

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

2. AMENDMENT/MODIFICATION NO. N004		3. EFFECTIVE DATE 01-01-2013	4. REQUESTION/PURCHASE REQ. NO. ADM-13-114	1. CONTRACT ID CODE	PAGE 1	OF 3
6. ISSUED BY U.S. Nuclear Regulatory Commission Div. of Contracts, MSA Attn: Manoa Butt, Cont Spc, 301-492-3629 Mail Stop: TWB-01-B10M Washington, DC 20555		CODE 3100	7. ADMINISTERED BY (if other than item 6) U.S. Nuclear Regulatory Commission Div. of Contracts Mail Stop: TWB-01-B10M Washington, DC 20555		CODE 3100	5. PROJECT NO./# applicable

8. NAME AND ADDRESS OF CONTRACTOR (No. street, county, State and ZIP Code) 3LINKS TECHNOLOGIES, INC 8701 GEORGIA AVE STE 705 SILVER SPRING MD 209103713		9. SA AMENDMENT OF SOLICITATION NO.
CODE 015229300 FACILITY CODE		10A. MODIFICATION OF CONTRACT/ORDER NO. NRC-BQ-11-C-10-0043
		10B. DATED (SEE ITEM 13) X 06-01-2011

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.** 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) B&R: 2013-40-51-F-191 JCN: B1452 BOC: 252A APPNO: 31X0200
 FAIMS: 130600 OBLIGATE \$250,000.00
 DUNS 015229300 NAICS 561110 PSC AD26

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

00	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 date, 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:
X	D. OTHER (Specify type of modification and authority) Bilateral Modification- 52.217-9 Option to Extend Contract; 52.243-1 Changes - Fixed Price; 52.243-3 Changes - T&M or LH

E. IMPORTANT: Contractor is not, is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)
 Reference Contract NRC-BQ-11-C-10-0043 for Onsite Administrative Support Services for the NRC Headquarters Administrative Services Center and Supply Room Operations.
 The purpose of this modification is to exercise Option Year Two, thereby extending the period of performance and increasing the ceiling amount, to reduce the level of effort and total price for Option Year Two, to revise the Statement of Work and the Standard Operating Procedures, to update the DOL Wage Determination, and to increase the obligated amount, as described on the following pages.

NRG Project Officer: Catherine Blakeney, 301-415-1491, Catherine.Blakeney@nrc.gov
 3links Contact: Melvin Buford, President/CEO, 240-694-8156, mwbuford@3linkstechnologies.com

Except as provided herein, all terms and conditions of the document referenced in item 8A or 10A, as herebefore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) Melvin Buford President	15A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Monique Williams Contracting Officer
15B. CONTRACTING OFFICER Melvin Buford (Signature of person authorized to sign)	15C. DATE SIGNED 12-31-12
15B. UNITED STATES OF AMERICA BY Monique Williams (Signature of Contracting Officer)	15C. DATE SIGNED 1/3/2013

NSN 7540-01-482-8070 PREVIOUS EDITION NOT USABLE

STANDARD FORM 30 (REV. 10-83) Prescribed by GSA - FAR (48 CFR) 53.104

TEMPLATE - ADM001

SUNSI REVIEW COMPLETE

JAN 07 2013

ADM002

Reference Contract NRC-HQ-11-C-10-0043 for Onsite Administrative Support Services for the NRC Headquarters Administrative Services Center and Supply Room Operations.

The purpose of this modification is to (1) exercise Option Year Two, (2) reduce the level of effort and total price for Option Year Two, (3) revise the Statement of Work and the Standard Operating Procedures, (4) update the U.S. Department of Labor Wage Determination, and (5) increase the total obligation, as described below:

1. Exercise Option Year Two to extend the period of performance through December 31, 2013. The revised period of performance is from June 1, 2011 through December 31, 2013.

2. The level of effort for Option Year Two is being reduced. One ASC Help Desk Specialist under Task Area 1 and one Supply Specialist under Task Area 2 are being deleted, and the estimated as-needed labor hours under Task Area 3 are being increased. Therefore, the amount of Option Year Two is hereby decreased by \$85,258.44, from \$695,485.04 to \$610,226.60, as shown in the attached revised Schedule of Items and Prices.

The ceiling amount of the contract (base period, option year one, and option year two) is increased by the revised Option Year Two amount of \$610,226.60, from \$1,064,408.96 to \$1,674,635.56.

The total amount of the contract for the base period and four option years is decreased by the reduction in Option Year Two of \$85,258.44, from \$3,216,094.38 to \$3,130,835.94.

The revised current ceiling amount and the total contract amount are as follows:

Base Period: 06/01/2011 – 12/31/2011, \$388,275.76
Option Year 1: 01/01/2012 – 12/31/2012, \$676,133.20
Option Year 2: 01/01/2013 – 12/31/2013, \$610,226.60 (changed)

Current Ceiling Amount: \$1,674,635.56 (changed)

Option Year 3: 01/01/2014 – 12/31/2014, \$717,341.70
Option Year 4: 01/01/2015 – 12/31/2015, \$738,858.68

Total Contract Amount: \$3,130,835.94 (changed)

3. The Statement of Work and the Standard Operating Procedures are revised to reflect the reduced level of effort for Option Year Two, and are attached. Pages 1, 2, 3, 7, 9, 12, 13, and 14 of the previous Statement of Work have been revised.

4. The U.S. Department of Labor Wage Determination No. 2005-2103, Revision No. 11, dated 06/13/2011, which is part of the contract per Modification 1, has been updated. The updated U.S. Department of Labor Wage Determination No. 2005-2103, Revision No. 12, dated 06/13/2012, is attached to this modification, and will apply to Option Year Two and thereafter.

5. Add incremental funding in the amount of \$250,000.00, thereby increasing the obligated amount from \$1,058,233.20 to \$1,308,233.20.

The following is a summary of obligations from the date of award through the date of this action:

Job Code	B1452
Award FY11 Obligation	\$382,100.00
Mod 1 FY12 Obligation	\$676,133.20
Mod 2 No Obligation	
Mod 3 No Obligation	
Mod 4 FY13 Obligation	\$250,000.00
Total Obligations	\$1,308,233.20

This modification obligates FY 2013 funds in the amount of \$250,000.00.

Accordingly, Clause B.3, Duration of Contract Period Alternate 2, is revised as follows:

B.3 DURATION OF CONTRACT PERIOD (MAR 1987) ALTERNATE 2 (MAR 1987)

This contract shall commence on June 1, 2011 and will expire on December 31, 2013. The term of this contract may be extended at the option of the Government for an additional two option years.

Clause B.5, Consideration and Obligation, is revised as follows:

B.5 CONSIDERATION AND OBLIGATION—FIRM FIXED PRICE AND TIME AND MATERIALS (JUN 1988)

The amount of \$1,308,233.20 has been obligated under this contract. The firm fixed price and estimated labor hour cost of this contract for the seven month base period and four option years is \$3,130,835.94.

All other terms and conditions remain the same.

Contract NRC-HQ-11-C-10-0043				
B.6 Schedule of Items and Prices - Revised Option Year Two				
Option Year Two, January 1, 2013 - December 31, 2013				
Item No.	Description of Services			
	Administrative Support Services - Firm Fixed Price (FFP)			
		Unit/Months	Unit Price	Amount
001	Task Area 1 - Administrative Support			
	Lead On-Site Supervisor	12	\$7,555.20	\$90,662.40
	ASC Help Desk Specialist	12	\$6,897.60	\$82,771.20
	ASC Help Desk Specialist	12	\$6,897.60	\$82,771.20
	Subtotal	12	\$21,350.40	\$256,204.80
002	Task Area 2 - Administrative Support			
	Supply Specialist	12	\$6,897.60	\$82,771.20
	Supply Specialist	12	\$6,897.60	\$82,771.20
	Subtotal	12	\$13,795.20	\$165,542.40
	Subtotal - Task Areas 1 and 2 FFP	12	\$35,145.60	\$421,747.20
	Task Areas 1 and 2 Overtime Hours	Unit/Hours	Unit Price	Amount
003	Lead On-Site Supervisor - OT Hours	50	\$70.84	\$3,542.00
004	ASC Help Desk Specialist - OT Hours	100	\$64.65	\$6,465.00
005	Supply Specialist - OT Hours	100	\$64.65	\$6,465.00
	Subtotal	250		\$16,472.00
	Task Area 3 - Additional Services - As Needed Basis - Est. Labor Hours	Unit/Hours	Unit Price	Amount
006	ASC Help Desk or Supply Specialist - Regular Hours	3840	\$43.11	\$165,542.40
007	ASC Help Desk or Supply Specialist - Overtime Hours	100	\$64.65	\$6,465.00
	Subtotal	3940		\$172,007.40
	Total Option Year Two			\$610,226.60

**U.S. NUCLEAR REGULATORY COMMISSION
ONSITE SUPPORT FOR THE ADMINISTRATIVE SERVICES CENTER**

STATEMENT OF WORK

BACKGROUND:

The U.S. Nuclear Regulatory Commission (NRC) is a Federal agency with a total of approximately 4,000 headquarters staff housed within the following locations:

1. One White Flint North Building (OWFN)
11555 Rockville Pike
Rockville, Maryland 20852
2. Two White Flint North Building (TWFN)
11545 Rockville Pike
Rockville, Maryland 20852
3. Executive Boulevard Building (EBB)
6003 Executive Boulevard
Rockville, Maryland 20852
4. Twinbrook Building (TWB)
12300 Twinbrook Parkway
Rockville, Maryland 20852
5. Church Street Building (CS)
21 Church Street
Rockville, Maryland 20850
6. Three White Flint North Building (3WFN)
11601 Landsdown Street
Rockville, Maryland 20852

Attachment

The OWFN and TWFN buildings are connected at the ground level and together comprise the headquarters White Flint Complex (WFC). The EBB, TWB, and CS buildings are known as the NRC headquarters "interim" locations because they serve as temporary additional office space. NRC plans to phase-out the interim locations as space becomes available in the new 3WFN building.

PURPOSE:

The Office of Administration (ADM) provides a wide variety of centralized administrative support to efficiently meet the corporate support needs of the headquarters staff. Within ADM, the Administrative Services Center (ASC) Branch serves as a headquarters-wide central focal point for staff to obtain information and assistance in dealing with many of the common administrative issues affecting their daily activities.

The purpose of this new contract is to continue to provide the ASC with supplemental onsite administrative support. The ASC staff has oversight of these activities and this contract provides the scalable supplemental resources required by the ASC to consistently meet the needs of the agency. With contractor assistance, the ASC provides timely information, guidance and administrative support services for a wide variety of headquarters onsite support needs including operation of the ASC/HD and the headquarters Supply Room.

During the proposed period of performance, this new contract's structure is intended to provide the flexibility needed to efficiently scale and locate this support to appropriately address the agency's needs for this type of support during the agency's transition out of the interim buildings and into the 3WFN building.

SCOPE:

This contract will provide the ASC with onsite supplemental resources at headquarters to support the volume of staff inquiries and requests for a variety of support such as assistance with: onsite parking for employees and visitors; obtaining public transportation subsidies; reserving space and arranging support for special events, Commission meetings and other onsite meetings; obtaining replacement keys for systems furniture; updating bulletin boards; distributing special equipment for staff travel such as dosimeter badges and international power conversion kits; and stocking office supplies.

The structure of support to be provided under this contract includes:

- I. **Providing a "basic" level of ongoing daily services:**
Under the firm-fixed-price portion of the contract for the basic level of ongoing daily services, the contractor shall perform all of the "Overall Contract Requirements" in Task Areas #1 and #2.

Task Area #1 primarily supports Operation of the ASC/HD from 7:15am to 5:00pm each Federal workday. The NRC's OWFN and TWFN buildings comprise the headquarters WFC and the ASC/HD which is currently located in the OWFN building and provides NRC staff at the WFC with a central point to visit, telephone or e-mail when they need to obtain information, assistance, or referrals to other service specific contacts for a wide variety of administrative support needs. NRC is currently finalizing the preparation of new office space, and expects to move staff to the 3WFN building in 2013. Headquarters staff at the interim locations can also obtain information and assistance from the ASC/HD remotely by telephone and e-mail.

Task Area #2 provides assistance to the headquarters supply room supply operation located in the One White Flint North building (OWFN), and 3WFN when occupied.

