

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

BPA NO

1. CONTRACT ID CODE

PAGE

OF

1

6

2. AMENDMENT/MODIFICATION NO.

M003

3. EFFECTIVE DATE

3/4/2011

4. REQUISITION/PURCHASE REQ. NO.

HR-11-058

FAIMIS : 111691

5. PROJECT NO. (If applicable)

6. ISSUED BY

CODE

3100

7. ADMINISTERED BY (If other than Item 6)

CODE

3100

U.S. Nuclear Regulatory Commission
Div. of Contracts
Attn: Shashi Malhotra, 301-492-3604
Mail Stop: TWB-01-B10M
Washington, DC 20555

U.S. Nuclear Regulatory Commission
Div. of Contracts
Mail Stop: TWB-01-B10M
Washington, DC 20555

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)

SUNTIVA, LLC
SUNTIVA EXECUTIVE CONSULTING

7600 LEESBURG PIKE STE 440E

FALLS CHURCH VA 220432004

(X)

9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

10A. MODIFICATION OF CONTRACT/ORDER NO.

NRC-38-10-723

M003

10B. DATED (SEE ITEM 13)

09-24-2010

CODE 193882540

FACILITY CODE

X

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 Offers 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.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

B&R : 2011-84-51-H-192; JC:T8477; BOC:252A; APPN: 31X0200

Obligate : \$11,000

NAICS : 236210

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

Form with sections A, B, C, D for contract modifications. Section D is marked with an X and describes 'Future Funding is Subject to: 52.232.18 Availability of Funds'.

E. IMPORTANT: Contractor [X] is not, [] is required to sign this document and return 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 to order Task Order 004 and to provide incremental funding of that order in the amount of \$11,000.

Task Order 4 Not To Exceed Amount: \$43,351.31 / Period of Performance for Task Order 4: 3/4/11 - 8/31/11

Total Obligated Amount of Task Order 4: \$11,000 / Amount Available for Obligation under Task Order 4: \$32,351.31

Contract Period of performance: 09/24/2010 - 09/23/2011 (unchanged)

Total Contract Obligated Amount: \$118,484.23 (changed)

Total Contract Ceiling : \$1,953,535.00 (unchanged)

Please see Task Order 4 beginning on page 2 for detailed information.

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

Signature blocks for 15A (Contractor), 15B (Signature), 16A (Contracting Officer), and 16B (Signature of Contracting Officer). Includes date 3/4/2011.

NSN 7540-01-157-8070
TEMPLATE - ADM001

SUNSI REVIEW COMPLETE

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA - FAR (48 CFR) 53.243

ADM001

Date: February 18, 2011
Contract No.: HR-38-10-723
Work Order No.: 04
FINAL

United States
Nuclear Regulatory Commission
Washington, DC 20555-0001

Issued by: Patricia Adelstein

Background

The Information and Services Records Division (IRSD) within the Office of Information Services (OIS) plans, develops or acquires, and maintains paper and electronic repositories of books, journals, documents, graphics, and other content made accessible to internal and external users through the Library, Public Document Room, ADAMS and NRC's internal and external Web sites. IRSD also manages activities for public information needs and ensures compliance with Federal requirements on FOIA requests, information collection, and Office of Management and Budget (OMB) clearance packages. They are also in charge of NRC activities related to Privacy Act requirements and Sensitive Unclassified Non safeguards Information.

In 2010, the IRSD division director requested an external management consulting firm to develop and implement a series of data gathering sessions across the division to gauge the current work and diversity climate. Activities included: management only and staff only focus groups; individual branch focus groups and separate interviews of both representatives from management and staff. In addition, an all-hands meeting (staff and management) was held to provide survey and focus group feedback, discuss findings and propose possible next steps.

The contractor made several suggestions regarding next steps. Also, an IRSD staff work group has been developed to design a path forward. In addition, IRSD requests the current NRC organization development contractor, Suntiva, perform this second phase of work.

Suntiva, under HR contract HR-38-10-723 shall:

- A. Hold entry meetings with the OIS OD and Division Director and the new work-group to align expectations and to gain additional background information about current data available.
- B. Conduct additional staff or management data gathering as warranted and agreed upon with the client. This shall include offering to staff non-disclosure capture of individual input from them. (Some IRSD staff felt that the initial data gathering sessions were not inclusive enough).
- C. Present to IRSD leadership strategy based on data gathering and initial recommendations provided in the assessment mentioned above. This strategy shall be coordinated with input from the newly formed IRSD working group. (see D below). Once drafted and refined by input from the working group, the strategy shall be reviewed by the IRSD Division Director and Deputy Division Director to finalize plans for implementation, as outlined in D on page 2.

