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OPTIONAL FORM 347 (REV. 5/2011) PRESCRIBED BY GSA/FAR 48 CFR 53.213(f)





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EMPLOYEES (JULY 2006)	

STATEMENT OF WORK

STATEMENT OF WORK FOR SECOND TASK ORDER UNDER GSA FEDERAL SUPPLY SCHEDULE BLANKET PURCHASE AGREEMENT FOR SERIALS SUBSCRIPTION SERVICES FOR NRC TECHNICAL LIBRARY

1. General Information

The U.S. Nuclear Regulatory Commission (NRC) Technical Library supports the mission and strategic goals of the agency. The NRC Technical Library provides resources and services for accurate, timely information, and document identification and retrieval. The staff of the Technical Library acquires, processes, and maintains collections of scientific and technical materials essential for the NRC's regulatory activities. Subscriptions to journals are required to provide current information and research in science and technologies that are integral to the technical review work performed by the staff.

The NRC Technical Library subscribes to approximately 300 journal titles each year in print version and also in electronic version. Most of these titles are core to the Library's journal collection, which is scientific in nature and includes titles published in English by domestic and foreign publishers. The Technical Library is located at NRC Headquarters in Rockville, Maryland, but serves the NRC staff in four Regional offices and the Technical Training Center in Tennessee. The Technical Library also assists other NRC offices in obtaining subscriptions (such as the Office of the General Counsel).

The purpose of this acquisition is to acquire subscription services for both the print version and the electronic version of journals that NRC requires from publishers worldwide. The services provided by the Contractor shall include all of the necessary tasks to order and manage new, and renewal, subscriptions with appropriate publishers for journals for the NRC Technical Library and NRC's other offices.

The tasks required to be performed by the Contractor fall into two critical areas:

- 1. Serving as the one point of contact (the Contractor) for the NRC for all matters relating to timely ordering and paying for print versions and electronic versions of journals required by the NRC Technical Library
- 2. Providing reports and other administrative support for serials management

The Contractor shall provide related subscription and shipping services, including licensing and access support for electronic journals, reports in electronic format, and access to Internet based interactive serials management system that allows searching, ordering, claiming of overdue, missing and damaged journal issues, renewing subscriptions, and generating reports based on the necessary data specific to NRC's account.

The period of performance is 1/1/2012 through 12/31/2012 for subscriptions that start later from the date of award of this order, the subscription period shall run for a full year unless it can be extended to coincide with the calendar year expiration cycle.

The required list of printed copy titles and a detailed list of ship-to addresses are included as Attachment A and Attachment 1.

NRC has a full time equivalent (FTE) of 2,246 technical staff at six (6) locations that may require electronic access to the journals listed in Attachment A.

2. Requirements

The Contractor shall provide all necessary facilities, supplies, and qualified personnel, except as specified or otherwise provided herein, to successfully perform all requirements stated herein. All subcontract negotiations, including, but not limited to license agreements, will be the sole responsibility of the Contractor since only the Contractor will have privity of contract with subcontractors (including publishers) from whom the orders are being placed.

3. Specific Tasks

A. Process, Maintain, and Manage, Subscription Orders and Renewals

Contractor shall provide subscription services, both for print version and for electronic version, for the publications identified in Attachment A to this document. These subscription services include:

- 1) Process subscription orders and renewals
- 2) Maintain and manage subscriptions
- 3) Claim unfilled, missing, and damaged issues of journals
- 4) Process cancellations and any changes in quantity ordered
- 5) Process title changes
- 6) Process address changes
- 7) Provide refunds
- B. Ensure timely payment of subcontractors and provide accurate invoices and credits to NRC.
- C. Provide processing of changes to this order, as negotiated between the Contracting Officer and the Contractor.
- A.1 Process Subscription Orders and Renewals
 - 1. Contractor shall place all orders within five (5) days of receipt of this order or from receipt of modifications to this order.
 - 2. Contractor shall ensure that all subscriptions begin with the correct date, volume, and quantity indicated on the order. Contractor shall ensure delivery of all materials included in the subscription price, including special issues and unnumbered supplements.
 - 3. Contractor shall notify NRC in writing of any material that is not available and state the reason why the material cannot be supplied (e.g. delayed publication, discontinued, etc.).
 - 4. Contractor shall attempt to adjust all print version and electronic version title subscriptions for a common December expiration date. Renewal lists for each title subscription shall include the following minimum information:
 - a. Complete "Bill-to" and "Ship-to" address
 - b. Account number
 - c. Title
 - d. ISSN
 - e. Quantity
 - f. Frequency
 - g. Subscription Period
 - h. New. Renewal, or Subscription added
 - i. Price
 - j. All additional titles on record for the NRC Technical Library but not due for renewal
 - k. Unique data for each title, i.e. subject identification

A.2 Maintain and Manage Subscriptions

1. Provide Internet access to subscription and account information

The Contractor shall provide an online serials management system accessible via the Internet with the following minimum features:

- a. Ability to search Contractor's database of journal titles and NRC requirements by:
 - i. Title and series
 - ii. ISSN
 - iii. Contractor assigned NRC order or reference number
 - iv. Invoice number
 - v. Location
 - vi. Publisher
 - vii. Order status
- b. Ability for NRC designated staff to place claims for overdue, missing, and damaged issues of journals and to process/updated monthly claims online.
- c. Ability for the NRC Project Officer to generate reports on demand including:
 - i. Bibliographic information for each journal ordered under the contract including location, title, publisher, ISSN, frequency, and price
 - ii. List of outstanding claims (by title) including current status and number of times claimed
 - iii. Availability of alternate formats
 - iv. License agreement terms of use for electronic journal subscriptions
 - v. Registration information for electronic journal subscriptions
 - vi. Shipping information for all subscriptions
 - vii. Titles due for renewal

2. The contractor shall:

- a. Provide assistance, via toll free or local telephone number and email, for account management issues and claims resolution.
- b. Respond to all inquiries within three (3) days.