II. Providing additional on-call, as-needed support:

In addition to the basic level of daily support, this contract also provides an option for the ASC to obtain additional on-call, as-needed support. The ASC staff will use this on-call support to respond to peak workload levels at the WFC that exceed the capacity or workday schedule of the support provided under the basic service level. This on-call support will also be used to provide ASC with the capability to extend the onsite support available from the WFC ASC/HD and OWFN Supply Room supply operation to the interim locations to maintain stock in their onsite satellite supply rooms and perform other miscellaneous onsite administrative tasks, as appropriate. This additional on-call support will be obtained on a Time and Labor Hour cost basis and is covered by Task Area #3.

A. OVERALL CONTRACT REQUIREMENTS:

This Statement of Work (SOW) and the attached ASC Standard Operating Procedures (ASC/SOP) guidance are organized by NRC Task Areas.

The SOW will provide:

1. the overall contract requirements;
2. the reporting requirements;
3. the list of Task Areas and the types of services covered by each Task Area;
4. the minimum requirements for acceptable performance in each Task Area; and
5. identification of the performance incentive deductions NRC reserves the right to take from any amounts owed by NRC to the Contractor for failure to comply with the acceptable performance level for each service.

A.1 Transition Plan:

The Contractor shall deliver with its proposal a comprehensive draft Transition Plan that demonstrates its approach for performing all functions contained within this SOW. The transition period shall be 60 calendar days and shall end at midnight on May 31, 2011.

A.2 Compliance with ASC Processes and Procedures:

The services provided under this contract shall be performed in accordance with the terms and conditions stated in this contract and any additional guidance and specific provisions for each type of service or function detailed in the attached ASC/SOP. The step-by-step instructions for providing each service in the ASC/SOP also reference the standard forms and other related information for processing and documenting each of these services.

A.3 Maintenance of the ASC/SOP:

Throughout the contract period, the Contractor shall perform each service in accordance with the latest version of the ASC/SOP. During the contract period, if the Contractor identifies a more efficient alternative method to perform and/or document any of these services (while maintaining the same or higher service level, e.g., service quality, quantity, and accuracy of records), the Contractor may request approval from the NRC Project Officer (PO) for the Contractor to modify or deviate from the current ASC/SOP procedure for that service, in order to implement the new procedure. If the NRC PO approves the change, the Contractor shall update the ASC/SOP information to reflect the change and proceed to perform the service or function under the new procedure. The Contractor shall ensure that the ASC/SOP document is continuously updated to reflect the current procedures for all services performed under this contract and the Contractor shall ensure that all services are performed in accordance with the current ASC/SOP requirements. In the event the ASC/SOP guidance does not cover a situation that occurs during performance of any services under this contract, the Contractor shall request from the NRC PO any specific, task-oriented, verbal guidance necessary to accomplish the service. The Contractor shall then document this guidance provided by the NRC PO in the appropriate section of the ASC/SOP, in order to prevent the need for the NRC PO to provide repetitive guidance for responding to a recurrence of the same or similar situation.

The ASC/SOP information shall be updated to reflect the current processes being used by the Contractor within two Federal business days of a new process being approved by the NRC PO and an updated copy immediately provided to the NRC PO. At all times, the procedures in the ASC/SOP shall reflect the complete, accurate, step-by-step guidance for accomplishing all services covered by this contract. The ASC/SOP is the property of NRC; however, its contents shall be updated by the Contractor.

A.4 Customer service:

Under this contract, services shall be provided by the Contractor with an emphasis on courtesy and ensuring that NRC employees receive the information and/or service they need.

A.5 Continuous process improvement:

Throughout the contract period, the Contractor shall continually seek to improve the efficiency of operations and shall maintain written procedures in the ASC/SOP that reflect any and all changes as they occur. Opportunities for the Contractor to improve the efficiency, tracking, or quality of the services provided shall be discussed with the NRC PO prior to the Contractor updating the ASC/SOP document.

A.6 Performance of services including overall prioritization:

All services shall be performed consistently in accordance with the procedures stated in the ASC/SOP, unless the NRC PO has provided advance approval of any deviation. Services under each Task Area shall be handled on a first-in/first-out basis. Any deviation from this prioritization method shall be approved in advance by the NRC PO. The NRC PO shall determine the relative priority of concurrent or urgent service requests.

Occasionally, an unusually large or urgent service request will require the Contractor to focus the majority of onsite resources on a single Task Area to meet urgent project deadlines. If the NRC PO agrees the specific situation warrants this level of urgent processing, NRC will not hold the Contractor responsible for temporary delays in other services that arise as a direct result of the urgent project consuming the Contractor's onsite resources. The NRC PO will provide this direction in writing.

A.7 Professional conduct and attire:

The services performed under this contract include frequent, direct contact with NRC personnel at all levels of the agency. This requires that all onsite Contractor personnel use appropriate language and wear appropriate attire for an office environment at all times.

Onsite Contractor personnel shall be fluent in the English language, both oral and written. Profanity or any other language deemed inappropriate by the NRC PO shall not be used in any form of communication during performance of services under this contract or while on NRC premises.

Male staff shall wear a collared shirt and tie. Females shall wear business attire such as suits, dresses, slacks, and blouses. The Contractor may allow staff to wear company apparel as long as that apparel complies with the above description of appropriate dress for an office environment. If at any time the NRC PO determines that clothing worn onsite by one of the Contractor's onsite personnel is inappropriate, the NRC PO will notify the Contractor and the Contractor shall immediately have the subject person leave NRC premises or change into appropriate attire.

The Contractor shall not bill NRC for any time their personnel are absent from onsite performance of the SOW due to their arriving at NRC wearing inappropriate work attire. In the event any of the Contractor's onsite personnel are unavailable to perform the requirements of this SOW, the Contractor shall ensure the invoice for that month's services reflects a credit for any missed work time due to the staff absence.

A.8 Contract schedule:

The period of performance of this contract shall include a 7-month base period and four option years as follows:

Base Period	June 1, 2011 – December 31, 2011
Option Year 1	January 1, 2012 – December 31, 2012
Option Year 2	January 1, 2013 – December 31, 2013
Option Year 3	January 1, 2014 – December 31, 2014
Option Year 4	January 1, 2015 – December 31, 2015

A.9 Tracking of services performed and reporting requirements:

The Contractor shall maintain accurate records of the services requested/provided. Scheduled and ad hoc reports of the services requested/provided shall be delivered to the NRC PO complete, accurate, and in accordance with the schedules stated herein.

The Contractor shall provide the NRC PO with the information reports listed below, organized by each Task Area:

A.9.a Monthly reports

The contractor shall provide the following information to the NRC PO within 5 business days after the end of each calendar month:

1. An updated copy of the current ASC/SOP procedures and guidance (if any change in the procedures or services has occurred since the previous month).
2. A list of all discrepancies/complaints during the period.
3. A list of any discrepancies/complaints during the period which were determined by the NRC PO to be "valid complaints." (A "valid complaint" is defined in Section A.17.a. of the Statement of Work)
4. A list of any discrepancies/complaints during the period which were the same or similar to previous discrepancies/complaints.
5. For each "valid complaint" listed for the period, identification of the corrective action implemented by the Contractor to prevent the same or similar discrepancy from recurring.

A.9.b Quarterly reports:

The Contractor shall generate and deliver timely reports to the NRC PO that shall be free of errors and omissions. The following list identifies the information to be provided in each quarterly report. Each quarterly report shall be delivered to the NRC PO within 10 business days after the end of the Federal fiscal year quarter.

1. quantity of "walk-in" customers assisted by the ASC/HD
2. quantity of customers telephoning the ASC/HD
3. quantity of customers e-mailing the ASC/HD
4. quantity of customers contacting the ASC/HD that were referred to non-ASC personnel

- to obtain the service or information they need
5. quantity of meeting room requests scheduled for customers
 6. quantity of video teleconference requests scheduled for customers
 7. quantity of dosimeter badges issued
 8. quantity of replacement keys issued
 9. quantity of ASC forms issued to customers
 10. quantity of visitor parking requests processed
 11. quantity of NRC and U.S. flags in stock to support monthly rotations, and any in need for repair or replacement
 12. quantity of Commission functions supported
 13. quantity of non-Commission special events supported during the period, broken out by the following areas:
 - events held in Commission Hearing Room
 - events held in TWFN Auditorium
 - events held in TWFN Exhibit Area
 - events held in TWFN Cafeteria
 - events held outside on The Green
 - events held in all other locations
 14. the issuance and return status of all permanent and temporary dosimeter badges for the quarter

A.9.c Annual report:

The Contractor shall maintain a record of the quantity of each type of service provided during the preceding annual Federal fiscal year period. Within 5 business days after completion of each Federal fiscal year, the Contractor shall provide the NRC PO with a report identifying the total quantity of each type of service provided during the preceding fiscal year.

A.9.d Ad hoc reports:

As directed by the NRC PO, there may be instances where ad hoc reports may be required prior to delivery of the Monthly, Quarterly, or Annual Report or which require information not normally provided. In the event of this need, the Contractor shall prepare and deliver the report to the NRC PO within three business days from the receipt of the request from the NRC PO.

A.10. Government furnished items:

The Government shall provide appropriate office space, telephone equipment and services, personal computers, internet access, electronic mail, required system software, printers, facsimile machines, and access to the NRC Public Address system, at the minimum level determined by the NRC PO that is required to perform the work.

A.11 Safety:

No personnel presenting potential threats to the health, safety, security, general well being, or operational mission of the NRC and its facility occupants shall be employed by the Contractor during the performance of this work. The Government reserves the right to refuse NRC onsite access to any Contractor staff whom it feels presents such threats.

A.12 Security:

All Contractor staff shall comply with established security procedures for entering the NRC's facilities, including special security procedures for entry to restricted or controlled areas. The Contractor shall obtain necessary badges or documents required for entry to restricted or controlled areas, if applicable, to meet the requirements of this work statement. The Contractor shall coordinate with the NRC PO to obtain and return temporary badges and vehicle registrations.

A.13 Contractor work area(s):

The contractor shall ensure assigned work areas are maintained in a neat orderly manner at all times during performance of the work.

A.14 NRC policy compliance:

The Contractor shall adhere to all applicable NRC policies including:

- Management Directive 12.5, "Automated Information Security Program," available at <http://www.nrc.gov/reading-rm/doc-collections/management-directives/volumes/vol-12.html>
- Management Directive 12.6, "NRC Sensitive Unclassified Information Security Program," available at <http://www.nrc.gov/reading-rm/doc-collections/management-directives/volumes/vol-12.html>
- NRC Sensitive Unclassified Non-Safeguards Information (SUNSI), available at <http://www.nrc.gov/reading-rm/doc-collections/commission/comm-secy/2005/2005-0054comscy-attachment2.pdf>

A.15 ASC Points of contact:

The ASC Project Officer for this contract is:

Catherine Blakeney

(301) 415-1491

Catherine.Blakeney@nrc.gov

Alternate Project Officers are Nancy Turner Boyd and JoAnne Thweatt.

A.16 Attachments:

Attachment #1 ASC Standard Operating Procedures

A.17 Performance deductions:

NRC reserves the right to take the following monetary deductions from any amount owed the contractor when the NRC PO determines the Contractor failed to meet the contract requirements stated herein. NRC hereby agrees that no total combination of all the performance deductions herein will exceed a monthly deduction of more than

10 percent of the total monthly amount owed the Contractor. However, NRC retains the right to pursue any other legal measures and actions which the contracting officer determines is warranted to correct any performance issues.

A.17.a Performance measure:

Failure by the Contractor to comply with any of the following, as determined by the NRC PO, shall constitute a "valid complaint" under this contract. However, none of the other following Task Area staffing-specific performance deductions for failing to provide the level of onsite staffing required shall also count against this measure since they have their own deduction:

1. requirements of the contract and SOW
2. procedures of the most current ASC/SOP

Performance standard:

There can be no more than two total discrepancies per calendar month period in which the NRC PO verifies the discrepancy is a "valid complaint" for non-compliance with any contract requirements.

Performance deduction:

NRC will deduct the following amounts from the monthly invoice payment for any month in which the Contractor fails to comply with the contract performance standard stated above:

NO. OF INCIDENTS	VIOLATIONS	PERCENTAGE DEDUCTION
4	"valid complaints" per calendar month period	5% of the total monthly invoice being deducted
5	"valid complaints" per calendar month period	6% of the total monthly invoice being deducted
6	"valid complaints" per calendar month period	7% of the total monthly invoice being deducted
7	"valid complaints" per calendar month period	8% of the total monthly invoice being deducted
8	"valid complaints" per calendar month period	9% of the total monthly invoice being deducted
9	"valid complaints" per calendar month period	10% of the total monthly invoice being deducted

A.17.b Performance measure:

For services to be performed under Task Area #1, the Contractor shall provide the onsite staffing required to perform the level of concurrent effort each Federal business day in accordance with this SOW.

