

## **3.0 Section C**

### **Performance Work Statement (PWS)**

#### **MANAGEMENT AND TECHNICAL SUPPORT SERVICES**

#### **STRATEGIC PETROLEUM RESERVE PROJECT MANAGEMENT OFFICE**

|     |   |    |
|-----|---|----|
| 1.0 | Vision Statement.....                                   | 3  |
| 1.1 | Introduction .....                                      | 3  |
| 1.2 | Mission.....  | 3  |
| 1.3 | Scope.....  | 3  |
| 2.0 | General Requirements.....                               | 4  |
| 2.1 | Non-Personal Services .....                             | 4  |
| 2.2 | Business Relations .....                                | 4  |
| 2.3 | Contract Administration and Management.....             | 4  |
| 2.4 | Subcontract Management.....                             | 5  |
| 2.5 | Contractor Personnel, Disciplines, and Specialties..... | 5  |
| 2.6 | Hours of Work.....                                      | 5  |
| 2.7 | Travel.....   | 6  |
| 3.0 | Performance Requirements .....                          | 6  |
| 3.1 | Financial Management Support .....                      | 6  |
| 3.2 | Project Controls and Reporting.....                     | 9  |
| 3.3 | Business Management Support.....                        | 10 |
| 3.4 | Technical Management.....                               | 14 |
| 3.5 | Administrative Support.....                             | 16 |
| 3.6 | Special Projects .....                                  | 18 |
| 3.7 | Performance Requirements .....                          | 19 |
| 4.0 | Quality.....  | 19 |
| 4.1 | Quality Control .....                                   | 19 |
| 4.2 | Quality Assurance Surveillance Plan (QASP).....         | 19 |
| 5.0 | Deliverables/Reporting Requirements .....               | 20 |

## **1.0 Vision Statement**

Provide the highest level of support services for the Strategic Petroleum Reserve Project Management Office (SPRPMO) located in New Orleans, Louisiana.

### **1.1 Introduction**

This Performance-Based Service Contract is for Management and Technical Support Services for the SPRPMO located in New Orleans, Louisiana. The SPRPMO is responsible for the storage, drawdown, and distribution of crude oil in the event of an emergency. In support of this mission, the SPRPMO executes project management directives and program planning documents governing the planning, design, construction, operation, and maintenance of oil handling, storage, and distribution facilities. The SPRPMO also provides additional support to the Fossil Energy Office of Petroleum Reserves in the areas of: Naval Petroleum Reserve (NPR), Northeast Gasoline Supply Reserve (NGSR), and the Northeast Home Heating Oil Reserve (NEHHOR).

### **1.2 Mission**

The primary mission of the SPR is to maintain a state of readiness to respond to the President of the United States should he order the use of the SPR to mitigate the effects of an oil supply emergency. The SPR stores substantial quantities of crude oil in an environmentally safe manner inside of salt domes along the Louisiana-Texas Gulf Coast.

### **1.3 Scope**

The Management and Technical Support Services Contractor provides financial and management analysis; budget formulation and execution support; project reports, cost and schedule controls; integration of appraisal and audit information; audit of the SPR's oil inventory and commercial leases; analysis of scheduling and documentation and analysis of configuration management systems; integration and documentation of security and emergency program procedures; mail and word processing; reproduction; graphics; records management; acquisition and sales support; Freedom Of Information (FOIA) support; personnel clearance support; analysis and integration of special studies; IT implementation of the SPR Information Technology Long Range Plan; Environment, Safety and Health support; and Quality Assurance support.

## **2.0 General Requirements**

This section describes the general requirements for this effort. The following sub-sections provide details of various considerations on this effort.

### **2.1 Non-Personal Services**

The Government shall neither supervise Contractor employees nor control the method by which the Contractor performs the required tasks. Under no circumstances shall the Government assign tasks to, or prepare work schedules for, individual Contractor employees. It shall be the responsibility of the Contractor to manage its employees and to guard against any actions that are of the nature of personal services, or give the perception of personal services. If the Contractor believes that any actions constitute, or are perceived to constitute personal services, it shall be the Contractor's responsibility to notify the Contracting Officer (CO) immediately.