A.3 Claim unfilled, missing, and damaged issues of journals

- 1. Contractor shall submit claims to the subcontractor within three (3) days of receipt from NRC and provide all necessary documentation to the subcontractor to verify the order, and payment for the subscription, at the time of the claim.
- 2. Contractor shall notify NRC within three (3) days of any response received from the subcontractor.
- 3. Contractor shall contact the subcontractor with a second follow-up claim if no response is received within 30 days, and a third follow-up claim if no response is received within 60 days. Contractor shall notify NRC when each follow-up notification is made to the subcontractor.
- 4. NRC may require that the Contractor contact the subcontractor immediately by telephone, fax, or email for urgently needed claimed materials.
- 5. NRC retains the right to choose whether to use electronic claims and reports, or to communicate via optional print-based means offered by the Contractor, or a combination of both.
- 6. The Contractor shall provide documentation on claims and reporting procedures or instructions, e.g. manuals, reference guides, etc.

A.5 Process title changes

Contractor shall notify NRC Project Officer via email or monthly reports of any title or frequency changes for subscribed titles that are implemented by subcontractors because of change to their standard commercial practice.

A.6 Process address changes

- 1. Contractor shall process changes of ship-to addresses within five (5) days of written modification to this order.
- 2. Contractor shall support multiple shipping addresses under one billing address.

A.7 Provide Refunds

- 1. Contractor shall refund all amounts in full received from the subcontractors for ceased or canceled subscriptions.
- 2. If no funds will be recovered from a cancellation, the Contractor shall notify NRC Project Officer in writing. If funds are recovered they must be promptly credited to NRC and no administrative fee shall be charged.

4. Definitions

"Serial" means any publication issued in successive parts, usually (though not always) at regular intervals, and intended to be continued indefinitely. Serials include, but are not limited to, periodicals, magazines, journals, annuals, yearbooks, transactions, proceedings, and numbered monographic series. Serials may be published in any medium or format including electronic, print, microform, or other non-print media. Serials may be available for purchase (traditional print) or license (as with electronic journals).

"Subscription" means serial or periodical publication and related services. It also shall designate back issues of serials or periodical publications, if available from the publisher.

"Claim" means contacting the Contractor or publisher to request supply of a journal issue covered under an existing subscription, and the journal issue is overdue, missing, or damaged during shipping.

"ISSN" (International Standard Serial Number) is a unique eight-digit number used to identify a print or electronic serial publication. ISSN numbers are assigned to a serial publication by the ISSN National Centres and are registered in the ISSN Register available online at www.issn.org.

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		TOTAL	\$408,942.08	

SECTION B - CONTINUATION BLOCK

B.1 2052.215-71 PROJECT OFFICER AUTHORITY (NOVEMBER 2006)

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

Name: Bebbie Rhodes (Primary)

Address:11545 Rockville Pike Rockville, MD 20852 M/S/T2C8 Bebbie.rhodes@nrc.gov

Telephone Number: 301-415-5785

Name: Marianne Bender (Alternate)

Address:11545 Rockville Pike Rockville, MD 20852 M/S/T2C8 Marianne.bender@nrc.gov

Telephone Number: 301-415-5790

- (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.

Section B

- (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.
- (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.
- (7) For contracts for the design, development, maintenance or operation of Privacy Act Systems of Records, obtain from the contractor as part of closeout procedures, written certification that the contractor has returned to NRC, transferred to the successor contractor, or destroyed at the end of the contract in accordance with instructions provided

by the NRC Systems Manager for Privacy Act Systems of Records, all records (electronic or paper) which were created, compiled, obtained or maintained under the contract.

B.2 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.

B.3 WHISTLEBLOWER PROTECTION FOR NRC CONTRACTOR AND SUBCONTRACTOR EMPLOYEES (JULY 2006)

- (a) The U.S. Nuclear Regulatory Commission (NRC) contractor and its subcontractor are subject to the Whistleblower Employee Protection public law provisions as codified at 42 U.S.C. 5851. NRC contractor(s) and subcontractor(s) shall comply with the requirements of this Whistleblower Employee Protection law, and the implementing regulations of the NRC and the Department of Labor (DOL). See, for example, DOL Procedures on Handling Complaints at 29 C.F.R. Part 24 concerning the employer obligations, prohibited acts, DOL procedures and the requirement for prominent posting of notice of Employee Rights at Appendix A to Part 24.
- (b) Under this Whistleblower Employee Protection law, as implemented by regulations, NRC contractor and subcontractor employees are protected from discharge, reprisal, threats, intimidation, coercion, blacklisting or other employment discrimination practices with respect to compensation, terms, conditions or privileges of their employment because the contractor or subcontractor employee(s) has provided notice to the employer, refused to engage in unlawful practices, assisted in proceedings or testified on activities concerning alleged violations of the Atomic Energy Act of 1954 (as amended) and the Energy Reorganization Act of 1974 (as amended).
- (c) The contractor shall insert this or the substance of this clause in any subcontracts involving work performed under this contract.