Performance standard:

The Contractor shall provide sufficient staffing onsite at NRC to perform at least four (4) concurrent activities under Task Area #1 in different locations each Federal business day.

Performance deduction:

NRC reserves the right to deduct \$112.00 per person for each hour the contractor fails to provide the level of staffing required by Task Area #1. The \$112.00 per person per hour deduction rate is based on \$40.00 per hour for the services not received by NRC from each absent contract employee and an additional \$72.00 per hour to cover the cost to have the work performed by the NRC PO or other NRC staff.

A.17.c Performance measure:

For services to be performed under Task Area #2, the Contractor shall provide the onsite staffing required to perform the level of concurrent effort each Federal business day in accordance with this SOW.

Performance standard:

The Contractor shall provide sufficient staffing onsite at NRC to perform monitoring of NRC supply stock levels as listed under Task Area #2 each Federal business day.

Performance deduction:

NRC reserves the right to deduct \$112.00 per person for each hour the contractor fails to provide the level of staffing required by Task Area #2. The \$112.00 per person per hour deduction rate is based on \$40.00 per hour for the services not received by NRC from each absent contract employee and an additional \$72.00 per hour to cover the cost to have the work performed by the NRC PO or other NRC staff.

A.17.d Performance measure:

For services to be performed under optional Task Area #3, the NRC PO will issue a written "Supplemental Support Work Order" (SSWO) which will define the location, work hours, and type of services required. The NRC PO will issue the contractor an SSWO at least 48 hours in advance of the required start time of performance. In the event an emergency prevents the NRC PO from being able to provide more than 48 hours advance notice to the Contractor of the need for an SSWO, the NRC PO will issue the SSWO and the Contractor will make its best effort to respond within 48 hours of its receipt.

Performance standard:

The Contractor shall begin performance of the requirements stated in the SSWO in accordance with the type of service, location, duration, and work schedule stated in the SSWO, unless the NRC PO provides the SSWO to the Contractor with less than 48

hours advance notice. In that case, the Contractor will make its best effort to begin performance of the SSWO work within 48 hours of receipt.

Performance deduction:

NRC reserves the right to deduct \$112.00 for each hour the services listed in the SSWO are not performed as the NRC PO requested from any amount owed to the Contractor. The \$40.00 per person per hour deduction rate is based on \$72.00 per hour to cover the cost to have the work performed by the NRC PO or other NRC staff.

B. ASC TASK AREAS:

The following are the list of specific Task Areas for the types of services to be performed under this contract.

B.1 Task Area #1

Onsite Support for the NRC ASC/HD and Related Support for the WFC

(Estimated Staffing Level = 3 FTE)

The Contractor shall refer to the attached ASC/SOP for the current specific requirements for performance of the following types of services. The ASC/SOP guidance is subject to change during the contract period based on NRC PO-approved updates providing the latest description of the method used to provide the current services.

Operation of the ASC/HD

The NRC ASC includes a Help Desk (ASC/HD) currently located on the 2nd-floor elevator lobby of the NRC One White Flint North (OWFN) building in Rockville, Maryland.

In support of the coverage required for the ASC/HD, throughout each Federal workday (Monday-Friday, from 7:15 a.m.-5:00 p.m. except Federal holidays) the Contractor shall continuously monitor and provide sufficient staffing capacity to perform a minimum of four types of ASC/HD concurrent services in different locations. To ensure this capacity is continuously maintained, the Contractor shall monitor the level of staffing onsite at NRC each day and the planned leave schedule of their onsite personnel performing services under this contract. The Contractor shall ensure that replacement personnel are available to cover for any of the Contractor's onsite personnel's absence each business day. In the event of an absence, the Contractor shall provide a trained replacement within 2 business hours of the start of the absence.

Task Area #1 includes, but is not limited to, the following types of services as long as no more than four (4) concurrent services in different locations are required by NRC:

1. Monitor incoming NRC customer service requests and feedback received by e-mail, telephone, or walk-ins to the ASC/HD location.
2. Provide telephone assistance to customers that call the ASC/HD for information and/or assistance.
3. Provide onsite assistance to customers that visit the ASC/HD location requesting information and/or assistance.
4. Refer customers to service-specific contacts.
5. Provide assistance for scheduling and coordination of NRC special events.
6. Provide coordination and support for Commission functions.
7. Broadcast PA announcements.
8. Arrange custodial contractor support for scheduled meetings and events.
9. Monitor daily activity submitted to the Microsoft Outlook electronic conference room reservation system.
10. Assist customers in scheduling meeting room reservations for special NRC space for NRC employees.
11. Provide user training to customers in the use of the NRC electronic conference room reservation system.
12. Provide interoffice coordination and support for conference phone reservations.
13. Identify and coordinate support with the Video-Teleconference (VTC) contractor for meetings that will need VTC support.
14. Distribute, receive and track NRC dosimeter badges.
15. Provide assistance with the NRC monthly transit subsidy applications.
16. Distribute and track NRC systems furniture keys for OWFN and TWFN and other locations as directed by the NRC PO and inventory spare keys provided by NRC.
17. Maintain onsite inventory of ASC forms and publications.
18. Provide onsite assistance in completion of NRC request forms.
19. Provide assistance in arranging visitor parking.
20. Provide support for tracking NRC staff onsite monthly parking approvals and wait-lists.
21. Maintain onsite inventory and track distribution of international travel kits.
22. Provide support for maintaining NRC bulletin boards.
23. Provide support for maintenance and rotation of NRC flags as requested by NRC's Division of Facilities and Security or the ASC Contract Project Officer.
24. Provide assistance to perform other, as-needed, incidental administrative services tasks.

B.2 Task Area #2:

**Onsite Support for the White Flint Complex Central Supply Room,
EBB and CSB Supply Rooms**

(Estimated Staffing Level = 2 FTE)

The physical challenges in providing this support will include standing, walking, bending, stooping, and independently lifting items up to 30 lbs. in weight.

The Contractor shall provide sufficient staffing capacity onsite each Federal business day to provide support service between the hours of 7:15 a.m. - 5:00 p.m.

The Contractor shall ensure the NRC Supply Rooms are neat and orderly at all times and shall perform the following activities to assist with the overall operation of the NRC Central Supply Room:

1. Receive supply shipments
2. Monitor NRC supply stock levels
3. Replenish supply stocks on shelves
4. Provide customer assistance at the NRC Central Supply Room Customer Support Desk.

B.3 Task Area #3:

Optional Additional Support Provided On an As-Needed, On-Call Basis

The Contractor shall maintain sufficient staffing capacity with the appropriate NRC security clearance to provide NRC with up to two (2) additional Contractor personnel within 48 hours notice by the NRC PO.

The on-call support provided under Task Area #3 shall include but not be limited to any of the types of onsite services at the WFC covered by Task Areas #1 and #2 or both.

In addition, Task Area #3 shall provide support for the types of services available under Task Areas #1 and #2, at any of the current interim building locations.

This on-call support will be ordered by the NRC PO on an as-needed basis using the NRC SSWO which will identify the following information for the services to be performed:

1. period of business days the support is required (date range)
2. period of work hours the support is to be provided
3. the Task Areas and types of services to be performed
4. total number of work hours included in the order
5. total estimated cost of the work order (total hours x hourly rate)
6. location for performance of the work

Compensation for overtime requirements under Task Area #3:

Occasionally, an unusually large or urgent service request will require the Contractor to provide NRC with support outside the normal business day stated for a Task Area. The Contractor shall provide any overtime (OT) support requested by the NRC PO and receive payment for the services performed in accordance with the overtime hourly rates established as part of this contract. NRC will reimburse the Contractor in quarter hour increments for OT at a rate of one and one half the applicable hourly rate. OT services performed shall be paid on the basis of the

first **1 to 15 minutes** = .25-hour OT paid and, thereafter, each full 15-minute increment for OT pay.

EXAMPLES

1 - 15 minutes	.25 hour OT
15 - 30 minutes	.50 hour OT
30 - 45 minutes	.75 hour OT
45 - 60 minutes	1 hour OT

**U.S. NUCLEAR REGULATORY COMMISSION
ONSITE SUPPORT FOR THE ADMINISTRATIVE SERVICES CENTER**

STANDARD OPERATING PROCEDURES

**TASK AREA #1 BASIC SERVICE LEVEL: ONSITE SUPPORT FOR THE NRC
ADMINISTRATIVE SERVICES CENTER (ASC)**

SCOPE OF WORK

The Contractor shall provide continuous coverage and support for the following services during the hours of 7:15 a.m. - 5:00 p.m., Monday through Friday, except Federal holidays.

No earlier than 7:45 a.m. Eastern Standard Time (EST) and no later than 7:55 a.m. EST, the Contractor shall broadcast Public Address (PA) announcements as required. In the event of an emergency, the Nuclear Regulatory Commission (NRC) has the right to require the contractor to occasionally make additional announcements outside of this timeframe. The NRC Project Officer (PO) will provide the PA announcement language to the contractor.

By 8:00 a.m. EST each business day, the Contractor shall:

1. Run a hard copy report of all meetings for that day. This report shall be posted at the Administrative Services Center (ASC) Help Desk (HD) for quick reference.
2. Send a FIXIT to the NRC custodial contractor specifying any special setups needed that day or for opening or closing of Two White Flint North (TWFN) large room partitions.
3. Review all pending conference room requests and coordinate VTC support, as necessary, with the VTC contractor.

General

The Contractor is responsible for coordinating and overseeing the electronic reservation system, monitoring usage, coordinating special setups, correcting problems, assisting customers in finding the location of their meeting, identifying technical problems, and assisting customers with reservations, if needed.

Schedule meeting room reservations for customers

The Contractor shall schedule and coordinate video teleconferencing in accordance with current procedures.

Employee assistance

The contractor shall assist customers in learning to use Microsoft Outlook to reserve conference rooms upon request. The Contractor shall report technical problems to the Customer Support Center (CSC) on 415-1234.

Requests for video teleconference support

The Contractor is responsible for managing the scheduling of NRC video teleconference (VTC) meetings using the VTC Scheduler. Currently, the Contractor schedules approximately 2,000 meetings a year between NRC Headquarters, regional offices, the Technical Training Center, and non-NRC offices. The Multimedia and Communications Branch (MCB) within ADM is responsible for all technical VTC requirements and operations.

The following routine electronic reservation procedures are performed to place a VTC reservation:

1. Employees complete the VTC request form.
2. MCB approves technical requirements (including capacity of system by taking into account other meetings scheduled.)
3. ASC confirms all scheduled meetings after all unit owners and MCB have approved conference participation.

The "VTC Handbook" identifies roles and responsibilities, provides step-by-step procedure guidance, and identifies VTC contacts and Unit Owners.

The following are the specific responsibilities of the Contractor in coordinating VTC services with the MCB:

1. Assists staff in scheduling meetings in accordance with these requirements and immediately notifies the NRC PO of any problems that affect execution of accurate reservations.
2. Confirms meetings approved by the meeting requester and MCB by 1:00 p.m. daily.
3. Sends a reminder notice 48 hours before the scheduled meeting time to requesters who have not provided all required VTC details.
4. Rejects next day meetings not approved by MCB.
5. Schedules all after hours meetings upon receipt of request.
6. Serves as approver for all "general use" VTC resources.
7. Ensures accuracy of the electronic reservations system by promptly completing changes including updates to system units and unit owners following approval by the NRC PO.
8. Provides customer assistance to all users including regional coordinators and VTC facilitators.
9. Facilitates resolution of problems between various VTC constituents.
10. Prepares monthly reports of system use and ad hoc requests from the NRC PO.

Monitor incoming NRC customer service requests

NRC customer service requests are submitted to the ASC HD by:

1. Customers arriving at the ASC HD physical location (in person)
2. Customers telephoning the ASC HD
3. Customers e-mailing the ASC HD
4. Customers submitting a service request via the online Service Request System

During the hours of operation for the ASC HD, the Contractor shall continuously monitor incoming customer service requests from the four communication methods listed above in accordance with the current procedures. E-mail and electronic customer service requests will receive a response within two business hours of receipt. The response will be an acknowledgement of receipt, notification of completion, or a status update on the request, as appropriate.

In-person support

Customers shall be greeted politely and professionally when they arrive at the ASC HD. Customers shall be assisted on a first-come/first-served basis unless an unusual situation clearly justifies deviating from this sequence (e.g., urgent action approved by the NRC PO). An apology for the delay shall be given to any customers who wait more than one minute for service.