### **2.2 Business Relations**

The Contractor shall successfully integrate and coordinate all activity needed to execute the requirement. The Contractor shall manage the timeliness, completeness, and quality of problem identification. The Contractor shall provide corrective action plans, proposal submittals, timely identification of issues, and effective management of Subcontractors. The Contractor shall seek to ensure customer satisfaction and professional and ethical behavior of all Contractor personnel.

### **2.3 Contract Administration and Management**

The following subsections specify requirements for contract, management, and personnel administration.

#### **2.3.1 Contract Management**

The Contractor shall establish clear organizational lines of authority and responsibility to ensure effective management of the resources assigned to the requirement. The Contractor must maintain continuity between the support operations at SPRPMO and the Contractor's corporate offices.

#### **2.3.2 Contract Administration**

The Contractor shall establish processes and assign appropriate resources to effectively administer the requirement. The Contractor shall

respond to Government requests for contractual actions in a timely fashion. The Contractor shall have a single point of contact between the Government and Contractor personnel assigned to support contracts or task orders. The Contractor shall assign work effort and maintain proper and accurate time keeping records of personnel assigned to work on the requirement.

### **2.3.3 Personnel Administration**

The Contractor shall maintain the currency of their employees by providing initial and refresher training as required to meet the PWS requirements. The Contractor shall make necessary travel arrangements for employees. The Contractor shall provide administrative support to employees in a timely fashion (time keeping, leave processing, pay, emergency needs).

## **2.4 Subcontract Management**

The Contractor shall be responsible for any subcontract management necessary to integrate work performed on this requirement and shall be responsible and accountable for Subcontractor performance on this requirement. The Prime Contractor will manage work distribution to ensure there are no Organizational Conflict of Interest (OCI) considerations. Contractors may add Subcontractors to their team after notification to the CO or Contracting Officer Representative (COR). Cross-teaming may or may not be permitted.

## **2.5 Contractor Personnel, Disciplines, and Specialties**

The Contractor shall accomplish the assigned work by employing and utilizing qualified personnel with appropriate combinations of education, training, and experience. The Contractor shall match personnel skills to the work or task with a minimum of under/over employment of resources. The Contractor shall ensure the labor categories, labor rates, and man-hours utilized in the performance of the PWS will be the minimum necessary to accomplish the task. The Contractor shall provide the necessary resources and infrastructure to manage, perform, and administer the contract.

## **2.6 Hours of Work**

Normal workdays are Monday through Friday except U.S. Federal Holidays. A basic workday is an 8-hour day and a basic workweek is a 40-hour week. The SPRPMO allows for an Alternate Work Schedule (AWS) attendance structure. Employees may elect to work eight 9-hour days and one 8-hour day for their 80-hour work period during a two-week

period. The Contractor will be required to provide coverage on all AWS days. The building is open from 6:00 a.m. to 6:00 p.m. Core hours of work are from 9:00 a.m. to 3:00 p.m. daily. All employees are expected to be available during core hours.

## **2.7 Travel**

Travel to the SPR Sites or other Contractor facilities may be required and will be specified in the PWS. All travel requirements (including plans, agenda, itinerary, or dates) shall be pre-approved by the government, and is on a strictly cost reimbursable basis. Costs for travel shall be billed in accordance with the regulatory implementation of Public Law 99-234 and FAR 31.205-46 *Travel Costs*.

## **3.0 Performance Requirements**

### **3.1 Financial Management Support**

Support the SPRPMO in the preparation of the annual short and long-range budget request and in the proper execution of the annual budget.

#### **3.1.1. Budget Formulation/Execution/Reporting**

The Contractor shall Support the SPRPMO in the preparation of the annual short and long-range budget request and in the proper execution of the annual budget. In that effort, the Contractor must provide complete documentation in support of Budget formulation, Budget execution, Budget presentation, Budget reporting, Budget inquiries, Uncosted and Unobligated Analysis, Special Projects, and Requisition Preparation.

#### **3.1.2 Financial Management Assistance in Developing Documentation**

The Contractor shall monitor the budget status from submission to its implementation and execution to ensure successful completion of the process.