HR – 38-10-723 Work Order 04 (OIS)

D. Design, prepare and implement a strategy for moving forward that:

- Provides independent consulting support to the division director, division leadership team, and designated staff work group. (Possible team and individual coaching interventions)
- Engages all levels of the client organization (leadership, management and staff) in problem-solving activities. (OD interventions)
- Identifies and addresses group and interpersonal communication needs. (Possible training interventions)
- Builds capacity in identified areas within the client organization to meet future challenges.
- Identifies concrete success metrics and corresponding evaluation materials for the consultant's work, and assessment tools that will enable the client organization to gauge future progress.
- Includes a consultant 3 month follow-up meeting to identify any barriers to continuous progress.
- Incorporates a client organization self-assessment tool.

Deliverables

1. Aligned high level engagement project plan.
2. Written detailed strategy and oral presentation to the client that provides data-driven and business rationale for activities. (Based on data gathering)
3. Materials related to any training, coaching or other OD activity proposed in the strategy and conducted by the contractor.
4. A client assessment tool designed to assist the client -- independent of the contractor -- gauge future progress.
5. Final report to division director that outlines work completed and recommends IRSD's next steps.

Expected Overall Outcomes

- Improved overall work environment in IRSD.
- Improved problem solving and conflict resolution between all levels of IRSD.
- Leadership, management and staff ownership of and commitment to continuous improvement efforts identified.

HR – 38-10-723 Work Order 04 (OIS)

Roles and Responsibilities

OIS IRSD leadership (or their designate) will be responsible for administrative and logistical activities that might be required to implement this delivery order.

These may include:

- o Providing the funding and administrative management of non-NRC meeting sites;
- o Scheduling meetings with the consultant at mutually convenient times;
- o Providing the consultant an NRC work space periodically and upon request.
- o Providing the consultant escort support in and out of the building and to breaks, as needed.

Suntiva consultants will be responsible for providing deliverables and services as identified in this work order. Suntiva project director will submit, no less than bi-weekly (every 2 weeks) status reports to the client leadership and to the HR program manager.

Attachment

SERVICE OR DELIVERABLE –	GOALS FOR SERVICE OR DELIVERABLE	HOURS
I. Submit aligned high level engagement project plan. (Deliverable 1)	<ul style="list-style-type: none"> • Agreed upon timelines for consultant's work • Review the existing data so we know what there is, what the presenting issues may be and the data sources to avoid duplication. 	8hours
II. Hold entry meetings with the OIS OD and Division Director and the new work- group (Task A)	<ul style="list-style-type: none"> • Aligned client and consultant expectations. • Client and consultant establish a commitment to conduct the work. 	10 hours
III. Conduct additional staff or management data gathering (Task B) (Assuming up to 15 one hour interviews and up to 2 x 2 hour focus groups)	<ul style="list-style-type: none"> • Consultant has relevant and timely information needed to prepare comprehensive strategy. • Data has been validated. • Consultant makes a seamless transition from previous consultant's work. Redundancies minimal. • Levels of resistance and buy-in are assessed. 	25hours
IV. Assist workgroup with strategy design. (Task D; Deliverable 2)	<ul style="list-style-type: none"> • Analyze the prior and new data to create a comprehensive approach that addresses issues systemically with the right intervention and helps build staff internal capacity. 	20 hours
V. Prepare oral and written presentation outlining strategy for client. (Task C; Deliverable 2)	<ul style="list-style-type: none"> • Work with the IRSD leadership team and work group to create buy in and alignment. • Leadership understanding and awareness of strategy rationale. • Client has data-driven and business rationale for proposed strategy and activities. • Agreed upon next steps. 	
VI. Design and prepare client assessment tool. (Task D; Deliverable 4)	<ul style="list-style-type: none"> • IRSD has the ability to gauge its progress beyond consultant's work. Building internal capacity to continuous improvement 	10 hours
VII. Strategy Implementation (Task D and Deliverable 3 TBD)	<ul style="list-style-type: none"> • Staff – management are aware of and better skilled to address work environment issues and to problem solve collaboratively. • Work with the IRSD leadership team, staff and work group to address issues, increase alignment and build capacity • Strategy implementation could include one-on-one coaching for IRSD leadership, team coaching or effectiveness for IRSD leadership team, all hands meetings, training or skill building on relevant topics • Create relevant success metrics to provide focus and gauge ongoing improvement efforts 	100 hours*

HR – 38-10-723 Work Order 04 (OIS)

	<ul style="list-style-type: none"> • Provide bi weekly status reports to the client and NRC Project Officer • Conduct a three month follow up meeting with the IRSD Division Director post engagement to ensure the improvements last 	
VIII. Submit final report to division director that outlines work completed and recommends IRSD's next steps. (Deliverable 5)	<ul style="list-style-type: none"> • Continuous Improvement. • Lessons learned are captured. 	8 hours
	TOTAL	181hours

'Cost not to exceed: \$ 43,351.31 (i.e. 181 hours @ \$239.51 per hour). NOTE: Suntiva, Inc. shall not exceed the Phase I amount of \$11,000 before April 29, 2011 without prior authority from the Project Manager, which necessitates amendment to the work order letter. Also note that all contract work must be completed by August 31, 2011 unless approved by the Project Manager. The RFP prepared 2/18/2011 denotes the request for \$11,000.00 at this time.'