Telephone support

Calls shall normally be answered before the third ring. Answer all calls in a pleasant, upbeat voice, stating: "Good morning (or afternoon as applicable), Administrative Services Center, this is (state your name), how may I help you?"

Taking messages directly from customers

When a customer requests to leave a message, the Contractor shall ensure the message includes the following minimum information and provide the message to the intended recipient upon their return to the office:

1. The person in ASC they called
2. First and last name of the person who called
3. Telephone number of the person who called
4. Date and time of the call
5. Reason for the call
6. Any action requested by the person who called (i.e., "Please return call")

Handling telephone voice mail messages

During the workday, no more than 3% of all calls to the ASC HD shall be allowed to go to voice mail, with a goal of answering all calls "directly." The ASC HD phone shall be monitored constantly and any calls allowed to go to voice mail shall be returned (customer called back) within 15 minutes of the incoming call. At the start of each workday, the voice mail box shall be checked for any messages received since the close of business of the previous workday. Any messages found shall be returned during the first half hour of that workday.

Call forwarding

The ASC HD service goal is to provide service whenever possible without referral to others. The following procedures shall be used when customer requests are not within the scope of services provided directly by the ASC HD and must be forwarded to others:

- For calls forwarded to ASC staff:
 1. Inform the caller that you need to put them on hold temporarily while you transfer the call.
 2. Before transferring the call, contact the ASC staff person and inform them that you need to forward a call to them.
 3. Inform the caller that you are transferring them to (name of ASC staff person) and proceed to transfer the call.

NOTE: If the ASC staff person is not available to take the call, inform the caller that you can either transfer them to the ASC person's voice mail or take a message. If the call is urgent, offer to transfer the caller to the ASC staff person's back-up for that particular type of service.

- For Calls forwarded to non-ASC staff:
 1. Inform the caller that the information and/or service requested is not part of the scope of services provided by the ASC and you need to transfer them to the correct organization to help them.
 2. Before transferring the call, provide the caller with the person's name, organization, and telephone number you intend to transfer them to (in case contact is not made).
 3. Always inform the caller that they should call you back in the event the referral does not meet their service needs.

Referring customers to service-specific contacts

In the event an incoming request for service or information is not within the scope of services provided directly by the ASC HD, the Contractor shall accurately refer customers to the appropriate contacts in accordance with current procedures.

Distribute, receive, and track NRC dosimeter badges

The Contractor shall process NRC customer requests for the issue/return and tracking of NRC dosimeter badges in accordance with current procedures.

Dosimeter badges are small devices that measure the amount of radioactivity absorbed. The Contractor is responsible for the inventory management and issuance of dosimeter badges to NRC customers from the ASC HD.

Questions about these procedures shall be referred to the NRC PO. Routine working problems may be resolved directly with the dosimeter contractor (Landauer, Inc.) on (708) 755-7000 or (800) 323-8830.

Questions about the requirements for an employee to obtain a dosimeter (Management Directive 10.131) or regarding the NRC agreement with the dosimeter contractor may be

addressed to the Office of Nuclear Material Safety and Safeguards, the NRC Dosimeter Program Manager. The NRC PO will provide the contractor with the name and phone number of the Dosimeter Program Manager upon contract award. Unusual problems or any situation that could affect the timeliness, availability, or integrity of the dosimeter program shall be identified to the NRC PO immediately.

Dosimeter badges are received from the dosimeter contractor before the beginning of each calendar quarter. The badges are entered into the database using the "Quarterly Receipt Processing Method" established by the ASC and may be issued to approved customers at any time during the quarter. At the end of each quarter, an e-mail is sent to all customers who received a badge to return them. The ASC HD then sends these badges, along with all unused badges to the dosimeter contractor for processing.

Dosimeter badges are issued and tracked using the electronic ASC Dosimeter Tracking System provided. A five-digit number is located on the rear of each dosimeter badge following the badge type. When using the Dosimeter Tracking System, use only the last four digits (e.g., badge number "00018" becomes "0018"). All issuances of dosimeter badges must be approved by a Radiation Safety Officer (RSO).

The NRC PO is responsible for system changes and updating system access authorizations. The Contractor is responsible for advising the NRC PO of the need for access changes and system changes to correct problems or improve system performance and customer service.

Quarterly receipt processing

Badges for the new quarter are normally received from the dosimeter contractor on approximately the 15th working day of the last month in each calendar-year quarter. That shipping container is used for shipping the dosimeter badges back to the dosimeter contractor at the end of the quarter.

Upon receipt, badges are inventoried against the manifest to verify all badges have been received. If discrepancies are found, notify the customer service representative, the NRC PO, and the dosimeter program manager by e-mail.

Regular dosimeter badges are called "beta gamma" dosimeter badges. With each shipment there are a few special blank badges, called "neutron" dosimeter badges. They shall be the highest numbered blank badges, have an orange dot on the back of the badge, and be labeled "neutron" on the manifest.

Using the verified manifest or the badges, enter the new badge numbers into the electronic Dosimeter Tracking System as follows:

1. Select the appropriate monthly quarter and current year.
2. Enter the badge number.
3. Scan the bar code on the dosimeter package to record the binary code.
4. Select either "permanent," "blank," "beta gamma blank," or "beta gamma neutron."

- a. Permanent Selection - Click on down cursor to search list for previously entered names. Click "verify name" if found. (By verifying name, the information will automatically register for that person.)
- b. Blank Selection - Enter only badge number, scan the bar code and click OK.

A wooden badge rack is provided for easy storage of badges. For ease of access, permanent badges shall be placed in alphabetical order and blank badges placed in numerical order.

Issuance and return of dosimeter badges

Persons authorized regular use of badges, have permanent badges assigned to them by the RSO through the dosimetry contractor. These permanent badges have the employee's name on them. Blank (temporary) badges are issued to persons not assigned permanent badges.

1. Permanent badge issuance

Obtain the person's name and select the badge from the dosimeter rack. Enter the Dosimeter Tracking System through the "Dosimeter" icon.

- a. Select the appropriate calendar quarter (e.g., "Second Quarter").
- b. Scan the employee's picture identification badge using the computer scanner. This will record the employee's social security number in the computer system. (For employees with permanent dosimeters, all pertinent information will automatically appear on the screen once the badge is scanned.)
- c. Enter the last date of the quarter as the estimated return date. Select the employee's Office using the drop-down screen.
- d. Select your name as "Issued by" using the drop-down screen.
- e. Remove the dosimeter from the package and again verify the person's name and badge number.
- f. Give the dosimeter badge to the employee and remind them that it must be returned by the last working day of the quarter.

On a quarterly basis, the ASC contractors will place four dosimeter badges in the mail room located in OWFN, and two dosimeter badges on the security magnetometers at the building entrances of OWFN and TWFN. After all new badges are issued in the Dosimeter Tracking System, notify staff members to pick up new badges and return the past quarter badges. In addition to the permanent and temporary badges, at least 12 badges must be labeled as "Control." These Control badges do not get issued and are used for background readings against which the issued badges are compared.

2. Temporary badge issuance

Temporary badges are issued using the neutron dosimeter badges.

Ensure that the employee is authorized to receive a temporary dosimeter badge by:

- a. Verifying that the employee's name is on the current approved dosimeter issue list provided by the RSO. These persons have been certified to use the dosimeter based upon completion of required training, or
- b. Receiving a completed "Authorization to Receive an NRC Dosimeter" form signed by the RSO. Forms signed by Acting RSOs or managers are also acceptable. File this approval form in the Dosimeter Operations Binder for future reference in case the RSO does not update the dosimeter issue list promptly.

Issue temporary dosimeter badges as follows:

- a. Enter the Dosimeter Tracking System through the "Dosimeter" icon.
- b. Select the appropriate calendar quarter, e.g., "Second Quarter."
- c. Scan the employee's picture identification badge using the computer scanner. This will record the employee's social security number in the computer system. (The Dosimeter Tracking System will automatically issue the next available number dosimeter first.)
- d. Enter the employee's name if it does not appear automatically.
- e. Enter the last date of the quarter as the estimated return date.
- f. Select the employee's Office using the drop-down menu.
- g. Select your name as "Issued by" using the drop-down menu.
- h. Remove the dosimeter from the package and again verify the person's name and badge number.
- i. Apply the person's name to front (top) of the badge using the NRC-provided label maker.
- j. Give the dosimeter to the employee and remind them that it must be returned by the last working day of the quarter.
- k. Provide first-time recipients with instructions for use (attached to RSO authorization form).

3. Issuing neutron dosimeter badges

RSOs will approve the issuance of neutron badges, either in writing or by e-mail. Follow the above procedures for issuance of blank dosimeter badges after selecting "neutron" as the category of badge being issued.

4. Return of dosimeter badges

Employees may return badges at any time during the quarter if they have no plans for additional use. To process the return:

- a. Enter the Dosimeter Tracking System through the "Dosimeter" icon.
- b. Always verify the "Quarter" and "Year."
- c. Enter the number of the dosimeter badge being returned.

- d. Click OK.
- e. Place the badge in the dosimeter return box - do not place back on the wooden badge rack.

By the end of the quarter, every badge issued should have been returned. Notify the NRC PO and appropriate RSOs of any badges not returned and proceed with processing as follows:

- a. Access the Dosimeter Tracking System and run copies of the dosimeter reports that show the issue and return status of all permanent and temporary badges for the quarter.
- b. Obtain the returned dosimeters (permanent and temporary) from the dosimeter return box and check off against the report to make sure all issued dosimeters are accounted for. After verification, place the dosimeters in a plastic bag(s) along with at least two control badges.
- c. Place all unissued dosimeters and at least one control badge in a separate plastic bag(s) and apply the yellow label provided by the dosimeter contractor for unused badges.
- d. Using the box the dosimeters were received in, place all dosimeters in the box, add appropriate cushioning material for protection, seal for shipping, and add an address label for the designated Landauer processing address. Should the original box be unavailable, prominently mark the shipping box with "DO NOT X-RAY" in red letters.
- e. Prepare NRC Form 420, "Request for Premium Mail Service," requesting shipment of the package via three-day expedited, non-USPS package service. The NRC PO will approve the NRC Form 420.
- f. Place the package at the mail stop for pickup by mail staff.
- g. Follow up with mail services staff if a copy of the completed NRC Form 420, indicating shipment, is not received within two working days.

Within three working days of the end of the calendar quarter:

- a. Access the Dosimeter Tracking System and run copies of the dosimeter reports that show the issue and return status of all permanent and temporary badges for the quarter. Send a copy of these reports to Landauer, 2 Science Road, Glenwood, IL 60425, (708) 755-7000, Attn: Customer Service Representatives; the NRC PO; and all RSOs.
- b. Send an e-mail to each employee who has not returned their issued dosimeter badge. Ask the employee to return their badge immediately so it can be given to the dosimeter contractor for processing.

If all badges are not available for return to the dosimeter badge contractor with the end-of-quarter shipment, follow these procedures:

- a. Retain one control badge (do not mail with quarterly shipment).
- b. Create a receipt for delinquent badges using the above procedures.
- c. Mail the delinquent badges and receipt with other badges at the end of the next quarter.

Process and track NRC monthly transit subsidy applications

The Contractor shall distribute and track NRC monthly transit subsidy applications provided to NRC employees in accordance with current procedures. The NRC provides a public transportation subsidy each month to encourage NRC employees to take public transportation. NRC employees who are in full-time, permanent status, and who do not purchase monthly NRC garage permits, are eligible to participate in this program. The NRC PO will specifically approve any exceptions to these basic eligibility criteria (e.g., foreign assignee participation.) When applying, employees certify they will use the fare media for their daily commute from home to work and return. Applications are available at the ASC HD (NRC Form 546) or in the NRC Forms Library tab found on the NRC homepage. NRC employees can come to the ASC HD for assistance in filling out the application.

SmarTrip cards are permanent, rechargeable, plastic farecards that are embedded with a special computer chip that tracks the value of the card. After employees have been approved by the NRC Transit Subsidy PO for benefits, the NRC Transit Subsidy PO transfers the approved amount of subsidy each employees SmartBenefits account to Metro.

The Contractor shall provide assistance to any employee in completing NRC Form 546, "Application for Full Share Program." The NRC Transit Subsidy Project Officer will then review the application and determine the amount of the subsidy and the mode of fare media and SBV. The NRC Transit Subsidy PO will notify the applicant of these determinations.