#### **3.1.3 Budget Planning**

The Contractor shall assist in the development of the following documentation to enable the SPRPMO line and staff organizations to prepare, execute and track the SPRPMO budget. In that effort, the Contractor must assist the SPRPMO with the following:

- Budget formulation and execution guidance to the M&O Contractor and internally
- Development of Planning documentation
- Annual budget execution documentation
- Annual Operating Plan documentation (to include performance planning and reporting)
- Budget status documentation
- Budget Formulation and Execution Policy and Procedures Manual update/execution
- Special projects/reports

#### **3.1.4 Budget Inquiries**

The Contractor shall provide input to enable SPRPMO to respond to inquiries (some of which may be classified) pertaining to the budget from:

- Internal SPR Management/Planning and Financial Management Division (PFM&D) Staff
- Government Accounting Office (GAO)
- Other DOE organizations or offices
- Congressional Committees
- Office of Management and Budget (OMB)
- Inspector General (IG)
- Program Office
- DOE Chief Financial Officer (CFO)

#### **3.1.5 Budget Systems and Data Base Support/Operations**

The Contractor shall support the following systems and databases.

- Financial Management Information Systems for SPRPMO, including Standard Accounting and Reporting System (STARS), Budget Execution and Reporting System (BEARS), I-Manage Data Warehouse (IDW), Facility Information Management System (FIMS), Strategic Integrated Procurement Enterprise System (STRIPES), Funding Distribution System (FDS), and internal SharePoint sites and related process workflows. Contractor must become proficient on new systems and databases as they are put online.

This support may include:

- Generating customized reports using information from the systems/databases.
- Maintenance of systems (internal).

- Information input.
- Submitting to DOE system and process improvement recommendations.
- Performing daily, monthly and fiscal year-end accounting detail supporting the accounting closeout cycle from the systems.
- Providing systems assistance, programming and query-writing, as needed.

### **3.1.6 Process Reengineering Support**

The Contractor shall provide support to SPRPMO by coordinating the budget and cost process reengineering efforts as well as the performance management efforts on an SPR-wide basis. This support includes the following:

Assisting with:

- Enumerating and defining SPRPMO business processes.
- Mapping DOE SPR (including SSC) processes to corresponding M&O Contractor processes.
- Developing re-engineered DOE budget and accounting processes.
- Developing standard definitions and processes for development of budget formulation data.
- Supporting SPRPMO's performance-based management program and performance-based budgeting.
- Reviewing and planning integration of processes for development of budget formulation and execution data.
- Supporting process identification, linking and integration of process information systems.
- Supporting the SPR Planning processes and special projects.
- Be proactive in identifying processes that need to be reviewed, revised, or reengineered.

### **3.1.7 Travel Processing**

The Contractor shall support the travel processing function, to include the following:

- Assisting with the local management of the Concur Government Edition (CGE) (the web-based Travel Management System).
- Assist DOE employees at the SPRPMO with official travel, including, but not limited to, travel processing documents, policy guidance, and compliance with travel regulations.
- Prepare recurring and ad-hoc travel-related reports.
- Manage any new travel related issues as requirements arise.



- Assist with year-end travel requirements including development and reporting.

### **3.1.8 Year-End Annual Financial Report**

The Contractor shall prepare a comprehensive year-end executive report analyzing the financial performance of the SPR Project Office for the previous fiscal year.

### **3.1.9 Drawdown Assistance**

The Contractor shall provide augmentees to support the SPRPMO drawdown activities.

## **3.2 Project Controls and Reporting**

Support the SPRPMO in its project controls and reporting requirements as indicated below.

### **3.2.1 Project Control System (PCS)**

The Contractor shall assist in the maintenance and updated revision of all of the SPRPMO PCS procedures and documents, for example:

- Work Breakdown Structure (WBS)
- Organization Breakdown Structure

### **3.2.2 Project Assessment**

The Contractor shall analyze SPR Contractor data/status into an overall Project Assessment Briefing to include posting of the material on the SPR SharePoint and present to DOE PM/APMs during monthly review.

### **3.2.3 Quarterly Program Review Status, Report, and Planning**

The Contractor shall provide the capability to publish, maintain, control and distribute the Quarterly Program Review Report with all associated charts, graphs, other presentation materials, and support for related briefings.

