotiating agreement; or presenting the organization's position on matters which require explanation.

The contacts found in this position are comparable to those of Benchmark A&S-20, Travel Clerk, GS-2132-5, 60 points. In both positions the work is primarily of a service nature and the contacts are with all levels of staff to discuss and resolve a variety of routine problems. By comparison, the contacts in the Regional position are not comparable to those found in Benchmark A&S-30, Personnel Clerk, GS-203-6, 65 points. In this benchmark, continuous contacts are with the service population to convey information on a multitude of personnel policy and procedural questions. There are frequent contacts with officials in other Federal agencies to exchange information relative to policy on personnel actions. Therefore, 60 points are assigned.

Responsibility for Decisions: **Degree 2, 80 Points**

This factor measures any decision which reflects the independent action required by the assigned function, from independently furnishing or securing information, to finally approving programs and policies.

The incumbent of this position is given specific instructions by the Branch Chief and uses standard policies and practices requiring some interpretation to respond to first-line help desk calls from users and independently solve basic and clear-cut IT problems. Errors in the incumbent's judgment or advice to users would frustrate users, waste their time, and delay their ability to gain immediate access to information to carry out work assignments.

The level of responsibility found in this position fall within the Degree 2 (70 - 90 Points) range. In this degree, decisions are generally based on specific instructions and standards, some interpretation is required because of the non-routine nature of the work or the variety of regulations, procedures, or instructions which must be applied. Resulting errors may not be

immediately apparent but usually would be revealed in subsequent operations of that particular office and would result in minor confusion and delay or loss of materials. By comparison, the level of responsibility found in this position is not comparable to those having Degree 3 responsibility. Degree 3 decisions require constant interpretation of existing standards and procedures and their adaptation without guidance to problems of normal complexity. Errors would cause confusion, delay, or waste of materials in several offices.

Again, Benchmark A&S-20, Travel Clerk, GS-2132-5, 80 points is an appropriate match. In both positions, independence is exercised in making decisions with regard to solving routine problems consistent with standards and guides. Benchmark A&S-30, Personnel Clerk, GS-203-6, 85 points, is not an appropriate match. Here the incumbent uses judgment in the application of a wide variety of Federal regulations and other government-wide guidelines, and standards where agency guidelines may not address all pertinent aspects. Therefore, 80 points are assigned.

Supervision Exercised:

The incumbent exercises no supervision. Therefore, this factor is not considered in the evaluation of the position.

Working Conditions: **Degree 1, 5 Points**

This factor measures the surrounding and physical conditions under which the job must be performed which have an effect on individual performance, and the extent to which these conditions make the job disagreeable or hazardous. The incumbent of this position works in a typical office environment where there is adequate heating, lighting, and ventilation. The number of points assigned for work situations such as this is 5.

Effort: **Degree 1, 5 Points**

This factor measures the physical demand or the stamina required in the job performance and the extent to which work includes unusual or physical fatigue, or demands physical effort or endurance. The work places no unusual physical demands on the employee. The job requires no heavy lifting, excessive walking, climbing, crouching, or stooping. The number of points assigned for effort such as this is 5.

Summary:

Basic Skills	180
Contacts	60
Responsibility for Decisions	80
Supervision Exercised	0
Working Conditions	5
Effort	5
Total	330

Total points assigned under grade determination is 330. Under the Conversion Table - Total Point Score to Grade on pg. 51 of reference 3.b., 330 points equates to a GG-6 grade.
Final Determination: IT Assistant, GG-335-06.