Distribute/track NRC systems furniture keys for OWFN and TWFN and other locations as directed by the NRC PO and inventory spare keys provided by NRC
The Contractor shall distribute and track NRC systems furniture keys in accordance with current SOP procedures. The ASC HD maintains and provides systems furniture (pedestal file or flipper door) workstation keys to employees and badged contractors upon request. Refer problems with systems furniture locks to Facilities Branch. Refer all other key requests or locksmith services to Physical Security Branch (PSB). The NRC PO will provide a point of contact at the PSB.

Usually, OWFN workstation keys begin with the prefix "SL" and TWFN workstation keys begin with the prefix "KA." These keys are maintained in labeled bins in cabinets at the ASC HD. This cabinet is to be kept locked during off hours of the ASC HD.

The Contractor shall establish a method of monitoring the inventory level for all workstation keys to minimize key outages. (Some keys are no longer maintained in Facilities inventory.)

The Contractor shall initiate key replenishment actions to the Associate Directorate for Space Planning and Consolidation (ADSC) in the Office of Administration. Purchase requests shall be grouped together for efficient purchasing (e.g., place order every sixty days.) The e-mail request must recommend quantities needed based upon available space and usage. The Contractor shall monitor the order status until keys are received then verify key receipt based upon the manifest. The Contractor shall allow a lead time of six to eight weeks from the time of order until receipt of keys.

Upon receipt of the replenishment keys, the Contractor shall bag the keys in zip-lock bags and place them in the appropriate storage bins. A supply of zip-lock bags will be furnished by the NRC PO. The Contractor shall advise the NRC PO when this supply needs to be replenished.

Ask the requester if the key will be used for his or her workstation (a secretary may pick up a key for an executive). If not, the key may not be issued without the NRC PO's approval. Ask the requester for the key code, e.g., SL432. If not known, the requester may obtain the code from the center of the lock cylinder.

Maintain and Distribute ASC Forms and Publications

The Contractor shall distribute forms and assist customers with their completion in accordance with current procedures.

Upon request, the Contractor shall provide forms to the NRC staff and assist them with accurate completion of the form. These forms include:

1. NRC Transit Subsidy Benefits Program, NRC Form 546
2. Application for Parking Permit, NRC Form 505
3. Application for Handicap Parking Permit, NRC Form 505A
4. Direct Deposit Sign-Up, Form 1199A

Additional forms may be added at any time at no additional cost to the Government. Upon receipt of a completed form, the Contractor shall review the form to ensure it is completed fully and correctly. For any discrepancy found, the Contractor shall contact the customer and identify any changes or additions needed to achieve full and correct completion of the form.

Upon receipt of a properly completed paper form, the Contractor shall document the date/time the form was received using the NRC-supplied Date-Stamp machine located at the ASC HD and forward the form to the appropriate ASC staff person or contractor for processing. The Contractor shall monitor and replenish the inventory of ASC-related forms stocked at the ASC HD location. All forms are generated from NRC's Informs application.

The Contractor shall maintain the following commuter transportation publications in the hallway rack located adjacent to and in the vicinity of the ASC HD:

1. Ride On Bus time tables, 1 through 124 (replenishment contact: 240-777-7433)
2. MARC Rail schedule information (replenishment contact:

- 1-800-325-RAIL)
3. Metrorail, Metrochek and SmarTrip guides (replenishment contact: 202-637-7000)
 4. Alternative Parking Locations guide
 5. Other commuter or ASC program guidance approved by the NRC PO

The Contractor shall maintain these publications to ensure outages do not occur with normal usage.

All requesters shall be advised to register their visitors into the ADM Visitor Information system located on the Agency-Wide menu. Caution requesters of perimeter road parking that parking is granted on a "space available" basis. Should parking not be available at the time of the visit, security officers will provide the visitors with a map of offsite parking locations.

International travel kits

The Contractor shall manage the inventory of international travel kits (electrical converters and adaptors that allow use of U.S. appliances in foreign countries). The Contractor shall track all reservations and loans to ensure the travel kits are available for use when requested. The Contractor shall become knowledgeable about use of the travel kits using the guidance provided in order to render assistance and respond to customer questions. The travel kits should be kept locked in NRC provided cabinets when not in use. There are eight travel kits in stock. The Contractor shall notify the NRC PO when these kits need repair or replacement.

Coordination and support of NRC headquarters special events and administrative services

Support for Commission functions

The ASC is responsible for setups for Commission meetings, normally held in the Commission Meeting Room and the Commission Hearing Room on the OWFN 1st floor and occasionally in the 18th Floor Conference Room. The Contractor will be provided with a schedule of upcoming Commission meetings for the next month by the NRC PO. Setup of Commission meetings consists of the following:

1. Room check

The Commission Meeting Room should be in appropriate order and condition, but it is important to check before each meeting to ensure it is ready for occupancy. Check shall include the following:

Item	Remedy contact
Furniture setup, cleaning, or send trash pick-up	Call custodial contractor and later send a confirming FIXIT
Light bulb replacement, temperature, or mechanical problems	Call operations and maintenance and later send a confirming FIXIT
Other problems noted (e.g., missing flags)	Contact the NRC PO

2. Inventory management and cleaning

The Contractor shall maintain a supply of pencils and 8 ½" x 11" lined paper tablets in the supply closet of the Commission Ready Room, adjacent to the Commission Meeting Room. This inventory shall be managed so that there are always adequate supplies available to support the next Commission Meeting. Replenishment of pencils and tablets can be obtained through the NRC PO.

The Contractor shall maintain a supply of water glasses, water carafes, and serving trays. These items are stored in the Commission Ready Room cabinets and counter. The Contractor shall monitor the inventory of these items and advise the NRC PO if the quantities of any item fall below a two-meeting supply level.

The Contractor shall keep all glasses, carafes, and trays sanitary, soap-free, and spotlessly clean. After washing, turn water carafes upside down and let air-dry. No dirty items shall be left on the Commission table, kitchen or other areas. Items may be cleaned at the Commission Ready Room sink or in the dishwasher located in the Commission Kitchen on the 18th floor of OWFN.

The Contractor shall monitor the supply of dishwashing detergent, baking soda, dishcloths, and towels and notify the NRC PO when replenishment is needed. The container of baking soda in the refrigerator shall be replaced every 90 days.

3. Table setup

The Contractor will be provided with requirements for the setup for each meeting. Setups are normally performed approximately one hour before meetings, subject to other meetings being held in the Commission Meeting Room. Setups shall always be completed no later than 40 minutes before the Commission meeting to allow staff from the Office of the Secretary time to review arrangements. The security officer located at the elevator lobby will provide a key for entrance to the Commission Ready Room.

The Contractor shall setup for each meeting in accordance with the requirements provided (normally a diagram), supplemented by any guidance from the NRC PO or staff from the Office of the Secretary. Routine setup includes:

- a. Putting lined paper tablets and pencils in the meeting room. The Contractor shall sharpen the pencils to a fine point using the sharpener provided in the Commission Ready Room.
- b. Putting water glasses set on trays lined with paper towels in the meeting room.
- c. Putting water carafes filled with ice water in the meeting room. Obtain fresh ice from the New Reg Café. For water, use the

spigot, which has a water filter, located in the Commission Ready Room. Allow cold water to run a minute, to aerate it for freshness, before filling the carafe.

The Contractor shall remove all glasses, carafes, and trays from the Commission Meeting Room on the same day following completion of the meeting.

Filter Replacement: Water filters are installed under the sinks in the Commission Ready Room and the Commission 18th floor kitchen. The Contractor shall label the filter housing with the date the filter was changed and notify the NRC PO if there is no indication the filter has been changed within a year.

Support for NRC bulletin boards

In OWFN, an official NRC bulletin board is located on the second floor outside of the ASC. Employees may post notices of job vacancies, commuter information, employee union business, and other office employee announcements on this board. Employees must obtain approval in advance from the NRC PO. In TWFN, official and National Treasury Employee Union (NTEU) notices are placed on the tack surfaces located on each floor at the intersections of Corridors A and B and Corridors B and C. Announcements shall be removed after 30 days or sooner if the date on the notice has passed.

The Contractor shall monitor the boards and remove notices after 30 days, or sooner if the date on the notice has passed. The bulletin boards are located as follows in the White Flint Complex:

1. OWFN Building

- Second Floor
- Copy room on Floors 3 through 16
- Garage elevator lobbies P2 and P3
- Outside DPC room P1

2. TWFN Building

- Tack surfaces on each floor at the intersections of Corridors A and B and Corridors B and C
- Copy room on Floors 2 through 10
- Garage elevator lobbies P1 through P4

3. 3WFN Building (Locations to be determined after occupancy)

4. "Missing Children Notice" bulletin boards

In accordance with Executive Memorandum, "Missing Persons or Children Notices in Federal Facilities," dated January 19, 1996, the NRC posts missing children notices in both the OWFN and TWFN buildings. The Contractor is responsible for removing the old notices, and printing and posting the approximately 12 new notices on each of these boards monthly. The Contractor shall print the notices in accordance with

guidance provided by the GSA Missing Child Notice Program www.r6.gsa.gov/pbs/kids/guidnc.htm and the National Center for Missing and Exploited Children www.ncmec.org.

Support for NRC flags

The Contractor shall be responsible for maintaining the NRC and American flags flown on the flagpoles in front of the OWFN building. The contractor shall store and monitor the condition and quantities of each to ensure that flags in excellent condition are available at all times.

1. Flag inventory

The Contractor shall ensure that United States and NRC flags are in excellent condition and are available at all times.

2. Coordination with security officers

The on-site security officers are responsible for raising and lowering the building flags. The Contractor shall provide two of each U.S. and NRC flags to the security officers (one for display and one for back-up purposes).

3. Rotation

On the first of every month, the onsite security officers will bring the flags to the ASC for replacement. The Contractor shall issue the replacement flags to the onsite security officers and accept the flags being turned in for inspection. If damaged, flags may also be turned in to the ASC at other times of the month.

4. Inspection

The Contractor shall inspect all flags for damage or significant wear (any rips, noticeable fraying in the fabric, easily apparent fading, etc.). Damaged or worn flags shall be considered unsuitable emblems for display and action shall be taken for repair or replacement. The NRC PO may be consulted if the Contractor is uncertain if a flag needs repair or replacement.

5. Repair or replacement

When flags need repair or replacement, the Contractor shall prepare a written request to the NRC PO. For flags needing repair, the request shall specify the extent of repair needed. Dependent upon the number of flags on hand, actions shall be bundled. Assume a 45-day lead-time for repairs, a 90-day lead-time for U.S. flag purchase and 150-day lead-time for NRC flag purchase.

Scheduling and coordination of NRC special events

1. General

The Contractor shall be responsible for scheduling and coordinating use of auditorium and other special event space including the auditorium atrium, TWFN exhibit area, and the Green (elevated lawn area between

the two NRC Headquarters buildings). This support includes arranging for staging and seating configurations, and coordinating user requirements with other appropriate organizations, including the Division of Facilities and Security and MCB audiovisual services.

NRC's custodial contractor is responsible for the setup of the interior space (auditorium, auditorium atrium, and exhibit area) in accordance with the ASC's direction. Setup for events on the Green are handled through other contractor support.

2. Use and priority

Requests will normally be honored on a first-come, first-served basis; however, the Contractor should contact the NRC PO if a Commissioner or the EDO requests space already booked. All requests for use of space after working hours should be forwarded to the NRC PO.

3. Reservations for Exhibit Area, Auditorium, The Green, TWFN

Scheduling for special event space is accomplished through Microsoft Outlook Conference Room Scheduler. Ensure that the event is requested by an NRC employee for an official purpose and that support requests are within NRC guidelines. Non-official, but NRC-supported activities, such as retirement receptions and EWRA events, may use the TWFN Exhibit area and the Green with approval of the NRC PO before reservations are completed.

Each week, the contractor shall review all upcoming events 2 weeks out to identify and eliminate any possible double bookings or other scheduling conflicts. The contractor shall contact the requestor for any clarifications as required.

Generally, allow two hours between events to accommodate setup requirements. Exceptions can be made when only minor setup changes are needed between events.

If the desired space is not available on the dates and times requested, discuss possible alternate dates with the requester. The Contractor shall also inform the requester about the following other possible sources of meeting space:

1. Commission Meeting Room, capacity 108 people
2. ACRS Meeting Room, capacity 100 people
3. ASLBP Meeting Room, capacity 70 people

4. Support requirements determination

The Contractor will manually approve use of the space and a request for physical setup and audio visual requirements will immediately be sent to the customer. Audio Visual and ASC will receive a carbon copy of email.

Once the customer has responded to the physical setup and audio visual requirements email, the information received will be copied and pasted into the events' calendar.