### **3.2.4 Analysis of Cost & Performance Reports on M&O Data**

The Contractor shall provide analysis of M&O Contractor cost and performance reports on a monthly basis to ensure reporting of accrued cost and labor on a timely basis. All reports and analyses must be provided and/or available in electronic format and in hard copy versions as

required. The Contractor must ensure prompt electronic availability of all reports and analyses to DOE. The Contractor must also provide accruals and Construction Work in Progress (CWIP) in accordance with established procedures.

### **3.3 Business Management Support**

Support the SPRPMO in its business management requirements as indicated below.

#### **3.3.1 Audit Information Systems and Audit of SPR Oil Inventories, Lease Revenues, and Lessee Capital Improvements.**

- a. The Contractor shall review and analyze existing SPRPMO audit activities, relating to the following:
  - DOE OIG Audit Program
  - GAO Audit Program
  - DOE OIG/GAO Protocols Audit Planning—Cooperative Audit Program
  - SPRPMO Audit Planning
    - M&O Contractor Internal Audit Plan
    - SPRPMO Audit Plan/Program
  - DOE Internal Control Program
  - DOE Directives and Controlling OMB Circulars
  - DOE CFO Office of Internal Review/Risk Management
    - Audit Liaison
    - Audit Follow-up Reporting and Closeout
  - DOE-Wide Performance and Accountability Reporting.
    - FMFIA Reporting—Internal Controls and Financial Systems
    - Annual Assurance Memorandum
    - Management Representation Letters
  
- b. The Contractor shall provide the following audit liaison resolution and follow-up support:
  - Develop and maintain SharePoint pages and internal links and external links, as permitted, to SPRPMO network-based document systems.
  - Assist the development of summaries of GAO and DOE audits and audit concerns that might have relevance to the SPRPMO operations in support of the SPRPMO's Audit Report Review System.
  - Assist in the coordination and development of responses to information requests and report submittals from independent

oversight elements such as the OIG, GAO, DOE Office of Independent Oversight and the internal review of DOE CFO's Office of Independent Review.

- Support the SPRPMO in meeting DOE's annual Performance and Accountability Reporting:
  - FMFIA Reporting-Internal Controls/Assurance Memorandum
  - OMB Circular A-123 Reporting
    - Financial System Evaluation
    - Management Representation Letters
- Coordination and support of an annual Oil Accountability Agreed Upon Procedures Review by an independent CPA of the quantity, quality, and book value of SPRPMO/SPRPO crude oil, refined products, and heating oil storage reserves to support the DOE annual consolidated statements.
- Coordination and support of annual Lease Revenues Agreed Upon Procedures Review by an independent CPA of the leases of pipelines and terminals.
- Ad hoc support for other internal audit activities.

### **3.3.2 Security Support and Emergency Response.**

- a. The Contractor shall assist SPRPMO in security and emergency response related documentation reviews and make recommendations as required.
- b. The Contractor shall assist SPRPMO in Security and Emergency Response Operations related documentation reviews, written recommendations, and reports including:
  - Emergency Response reviews, reports, and recommendations
  - Security survey/audit reports (some of which may be classified at the Secret/National Security Information level)
  - Protection program plans (some of which may be classified at the Secret/National Security Information level)
    - Vulnerability assessments (some of which may be classified at the Secret/National Security Information level)
    - Evaluate reports from the Safeguards and Security Information Management System (SSIMS) (some of which may be classified at the Secret/Restricted Data level) to insure the facility clearance findings and closures are in compliance with DOE requirements.
  - Security reviews, assessments, and evaluations (some of which may be classified at the Secret/National Security Information level)
  - Technical Assessments (some of which may be classified at the Secret/National Security Information level)

- Security and Emergency Operations Division Plans (some of which may be classified at the Secret/National Security Information level)
  - Continuity of Operations Assessment and Reports
  - Field Training Exercises (some of which may be classified at the Secret/National Security Information level)
  - Personnel/PIV Security background check package processing and tracking through the Office of Personnel Management National Agency Check (NAC)
  - Process and track security clearance submissions
  - Administrative preparation support for IEA inspection
  - Site Security Plan and Annual Security Management Plan
  - Review security system designs, milestones and inspections to provide support in monitoring performance under security construction contracts
  - Independent consultants for validating compliance and performance of Emergency Response Operations and Management effectiveness for Emergency Preparedness and Security, if required (refer to 3.6 below)
- c. The Contractor shall assist in developing a Security Site Appraisal Survey and Inspections Plans, and support the SPRPMO in conducting appraisals and resolving findings through the closeout of the report.