The Contractor shall contact the requester no later than two weeks before an event to review the support requirements for the event. Remind the requester to notify the ASC HD immediately if the activity is canceled.

The following is a checklist which may be used to review requirements with the requester:

a. General

- i. Date Received _____/_____/_____
- ii. Requester's Name/Title _____
- iii. Requesting Organization _____
- iv. Telephone number - Mail Stop _____ E-Mail ID# _____
- v. Fax Number _____
- vi. Date(s) of Program _____
- vii. Time _____ to _____
- viii. Purpose/Title and brief description of activity _____
- ix. Total-number of NRC and outside participants: _____
NRC _____ Other Fed Agency _____ Public _____
Other (specify) _____

b. Special requirements

- i. Support Furnishings: The following items shall be sketched on the area layout. The ASC HD has several basic setup diagrams that can be used for this purpose. Complete the following specifying how many, if any, are required:

Tables _____ Location(s) _____
Chairs _____ Location(s) _____
Lectern _____
Stage _____ Special setup? _____
Handicap Ramp _____
Flipchart (s) _____
Tables Skirted (specify which tables) _____
Piano _____
Special signs to be posted _____
Extra trash cans _____

- ii. Audio-visual (Specify by Checkmark)
Screen Projection via camera _____
VCR/Monitor _____
35mm Projector _____
Special lighting _____
Overhead projector _____

Video Recording _____

****Note that a written release must be obtained from any non-NRC participant**

Photographer _____

Other (Specify) _____

iii. Food YES NO

iv. Use auditorium catering kitchen YES NO

v. Other

a) Parking Yes (Provide guidance on current parking availability and eligibility) No

b) Sensitive unclassified information is to be discussed?
 Yes (Contact NRC Project Officer)
 No

c) Media is apt to be interested/attend activity?
 Yes (Notify OPA)
 No

d) Other support
(specify) _____

c. Confirmation of requirements by requester

After review of the requirements with the requester, ask them to confirm their requirements through use of NRC Form 30, "Request for Administrative Services". (Only needed for the Green)

The NRC Form 30 should specify:

- i. Requester's name, title and organization; provide alternate contact if possible.
- ii. Telephone number, mail stop, and e-mail address
- iii. Official purpose/title and brief description of proposed activity
- iv. Date(s) and times needed
- v. Estimated number of NRC and outside participants; divide participants into categories, e.g., 30 NRC employees, 10 employees from other Federal agencies, 60 members of the public
- vi. Staging, seating, audiovisual, and other requirements
- vii. Attach diagram or describe special setups.

d. Coordination with other offices

i. Monthly schedule and requirement

The Contractor shall compose a monthly schedule and activity requirements for the upcoming month for all special space reservations. This schedule is to be issued one week before the first day of the month, e.g., April's monthly

schedule should be submitted on March 25th. This schedule should include the date(s), time, contact person and telephone number, title of the activity, AV and room requirements, and number of participants (see attachment.) Copies of this schedule should be forwarded to the NRC PO; ASC Branch; Facilities Security Branch; MCB; and to the Senior Administrative Services Specialist, ASC.

ii. **Setup directions to Custodial Contractor**

Every Thursday prepare setup drawings for the next week and provide to the custodial manager (fax number 415-7725) followed by a confirming FIXIT request.

The FIXIT shall include the following information:

- a) A statement of the week that is being set up
- b) Specify date, area to be set up, and the time setup is to be completed
- c) Specify the room set
- d) Concurrence copies of the FIXIT sent to the facilities staff and NRC PO

iii. **Onsite support**

Before the event, establish a time on the day of the event to meet with the requester to review the setup and other support requirements. Try to schedule this onsite review at least one hour prior to the event to allow time for changes and corrections, if needed. Upon arrival, make sure the space is ready for the event including checking for temperature, lighting, and cleaning. If space is not set up according to the drawing, contact custodial manager at (301) 415-0145. Contact other ADM support staff to alert them of any issues in their program area.

Before leaving the event site, provide the requester with a business card with your contact numbers in case problems or questions arise.

iv. **Support for Commission representational events**

The Contractor shall provide coordination and planning assistance in set up of Commission luncheons, placement of tables and chairs for the number of guests invited, placing tablecloths on tables, placing number of napkins needed for setting. After the event, give soiled linens to the NRC PO to have them cleaned. Upon receipt of clean linens, ensure that they are placed in the appropriate storage area. Ensure the area where event was held is back to its original setup after an event. Report any

deficiencies that need to be corrected to the appropriate officials.

v. **Support for All-Employees Meeting and Annual Awards Ceremony**

The NRC All Employees Meeting and Annual Awards Ceremony events are each held once a year. The Contractor will provide coordination and planning assistance and onsite support for these events including arranging for volunteer ushers, completing stage setup and coordinating visitor parking.

Incidental Administrative Services Tasks (ISTs)

General

The Contractor shall perform tasks as requested by the NRC PO, such as preparing temporary events signs, assembling data for special ASC reports, preparing materials for ASC exhibits, assisting with Commission kitchen inventory, assisting with setup of Commission luncheons, gathering information on request for obtaining offsite meeting spaces, and performing data entry for ASC system conversions.

Based on last year's workload of over 200± ISTs, the NRC estimates there will be at least 250 ISTs per year. Each IST shall not exceed 10 hours labor, and it is estimated that most ISTs will not exceed three hours in duration.

Setting up for representative events on the 18th floor

The ASC is responsible for setups for Commission representative events, normally held in the Commission Dining Room and Executive Conference Room. The contractor shall be provided with a schedule of upcoming events by the NRC PO.

1. Setup of representative events in the dining room

The Commission Dining Room shall be in appropriate order and condition:

- a. The chairs and tables shall be placed as directed.
- b. Place tablecloth on the table.
- c. Place napkins on table.

After the function, ensure that the room is back to its original setup. The contractor shall monitor the inventory of the linen and utensils to advise the NRC PO if the quantities of any item need to be replaced. No dirty linens are to be left in the Dining Room. All soiled linens are to be given to NRC PO to be cleaned.

2. For setup of signing ceremony

Obtain appropriate items for this setup from the NRC PO. Ensure that the room is in appropriate order and condition. Remove all unnecessary items from the Commission conference table (e.g., pads, pencils, water

carafes, and trays). Contact the audiovisual staff to remove table microphones.

Monthly Authorization for Parking

On the 20th of each month, the parking PO will process the monthly authorization for new parkers for the upcoming month in the PMIS (Parking Management Information System) program. If the 20th falls on a weekend, the monthly authorization will be done on the next working day. When the monthly authorization is complete, the parking PO will email the ASC contractor the list of employees who are approved off of the parking waitlist.

After the ASC contractor receives the email from the parking PO of the names of the employees who are recently approved, the ASC contractor will:

1. Send an email to those who are approved from the waitlist for parking. The applicants should be a **bcc**. The purpose of sending the applicants on **bcc** is to avoid conflict with the Union or other applicants. Also, place the parking PO on **cc** of this email.
2. Send an email to the contractors in PMIS that are approved for parking on a monthly basis to remind them to purchase their parking permit during the selling period for the upcoming month. The selling period starts on the 20th of the month, until the last working day of the month.
 - a. A reminder email will be sent on the 20th of the month. A second reminder email to contractors who have yet to purchase their permit will be sent on the 27th of the month. A third and final reminder email will be sent on the last working day of the month.
 - b. If the contractor (who is allowed to purchase a permit) does not purchase their permit during the selling period, it is the parking PO's decision to disapprove them or allow them to purchase their permit after the selling period.
 - c. The contractor who parks will need to coordinate with the parking PO as to when they will purchase their permit.

On the last working day of the month, after the last contractor who parks purchases their parking permit, the ASC contractor shall:

1. Send an email to those that remain on the waitlist for parking. Place all applicants on **bcc**. Also, place the NRC PO and parking PO on **cc** of this email.
2. Send another email to the NRC PO and parking PO with the names of applicants who cancelled their parking and applicants who were recently approved from the waitlist.

Physical inspection and support for NRC onsite meeting rooms

Each NRC meeting room has been assigned a "maximum seating capacity" which is the most people the room can accommodate at the same time and a "standard configuration" which is a floor plan showing the correct placement of tables and chairs within that room (this floor plan is posted on the inside of each meeting room's entrance door).

Based on this "maximum seating capacity," NRC has furnished each meeting room with the quantity of chairs required to accommodate the room's "maximum seating capacity" and an appropriate quantity of tables. Other meeting-related items assigned for each room may include TV, VCR, overhead projector, projection screen, speaker phone, and video-teleconference unit. ASC will provide the onsite location (room number) of each meeting room and provide a monthly updated list of the available conference rooms for inspection to be conducted by facilities. (Instruction per facilities)

Unscheduled inspections

When the ASC HD receives notification of an issue with one of the meeting rooms, the Contractor shall immediately verify the problem and initiate the necessary actions to resolve the reported discrepancy. Any discrepancy (ies) not listed above shall be reported to the NRC PO.

Within one working day of each inspection, the Contractor shall provide the NRC PO with a report of the rooms inspected and identify problems and any corrective actions taken. The NRC PO will review the report and determine resolution needed for pending items. The Contractor shall assist in recommending resolution actions and in implementing the corrective actions determined by the NRC PO including generating the NRC documentation required and assisting with replenishing the items that are found to be missing/inoperable/damaged.

Missing tables, chairs, and/or other equipment

The Contractor should perform the following actions if receiving notice that missing tables and chairs are affecting the conduct of a meeting:

1. Use the electronic conference room reservation system to see if furniture from an unused, nearby room can temporarily be used.
2. If so, reserve this unused room and respond onsite with the custodial contractor, if needed, to relocate the furniture. Following the meeting, take action to return the furniture to the proper room. Check upcoming reservations for the incomplete room and take appropriate action to relocate future meetings, if necessary, until missing furniture can be replaced.
3. Then, reserve the room missing the furniture/equipment until required items can be provided. Contact the Property Specialist about replacement/retrieval actions for the missing furniture/items. In the Contractor's check of rooms for proper chairs, tables, and equipment, the Property Specialist shall be notified to update tables or chairs in a conference room.

Conference phone reservations

The Contractor shall receive requests for conference phones (commonly referred to by the brand name "Shure" unit) and send the service request by e-mail to MCB staff and contractors.

The e-mail shall request setup of a conference phone and include the following information:

1. Date and time of meeting
2. Meeting location (building and room number)
3. The requester's name and telephone number

The requester shall be sent a "cc" of the e-mail service request.

How to handle disputes in room scheduling

Should there be a dispute over who has a reservation for a room, the Contractor may inform the parties of the reservation status in the CRRS. The Contractor should immediately try to find an alternative meeting space for the non-record party. After the meeting time, contact the non-record party and obtain a copy of their CRRS confirmation, if available, and notify the NRC PO of the incident.

**TASK AREA #2: ONSITE SUPPORT FOR THE WHITE FLINT COMPLEX
CENTRAL SUPPLY ROOM, EBB, TWB, CSB, and SUPPLY
WAREHOUSE SPACE**

The support for this activity has historically required three (3) Contractor FTE to perform daily support coverage. The physical challenges in providing this support include standing, walking, bending, stooping, and independently lifting items up to 30 lbs. in weight.

The Contractor shall provide sufficient staffing capacity onsite each Federal business day to support at least one type of concurrent service at all times between the hours of 7:15 a.m. - 5:00 p.m.

The Contractor shall ensure the NRC Supply Rooms are in a neat and orderly condition at all times and shall perform the following activities to assist with the overall operation of the NRC Supply Room.

The EBB, CSB, and TWB onsite support will transition to 3WFN when 3WFN is occupied.

Supply shipment receiving

The Contractor shall perform receiving services of incoming supply shipments from commercial vendors and GSA supply sources.

Receiving includes:

1. Moving incoming supply shipments from the loading dock to the NRC Supply Room without damage to the supplies or to NRC building facilities. The Contractor shall ensure that all shipments are moved from the loading dock to the WFC Supply Room staging area within the same day they are delivered to NRC, or sooner if directed by the NRC COR.
2. Uncrating and inspecting each incoming supply shipment and comparing the supplies received against the order placed by the government. Immediately report any deviation from the type or quantity of supplies ordered to the NRC COR.
3. Placing new supplies onto the designated shelves and locations for each type of item.

4. Placing all cardboard and other shipping/packing materials in appropriate recycling containers.
5. Ensuring that all shipments are stacked and stored in a manner that uses NRC space efficiently, but does not create a tripping hazard or allow for boxes to fall on customers.

Monitoring NRC supply stock levels

The Contractor shall continuously monitor the level of supplies for each supply item and:

1. Notify the COR when the current amount of inventory is reduced to the NRC designated reorder quantity point.
2. Notify the NRC COR immediately of any unusually rapid consumption of supplies.
3. Notify the NRC COR within one week of any supply items that experience a significant decline in consumption for an extended period.
4. Ensure each supply item is stocked in its designated location.

Operation of the supply room customer support desk

NRC customers may contact the NRC Supply Room by walk-up, telephone, or e-mail and request assistance and guidance on the availability of a wide variety of general supply items. The Contractor shall provide customers with guidance on the type and location of supplies stocked by NRC and those non-stocked supplies that require special ordering.

If requested by customers, the Contractor shall package supplies in an appropriately sealed container and deliver them to the customer using the NRC internal mail service. Any request for a special order supply item or other unusual customer supply request such as a large quantity of, or frequent requests for, the same item shall be brought to the attention of the NRC COR.

TASK AREA #3 OPTIONAL ADDITIONAL SUPPORT PROVIDED ON AN AS-NEEDED ON-CALL BASIS

The Contractor shall maintain sufficient staffing capacity to provide NRC with additional Contractor personnel within 2 business-days notice by the NRC COR that the on-site workload for Task Areas #1 and/or #2 will exceed the volume of concurrent services required to be covered under the daily basic service level specified.

The on-call support provided under Task Area #3 shall include but not be limited to any of the onsite services at the White Flint Complex covered by Task Areas #1 and/or #2. In addition, Task Area #3 shall provide support for the types of services available under Task Areas #1 and #2 at TWB and GW as needed, and in the 3WFN building when it is occupied. Specific direction for how the services are to be completed will be provided at the time the on-call services are ordered.

This support will be ordered by the NRC COR on an as-needed basis using the NRC Supplemental Support Work Order Form which identifies the following for the services to be performed:

1. Period of business days the support is required (Date range)
2. Period of work-hours the support is to be provided
3. The Task Areas and types of services to be performed
4. Total number of work-hours included in the order
5. Total estimated cost of the work order (Total hours X Hourly-rate)
6. Location for performance of the work

Overtime requirements

Occasionally, an unusually large or urgent service request will require the Contractor to provide NRC with support outside the normal business day stated for a Task Area. The Contractor shall provide any overtime (OT) support requested by the NRC PO and receive payment for the services performed in accordance with the overtime hourly rates established as part of this contract.

NRC will reimburse the Contractor in quarter hour increments for OT at a rate of one and one half the applicable hourly rate. OT services performed shall be paid on the basis of the first **1 to 15 minutes = .25-hour OT** paid, and thereafter each full 15-minute increment for OT pay.

EXAMPLES

1 - 15 minutes	.25 hour OT
15 - 30 minutes	.50 hour OT
30 - 45 minutes	.75 hour OT
45 - 60 minutes	1 hour OT

WD 05-2103 (Rev.-12) was first posted on www.wdol.gov on 06/19/2012

REGISTER OF WAGE DETERMINATIONS UNDER
THE SERVICE CONTRACT ACT
By direction of the Secretary of Labor

U.S. DEPARTMENT OF LABOR
EMPLOYMENT STANDARDS ADMINISTRATION
WAGE AND HOUR DIVISION
WASHINGTON D.C. 20210

Diane C. Koplewski Division of
Director Wage Determinations

Wage Determination No.: 2005-2103
Revision No.: 12
Date Of Revision: 06/13/2012

States: District of Columbia, Maryland, Virginia

Area: District of Columbia Statewide
Maryland Counties of Calvert, Charles, Frederick, Montgomery, Prince
George's, St Mary's
Virginia Counties of Alexandria, Arlington, Fairfax, Falls Church, Fauquier,
King George, Loudoun, Prince William, Stafford

****Fringe Benefits Required Follow the Occupational Listing****

OCCUPATION CODE - TITLE	FOOTNOTE	RATE
01000 - Administrative Support And Clerical Occupations		
01011 - Accounting Clerk I		15.38
01012 - Accounting Clerk II		16.92
01013 - Accounting Clerk III		22.30
01020 - Administrative Assistant		31.41
01040 - Court Reporter		21.34
01051 - Data Entry Operator I		14.38
01052 - Data Entry Operator II		15.59
01060 - Dispatcher, Motor Vehicle		17.37
01070 - Document Preparation Clerk		14.21
01090 - Duplicating Machine Operator		14.21
01111 - General Clerk I		14.38
01112 - General Clerk II		16.24
01113 - General Clerk III		18.74
01120 - Housing Referral Assistant		25.29
01141 - Messenger Courier		13.52
01191 - Order Clerk I		15.12
01192 - Order Clerk II		16.50
01261 - Personnel Assistant (Employment) I		18.15
01262 - Personnel Assistant (Employment) II		20.32
01263 - Personnel Assistant (Employment) III		22.55
01270 - Production Control Clerk		22.03
01280 - Receptionist		14.43
01290 - Rental Clerk		16.55
01300 - Scheduler, Maintenance		18.07
01311 - Secretary I		18.07
01312 - Secretary II		20.18
01313 - Secretary III		25.29
01320 - Service Order Dispatcher		16.98
01410 - Supply Technician		28.55
01420 - Survey Worker		20.03
01531 - Travel Clerk I		13.29
01532 - Travel Clerk II		14.36
01533 - Travel Clerk III		15.49
01611 - Word Processor I		15.53
01612 - Word Processor II		17.57
01613 - Word Processor III		19.95
05000 - Automotive Service Occupations		
05005 - Automobile Body Repairer, Fiberglass		25.26
05010 - Automotive Electrician		23.51
05040 - Automotive Glass Installer		22.15
05070 - Automotive Worker		22.15

05110 - Mobile Equipment Servicer	19.04
05130 - Motor Equipment Metal Mechanic	24.78
05160 - Motor Equipment Metal Worker	22.15
05190 - Motor Vehicle Mechanic	24.78
05220 - Motor Vehicle Mechanic Helper	18.49
05250 - Motor Vehicle Upholstery Worker	21.53
05280 - Motor Vehicle Wrecker	22.15
05310 - Painter, Automotive	23.51
05340 - Radiator Repair Specialist	22.15
05370 - Tire Repairer	14.44
05400 - Transmission Repair Specialist	24.78
07000 - Food Preparation And Service Occupations	
07010 - Baker	13.85
07041 - Cook I	12.55
07042 - Cook II	14.50
07070 - Dishwasher	10.11
07130 - Food Service Worker	10.56
07210 - Meat Cutter	18.08
07260 - Waiter/Waitress	9.70
09000 - Furniture Maintenance And Repair Occupations	
09010 - Electrostatic Spray Painter	19.36
09040 - Furniture Handler	14.06
09080 - Furniture Refinisher	20.23
09090 - Furniture Refinisher Helper	15.52
09110 - Furniture Repairer, Minor	17.94
09130 - Upholsterer	19.36
11000 - General Services And Support Occupations	
11030 - Cleaner, Vehicles	10.54
11060 - Elevator Operator	10.54
11090 - Gardener	17.52
11122 - Housekeeping Aide	11.33
11150 - Janitor	11.33
11210 - Laborer, Grounds Maintenance	13.07
11240 - Maid or Houseman	11.26
11260 - Pruner	11.58
11270 - Tractor Operator	16.04
11330 - Trail Maintenance Worker	13.07
11360 - Window Cleaner	12.85
12000 - Health Occupations	
12010 - Ambulance Driver	20.41
12011 - Breath Alcohol Technician	20.27
12012 - Certified Occupational Therapist Assistant	23.11
12015 - Certified Physical Therapist Assistant	21.43
12020 - Dental Assistant	17.18
12025 - Dental Hygienist	44.75
12030 - EKG Technician	27.67
12035 - Electroneurodiagnostic Technologist	27.67
12040 - Emergency Medical Technician	20.41
12071 - Licensed Practical Nurse I	19.07
12072 - Licensed Practical Nurse II	21.35
12073 - Licensed Practical Nurse III	24.13
12100 - Medical Assistant	15.01
12130 - Medical Laboratory Technician	18.04
12160 - Medical Record Clerk	17.42
12190 - Medical Record Technician	19.50
12195 - Medical Transcriptionist	18.77
12210 - Nuclear Medicine Technologist	37.60
12221 - Nursing Assistant I	10.80
12222 - Nursing Assistant II	12.14
12223 - Nursing Assistant III	13.98
12224 - Nursing Assistant IV	15.69
12235 - Optical Dispenser	20.17
12236 - Optical Technician	15.80
12250 - Pharmacy Technician	18.12
12280 - Phlebotomist	15.69

12305 - Radiologic Technologist	31.11
12311 - Registered Nurse I	27.54
12312 - Registered Nurse II	33.44
12313 - Registered Nurse II, Specialist	33.44
12314 - Registered Nurse III	40.13
12315 - Registered Nurse III, Anesthetist	40.13
12316 - Registered Nurse IV	48.10
12317 - Scheduler (Drug and Alcohol Testing)	21.73
13000 - Information And Arts Occupations	
13011 - Exhibits Specialist I	19.36
13012 - Exhibits Specialist II	24.51
13013 - Exhibits Specialist III	30.09
13041 - Illustrator I	20.48
13042 - Illustrator II	25.38
13043 - Illustrator III	31.03
13047 - Librarian	33.38
13050 - Library Aide/Clerk	14.21
13054 - Library Information Technology Systems Administrator	30.50
13058 - Library Technician	19.39
13061 - Media Specialist I	18.73
13062 - Media Specialist II	20.35
13063 - Media Specialist III	23.36
13071 - Photographer I	16.55
13072 - Photographer II	18.30
13073 - Photographer III	23.57
13074 - Photographer IV	28.55
13075 - Photographer V	33.76
13110 - Video Teleconference Technician	20.39
14000 - Information Technology Occupations	
14041 - Computer Operator I	18.32
14042 - Computer Operator II	21.18
14043 - Computer Operator III	23.50
14044 - Computer Operator IV	26.22
14045 - Computer Operator V	29.05
14071 - Computer Programmer I	(see 1) 26.36
14072 - Computer Programmer II	(see 1)
14073 - Computer Programmer III	(see 1)
14074 - Computer Programmer IV	(see 1)
14101 - Computer Systems Analyst I	(see 1)
14102 - Computer Systems Analyst II	(see 1)
14103 - Computer Systems Analyst III	(see 1)
14150 - Peripheral Equipment Operator	18.92
14160 - Personal Computer Support Technician	26.22
15000 - Instructional Occupations	
15010 - Aircrew Training Devices Instructor (Non-Rated)	36.47
15020 - Aircrew Training Devices Instructor (Rated)	44.06
15030 - Air Crew Training Devices Instructor (Pilot)	52.31
15050 - Computer Based Training Specialist / Instructor	36.47
15060 - Educational Technologist	35.31
15070 - Flight Instructor (Pilot)	52.31
15080 - Graphic Artist	26.50
15090 - Technical Instructor	25.08
15095 - Technical Instructor/Course Developer	30.67
15110 - Test Proctor	20.20
15120 - Tutor	20.20
16000 - Laundry, Dry-Cleaning, Pressing And Related Occupations	
16010 - Assembler	9.88
16030 - Counter Attendant	9.88
16040 - Dry Cleaner	12.94
16070 - Finisher, Flatwork, Machine	9.88
16090 - Presser, Hand	9.88
16110 - Presser, Machine, Drycleaning	9.88
16130 - Presser, Machine, Shirts	9.88
16160 - Presser, Machine, Wearing Apparel, Laundry	9.88