### **3.3.3 Environmental, Safety and Health, Emergency Preparedness, and Fire Protection Support**

The Contractor shall assist SPRPMO in environmental, safety and health, emergency preparedness, and fire safety-related assessments and documentation reviews and make written recommendations and reports including:

- Environmental, Safety and Health Division (ESHD) reports
- ESHD assessments and reviews
- ESHD program plans, manuals, and procedures
- ESHD regulatory records and data
- DOE Emergency Management oversight of M&O Contractor self-assessment
- Contractor performance of the official assessment tracking application process
- Contractor-generated documents, including those required by Federal, State, or local statute or regulation
- ESHD reviews, assessments, and evaluations

### **3.3.4 Quality Assurance and Performance Assurance Support**

The Contractor shall assist the SPRPMO in Quality Assurance and Performance Assurance-related activities in an effort to meet the requirements of the DOE Quality Assurance Order, the Implementation of DOE Oversight Policy Order, the SPRPMO Quality Assurance Program Order, and the SPRPMO Project Management Oversight Policy Order. This work will routinely require travel to all of the sites in Mississippi, Louisiana, and Texas. Activities include the following:

- Update and support the development of Quality Assurance and Performance Assurance Program plans, procedures, schedules, surveys, and reports as directed by DOE personnel.
- Assist and support in performing SPRPMO Management Assessment functions, including preparation of assessment plans, analyzing/trending results, compiling draft/final reports and preparing briefing slides as directed by DOE personnel.
- Assist and support in performing Independent Assessments of the SPRPMO programs and field offices, including initial planning, preparation of assessment plans, serving as assessment team member, entering findings into the SPRPMO official assessment tracking application, compiling draft/final report, technical analysis and trending of results, preparing briefing slides, and assisting in the closure of findings associated with these assessments (i.e., performing validations of corrective action plans). Programs will include: On-Site Management Appraisals; Surveillance of Critical Few Performance Measures; SPRPMO Oversight Program; Technical Assessments, Technical Assurance Surveillance Reports; and SPRPMO Contractor Assurance System (CAS) Program.
- Assist in the administration of the SPRPMO official Assessment Tracking System (ATS) for findings identified from Management Assessments, Technical Assessments, Technical Assurance Surveillance Reports, and Independent Assessments, including providing status of findings, trending data, and preparing briefing charts and/or reports for Senior Management.
- Support and facilitate teams/programs such as the SPRPMO Quality Council, Process Improvement Teams, Lessons Learned Program, etc.
- Provide technical and project management support to DOE Special Projects as required by DOE Management.
- Assist in the development, testing, troubleshooting, administration, utilization, and training of QA business tools for QA supported and facilitated assessments/surveillances/ audits (i.e., On-Site Management Assessments, Security Assessments, Technical Assessments, Technical Assurance Surveillance Reports (TASRs), CAS Validations, Process Improvement Teams, Surveillance of the Critical Few Performance Measures (CFPMs)). Such QA business

tools would include, but not be limited to: Database Systems (i.e., ATS), K2 Workflow Processes (ATS Front-ends), Excel spreadsheets, and QA SharePoint sites.

### **3.4 Technical Management**

Support the SPRPMO in its technical management requirements as indicated below.

#### **3.4.1 Scheduling System Support**

The Contractor shall perform the following activities:

- Analyze and report Project Schedule status based on approved Control Milestone Change Requests (CMCRs) and in accordance with schedule in SPRPMO Order 210.1A, for DOE and other DOE prime Contractors, through the following means:
  - Site visits
  - Project meetings and briefings
  - Analysis
  - Contractor's approved and updated schedules
- Assist in the oversight of the management and operating Contractor's computerized Project Master Schedule System and networks of significant project elements and activities that provide critical path and slack time identification. This assistance also includes continuously monitoring project schedules and providing recurring reports and analyses of schedules to the SPRPMO.
- Monitor, and where appropriate, support initiation of CMCRs to ensure the continuous updating of schedules.
- Provide oversight of the electronic CMCR process.
- Verify integration of various SPRPMO and Contractor schedules.
- Track actual progress.
- Conduct statistical analyses.
- Identify problem areas and potential problems.
- Report status.

#### **3.4.2 Configuration Management Support**

The Contractor shall provide support to DOE in its oversight of the M&O Contractor and assist in monitoring DOE and other Prime Contractors in the project-wide implementation of the SPRPMO Configuration Management (CM) order. The assistance includes the following:

- Verification that project documentation conforms to applicable CM standards and that the SPRPMO and Contractors comply with SPRPMO Order 410, dated January 27, 2014.
- Monitoring the baseline configuration to ensure that proposed changes to the system configuration are approved via an approved procedure prior to implementation as stated in SPRPMO Order 410, dated January 27, 2014.
- Assisting DOE in making any required revisions or improvements to the SPRPMO CM program.
- Maintain PCCB Action Items Report via SAP.

### **3.4.3 Information Technology**

Support the assessment analysis, administration and monitoring of the SPRPMO data systems. The Contractor shall:

- Support DOE in the usage of the following systems: Standard Accounting and Reporting System (STARS)/Strategic Integrated Procurement Enterprise System (STRIPES)/I-Manage/Budget Execution and Reporting System (BEARS).
- Assist the SPR in analyzing the needs for enterprise level computing systems.
- Research and evaluation of new technologies as directed (see IT-LRP Technology investigation section as updated).
- Support, maintain, develop, and update DOE SharePoint Sites and Areas and related process workflows utilizing K2 and InfoPath.
- Deploy software to DOE computers using configuration management software (SCCM) as required based on DOE direction.
  - Subtask: Creating SCCM deployment packages as needed
- Assist in Change Management and Training as required.
- Perform system analysis in office automation and internet tools.
  - Subtasks: Admin-level support for DOE in the SPR's federal cloud environment (Office 365, Azure, and Intune); Polycom and Lync integration.
- Assist DOE with short term consulting projects.
  - Subtasks: Assist DOE with Scope documentation for external consulting engagements, and assist with timely delivery of architecture design documents, project implementation plans, and other contract deliverables.
- Assist DOE in IT design development and review of third-party design documents.
- Assist DOE with reviewing risk analyses on IT designs, and assist with developing responses for appropriate cyber security controls to mitigate identified risks associated with IT designs.
- Assist DOE in verification and validation of cyber security controls as required.

- Participate on DOE Business Process Re-Engineering Teams.
- Support the DOE Knowledge Management Team regarding the Knowledge Information and Records Management Project.
  - Subtasks: CAPSTONE implementation planning and assistance; revamping of SharePoint Records Site Collection; review and analysis of overall data and knowledge management architecture and subsequent planning as needed.

#### **3.4.4 Cost Estimation**

The Contractor shall provide support to SPRPMO to ensure reliable and valid cost estimates that management can use for making informed decisions. The Contractor must:

- Review estimate for accurate representation of overall scope.
- Review estimate for current and consistent equipment and labor rates.
- Identify what the estimate includes/excludes, assumptions within the estimate, schedule or budget constraints, and needed resources such as equipment and new or modified facilities.
- Compare estimates to earlier stages of estimates for the same project to determine differences and identify cost drivers
- Assist in updating estimates to reflect actual costs and changes. Replace estimates with Earned Value Management (EVM) Estimate at Completion (EAC) and Independent EAC from the integrated EVM system.
- Provide assistance in review of other DOE prime Contractors' estimating procedures and processes against DOE criteria and document deficiencies and areas for improvement.

### **3.5 Administrative Support**

The Contractor shall provide administrative support for mail processing, electronic action system, reproduction services, Freedom of Information Act Requests, records management, electronic document management, and word processing and office support.

#### **3.5.1 Mail Processing**

- Establish and maintain and SPRPMO Central Mail Facility.
- Provide United States Postal and express mail services for the SPRPMO and other organizational elements as necessary for the efficient flow of written and packaged information coming into and leaving the SPRPMO (some of which may be classified).
- Develop policies and procedures for mailroom operations.
- Ensure all incoming, outgoing, and internal mail is processed (including



- standard mail and a variety of overnight express mail services).
- Ensure pick-up and delivery services are performed in a timely manner.
  - Develop a Mailroom Management Security Plan.
  - Accurately disposition registered mail addressed with sensitive information.
  - Maintain postage meter.
  - Develop a Mail Management Report.

### **3.5.2 Electronic Data Systems-DOE Action Tracking System (DATS)**

- Support SPR in documenting Project Manager's actions assigned to SPRPMO staff and Contractors.
- Input data into the DATS as required.

### **3.5.3 Reproduction Services**

- Provide reproduction services for SPRPMO and support service Contractor employees to include scanning, copying, binding, and distribution (some of which may be classified).
- Ensure paper supplies for all DOE copiers/printers are available.
- Prepare the Commercial Printing Report.
- Develop a 3-year Print and Publishing Plan.

### **3.5.4 Freedom of Information Act (FOIA) Requests**

- Provide assistance to the SPRPMO FOIA Officer in FOIA-related actions to ensure the SPR meets its FOIA requirements.

### **3.5.5 Records Management**

- Support the transfer of DOE records to the Federal Records Center and local records holding area.
- Support the receiving and storage of radiographic data/records at the SPRPMO.
- Assist with reviewing SPRPMO RIDS submissions and reporting compliance.

### **3.5.6 Electronic Document Management**

- Provide support with maintaining the SPRPMO Directives System and SPRMPO Publications.
- Review all SPRPMO Directives for conformance with the DOE Directives System Order prior to submission to the Electronic Directive System (EDS) workflow.

- Review and accept all changes to SPRPMO Directives as approved by management through the EDS workflow.
- Finalize and publish SPRPMO Directives and Publications to the appropriate SharePoint location.

### **3.5.7 Word Processing and Administrative Office Support.**

- a. Word Processing – The Contractor shall establish and maintain a word processing center, including typing and proofreading of various types of correspondence (some of which may be classified). The Contractor shall ensure that all material to be typed is:
  - Screened
  - Logged
  - Processed
  - Proofread to provide error-free processed work
  - Logged out
  - Returned to customer
  - Distributed to mail recipient
- b. The Contractor shall provide documentation production services, e.g., writing, editing, word processing, and illustration support for the generation of periodic and special reports, and assist the SPR staff in the preparation of periodic reports in both hardcopy and electronic media.
- c. Administrative Support – The Contractor shall provide office coverage as needed by the DOE Project Manager’s office. The support includes answering telephones from their work area and relaying messages.

### **3.6 Special Projects**

The Contractor may be required to provide additional support for new requirements within the scope of this PWS throughout the period of performance of this order (including option years, if exercised.) These efforts will be treated as change orders.

Special projects include but are not limited to the following:

- Conducting studies, reviews, assessments, and surveys
- Performing analyses
- Preparing reports
- Procuring Subject Matter Experts (SME)

### **3.7 Performance Requirements**

The Contractor performance requirements are summarized into performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success. Section J, Attachment 1 lists the performance objectives and how they'll be evaluated during contract performance.

## **4.0 Quality**

This section describes the Quality Control components for this effort. The following sub-sections provide details of various considerations on this effort.

### **4.1 Quality Control**

The Contractor shall develop a Task Order QCP and maintain an effective quality control program to ensure services are performed in accordance with the IDIQ contract and this PWS. The Contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The Contractor's QCP is the means by which he assures himself that his work complies with the requirement of the contract.

The finalized QCP will be accepted by the Government at the time of the award of the Task Order. The Contracting Officer may notify the Contractor of required modifications to the plan during the period of performance. The Contractor then shall coordinate suggested modifications and obtain acceptance of the plan by the Contracting Officer. Any modifications to the program during the period of performance shall be provided to the Contracting Officer for review no later than 10 working days prior to effective date of the change. The QCP shall be subject to the Government's review and approval. The Government may find the QCP "unacceptable" whenever the Contractor's procedures do not accomplish quality control objective(s). The Contractor shall revise the QCP within 10 working days from receipt of notice that QCP is found "unacceptable."

### **4.2 Quality Assurance Surveillance Plan (QASP)**

The Contractor shall develop a QASP which the Government will monitor the Contractor's performance under this Task Order in accordance with the QASP.

## **5.0 Deliverables/Reporting Requirements**

The Contractor shall provide deliverables/reporting requirements as described in Section J, Attachment 5.