16190 - Sewing Machine Operator	13.78
16220 - Tailor	14.66
16250 - Washer, Machine	10.88
19000 - Machine Tool Operation And Repair Occupations	
19010 - Machine-Tool Operator (Tool Room)	21.14
19040 - Tool And Die Maker	23.38
21000 - Materials Handling And Packing Occupations	
21020 - Forklift Operator	18.02
21030 - Material Coordinator	22.03
21040 - Material Expediter	22.03
21050 - Material Handling Laborer	13.83
21071 - Order Filler	15.09
21080 - Production Line Worker (Food Processing)	18.02
21110 - Shipping Packer	15.09
21130 - Shipping/Receiving Clerk	15.09
21140 - Store Worker I	11.72
21150 - Stock Clerk	16.86
21210 - Tools And Parts Attendant	18.02
21410 - Warehouse Specialist	18.02
23000 - Mechanics And Maintenance And Repair Occupations	
23010 - Aerospace Structural Welder	27.21
23021 - Aircraft Mechanic I	25.83
23022 - Aircraft Mechanic II	27.21
23023 - Aircraft Mechanic III	28.53
23040 - Aircraft Mechanic Helper	17.54
23050 - Aircraft, Painter	24.73
23060 - Aircraft Servicer	19.76
23080 - Aircraft Worker	21.01
23110 - Appliance Mechanic	21.75
23120 - Bicycle Repairer	14.43
23125 - Cable Splicer	26.02
23130 - Carpenter, Maintenance	21.40
23140 - Carpet Layer	20.49
23160 - Electrician, Maintenance	27.98
23181 - Electronics Technician Maintenance I	24.94
23182 - Electronics Technician Maintenance II	26.47
23183 - Electronics Technician Maintenance III	27.89
23260 - Fabric Worker	19.13
23290 - Fire Alarm System Mechanic	22.91
23310 - Fire Extinguisher Repairer	17.62
23311 - Fuel Distribution System Mechanic	22.81
23312 - Fuel Distribution System Operator	19.38
23370 - General Maintenance Worker	21.43
23380 - Ground Support Equipment Mechanic	25.83
23381 - Ground Support Equipment Servicer	19.76
23382 - Ground Support Equipment Worker	21.01
23391 - Gunsmith I	17.62
23392 - Gunsmith II	20.49
23393 - Gunsmith III	22.91
23410 - Heating, Ventilation And Air-Conditioning Mechanic	23.89
23411 - Heating, Ventilation And Air Contditioning Mechanic (Research Facility)	25.17
23430 - Heavy Equipment Mechanic	22.91
23440 - Heavy Equipment Operator	22.91
23460 - Instrument Mechanic	22.59
23465 - Laboratory/Shelter Mechanic	21.75
23470 - Laborer	14.98
23510 - Locksmith	21.90
23530 - Machinery Maintenance Mechanic	23.12
23550 - Machinist, Maintenance	22.91
23580 - Maintenance Trades Helper	18.27
23591 - Metrology Technician I	22.59
23592 - Metrology Technician II	23.80
23593 - Metrology Technician III	24.96

23640 - Millwright	28.19
23710 - Office Appliance Repairer	22.96
23760 - Painter, Maintenance	21.75
23790 - Pipefitter, Maintenance	24.63
23810 - Plumber, Maintenance	22.29
23820 - Pneudraulic Systems Mechanic	22.91
23850 - Rigger	22.91
23870 - Scale Mechanic	20.49
23890 - Sheet-Metal Worker, Maintenance	22.91
23910 - Small Engine Mechanic	20.49
23931 - Telecommunications Mechanic I	29.95
23932 - Telecommunications Mechanic II	31.55
23950 - Telephone Lineman	27.41
23960 - Welder, Combination, Maintenance	22.91
23965 - Well Driller	22.91
23970 - Woodcraft Worker	22.91
23980 - Woodworker	17.62
24000 - Personal Needs Occupations	
24570 - Child Care Attendant	12.79
24580 - Child Care Center Clerk	17.77
24610 - Chore Aide	10.57
24620 - Family Readiness And Support Services Coordinator	16.90
24630 - Homemaker	18.43
25000 - Plant And System Operations Occupations	
25010 - Boiler Tender	27.30
25040 - Sewage Plant Operator	20.34
25070 - Stationary Engineer	27.30
25190 - Ventilation Equipment Tender	19.49
25210 - Water Treatment Plant Operator	20.34
27000 - Protective Service Occupations	
27004 - Alarm Monitor	20.57
27007 - Baggage Inspector	12.71
27008 - Corrections Officer	22.90
27010 - Court Security Officer	24.72
27030 - Detection Dog Handler	20.57
27040 - Detention Officer	22.80
27070 - Firefighter	24.63
27101 - Guard I	12.71
27102 - Guard II	20.57
27131 - Police Officer I	26.52
27132 - Police Officer II	29.67
28000 - Recreation Occupations	
28041 - Carnival Equipment Operator	13.59
28042 - Carnival Equipment Repairer	14.63
28043 - Carnival Equipment Worker	9.24
28210 - Gate Attendant/Gate Tender	13.01
28310 - Lifeguard	11.59
28350 - Park Attendant (Aide)	14.56
28510 - Recreation Aide/Health Facility Attendant	10.62
28515 - Recreation Specialist	18.04
28630 - Sports Official	11.59
28690 - Swimming Pool Operator	18.21
29000 - Stevedoring/Longshoremen Occupational Services	
29010 - Blocker And Bracer	23.13
29020 - Hatch Tender	23.13
29030 - Line Handler	23.13
29041 - Stevedore I	21.31
29042 - Stevedore II	24.24
30000 - Technical Occupations	
30010 - Air Traffic Control Specialist, Center (HFO) (see 2)	39.92
30011 - Air Traffic Control Specialist, Station (HFO) (see 2)	26.84
30012 - Air Traffic Control Specialist, Terminal (HFO) (see 2)	29.56
30021 - Archeological Technician I	20.19
30022 - Archeological Technician II	22.60

30023 - Archeological Technician III	27.98
30030 - Cartographic Technician	27.98
30040 - Civil Engineering Technician	26.41
30061 - Drafter/CAD Operator I	20.19
30062 - Drafter/CAD Operator II	22.60
30063 - Drafter/CAD Operator III	25.19
30064 - Drafter/CAD Operator IV	31.00
30081 - Engineering Technician I	22.92
30082 - Engineering Technician II	25.72
30083 - Engineering Technician III	28.79
30084 - Engineering Technician IV	35.64
30085 - Engineering Technician V	43.51
30086 - Engineering Technician VI	52.76
30090 - Environmental Technician	27.41
30210 - Laboratory Technician	23.38
30240 - Mathematical Technician	28.94
30361 - Paralegal/Legal Assistant I	21.36
30362 - Paralegal/Legal Assistant II	26.47
30363 - Paralegal/Legal Assistant III	32.36
30364 - Paralegal/Legal Assistant IV	39.16
30390 - Photo-Optics Technician	27.98
30461 - Technical Writer I	21.93
30462 - Technical Writer II	26.84
30463 - Technical Writer III	32.47
30491 - Unexploded Ordnance (UXO) Technician I	24.74
30492 - Unexploded Ordnance (UXO) Technician II	29.93
30493 - Unexploded Ordnance (UXO) Technician III	35.88
30494 - Unexploded (UXO) Safety Escort	24.74
30495 - Unexploded (UXO) Sweep Personnel	24.74
30620 - Weather Observer, Combined Upper Air Or	(see 2) 25.19
Surface Programs	
30621 - Weather Observer, Senior	(see 2) 27.98
31000 - Transportation/Mobile Equipment Operation Occupations	
31020 - Bus Aide	14.32
31030 - Bus Driver	20.35
31043 - Driver Courier	13.98
31260 - Parking and Lot Attendant	10.07
31290 - Shuttle Bus Driver	15.66
31310 - Taxi Driver	13.98
31361 - Truckdriver, Light	15.66
31362 - Truckdriver, Medium	17.90
31363 - Truckdriver, Heavy	19.18
31364 - Truckdriver, Tractor-Trailer	19.18
99000 - Miscellaneous Occupations	
99030 - Cashier	10.03
99050 - Desk Clerk	11.58
99095 - Embalmer	23.05
99251 - Laboratory Animal Caretaker I	11.30
99252 - Laboratory Animal Caretaker II	12.35
99310 - Mortician	31.73
99410 - Pest Controller	17.59
99510 - Photofinishing Worker	13.20
99710 - Recycling Laborer	18.50
99711 - Recycling Specialist	22.71
99730 - Refuse Collector	16.40
99810 - Sales Clerk	12.09
99820 - School Crossing Guard	13.43
99830 - Survey Party Chief	21.94
99831 - Surveying Aide	13.53
99832 - Surveying Technician	20.35
99840 - Vending Machine Attendant	14.43
99841 - Vending Machine Repairer	18.73
99842 - Vending Machine Repairer Helper	14.43

ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: \$3.71 per hour or \$148.40 per week or \$643.07 per month

VACATION: 2 weeks paid vacation after 1 year of service with a contractor or successor; 3 weeks after 5 years, and 4 weeks after 15 years. Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

HOLIDAYS: A minimum of ten paid holidays per year, New Year's Day, Martin Luther King Jr's Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4174)

THE OCCUPATIONS WHICH HAVE NUMBERED FOOTNOTES IN PARENTHESES RECEIVE THE FOLLOWING:

1) COMPUTER EMPLOYEES: Under the SCA at section 8(b), this wage determination does not apply to any employee who individually qualifies as a bona fide executive, administrative, or professional employee as defined in 29 C.F.R. Part 541. Because most Computer System Analysts and Computer Programmers who are compensated at a rate not less than \$27.63 (or on a salary or fee basis at a rate not less than \$455 per week) an hour would likely qualify as exempt computer professionals, (29 C.F.R. 541.400) wage rates may not be listed on this wage determination for all occupations within those job families. In addition, because this wage determination may not list a wage rate for some or all occupations within those job families if the survey data indicates that the prevailing wage rate for the occupation equals or exceeds \$27.63 per hour conformances may be necessary for certain nonexempt employees. For example, if an individual employee is nonexempt but nevertheless performs duties within the scope of one of the Computer Systems Analyst or Computer Programmer occupations for which this wage determination does not specify an SCA wage rate, then the wage rate for that employee must be conformed in accordance with the conformance procedures described in the conformance note included on this wage determination.

Additionally, because job titles vary widely and change quickly in the computer industry, job titles are not determinative of the application of the computer professional exemption. Therefore, the exemption applies only to computer employees who satisfy the compensation requirements and whose primary duty consists of:

- (1) The application of systems analysis techniques and procedures, including consulting with users, to determine hardware, software or system functional specifications;
- (2) The design, development, documentation, analysis, creation, testing or modification of computer systems or programs, including prototypes, based on and related to user or system design specifications;
- (3) The design, documentation, testing, creation or modification of computer programs related to machine operating systems; or
- (4) A combination of the aforementioned duties, the performance of which requires the same level of skills. (29 C.F.R. 541.400).

2) AIR TRAFFIC CONTROLLERS AND WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am. If you are a full-time employed (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

HAZARDOUS PAY DIFFERENTIAL: An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard when working with or in close proximity to ordnance, explosives, and incendiary materials. This includes work such as screening, blending, dying, mixing, and pressing of sensitive ordnance, explosives, and pyrotechnic compositions such as lead azide, black powder and photoflash powder. All dry-house activities involving propellants or explosives.

Demilitarization, modification, renovation, demolition, and maintenance operations on sensitive ordnance, explosives and incendiary materials. All operations involving regrading and cleaning of artillery ranges.

A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard when working with, or in close proximity to ordnance, (or employees possibly adjacent to) explosives and incendiary materials which involves potential injury such as laceration of hands, face, or arms of the employee engaged in the operation, irritation of the skin, minor burns and the like; minimal damage to immediate or adjacent work area or equipment being used. All operations involving, unloading, storage, and hauling of ordnance, explosive, and incendiary ordnance material other than small arms ammunition. These differentials are only applicable to work that has been specifically designated by the agency for ordnance, explosives, and incendiary material differential pay.

**** UNIFORM ALLOWANCE ****

If employees are required to wear uniforms in the performance of this contract (either by the terms of the Government contract, by the employer, by the state or local law, etc.), the cost of furnishing such uniforms and maintaining (by laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces the hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of \$3.35 per week (or \$.67 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations", Fifth Edition, April 2006, unless otherwise indicated. Copies of the Directory are available on the Internet. A link to the Directory may be found on the WHD home page at <http://www.dol.gov/esa/whd/> or through the Wage Determinations On-Line (WDOL) Web site at <http://wdol.gov/>.

REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE (Standard Form 1444 (SF 1444))

Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted

classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnished the fringe benefits as are determined. Such conforming process shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. (See Section 4.6 (C)(vi)) When multiple wage determinations are included in a contract, a separate SF 1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

- 1) When preparing the bid, the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).
- 2) After contract award, the contractor prepares a written report listing in order proposed classification title(s), a Federal grade equivalency (FGE) for each proposed classification(s), job description(s), and rationale for proposed wage rate(s), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.
- 3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b)(2) of Regulations 29 CFR Part 4).
- 4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.
- 5) The contracting officer transmits the Wage and Hour decision to the contractor.
- 6) The contractor informs the affected employees.

Information required by the Regulations must be submitted on SF 1444 or bond paper.

When preparing a conformance request, the "Service Contract Act Directory of Occupations" (the Directory) should be used to compare job definitions to insure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination.