

AWARD OF INTERAGENCY AGREEMENT

6. ISSUED BY

U.S. Nuclear Regulatory Commission
Division of Contracts
Contract Management Branch No. 3
Washington, DC 20555

PROJECT MANAGER

Jeffrey Main

1. DATE OF ISSUE

09/30/2005

2. AGREEMENT NUMBER

NRC-33-04-352

M001

4. AGENCY LOCATOR NO.

31000001

5. B & R NUMBER

510-15-5G1-344

7. JOB CODE

J1067

8. APPROPRIATION SYMBOL

31X0200.510

9. BOC

253A

10. DOCUMENT IDENTIFICATION NUMBER

CIO-04-342 (FFS 10570877C)

11. NAME AND ADDRESS OF SERVICING AGENCY

Department of the Treasury (Franchise)
The Federal Consulting Group (FCG)
1700 G. Street, N.W.
Washington, DC 20552

DUNS No. 040099108
ALC No. 20X4560.006

12. JOB CODE TITLE

On-Line Customer Satisfaction Survey - (American Satisfaction Index Measurement of
the NRC Website)

13. AGREEMENT PERFORMANCE PERIOD

BEGIN

09/30/2004

END

11/30/2006

14. OBLIGATION AVAILABILITY PROVIDED BY

A. THIS ACTION

\$ 30,000

B. TOTAL PLACED PRIOR TO THIS ACTION WITH THE PERFORMING ORGANIZATION
UNDER THIS JOB CODE FOR THIS FISCAL YEAR

\$ 30,000

C. TOTAL ORDERS TO DATE FOR THIS JOB CODE FOR THIS FISCAL YEAR

\$ 30,000

D. TOTAL ORDERS TO DATE FOR THIS AGREEMENT

\$ 60,000

15. ATTACHMENTS

THE FOLLOWING ATTACHMENTS ARE MADE A PART OF THIS AGREEMENT

☒ STATEMENT OF WORK☐ ADDITIONAL TERMS AND CONDITIONS☒ OTHER (Specify) ISA No. F9805

16. SECURITY

☐ WORK ON THIS AGREEMENT INVOLVES
CLASSIFIED INFORMATION☐ WORK ON THIS AGREEMENT INVOLVES
SENSITIVE UNCLASSIFIED INFORMATION☒ WORK ON THIS AGREEMENT IS UNCLASSIFIED
AND NOT SENSITIVE

17. FEE BILLABLE UNDER 10 CFR PART 170

☐ YES☒ NO

18. REMARKS

Extension of Interagency Agreement No. NRC-33-04-352 pursuant with Paragraph 6 of the Statement of Work entitled,
"Terms of Agreement." This action (M001) obligates funds in the amount of \$30,000.00. (See Block 14A)

19. AUTHORITY TO ENTER INTO INTERAGENCY AGREEMENT (Check only one)

☐ ENERGY REORGANIZATION ACT OF 1974, AS AMENDED☐ OTHER (Specify)☒ THE ECONOMY ACT OF 1932☐ THE CLINGER-COHEN ACT OF 1996

20. ADVANCE PAYMENT

☐ IS NOT AUTHORIZED☐ IS AUTHORIZED (Requires approval by Director, DAF/OCFO)

21. ESTIMATED COST FOR FULL PERFORMANCE OF THIS AGREEMENT

FY 2004	FY 2005	FY	FY	FY	TOTAL
\$ 30,000	\$ 30,000	\$	\$	\$	\$ 60,000

22. CERTIFICATION OF FUNDS

This certifies that funds in the amount cited in Block 14.A. are available in the current fiscal year allotment for work authorized by this agreement.

FUNDS CERTIFICATION OFFICIAL (Typed Name)

Dennis K. Johnson, Certifying Official

SIGNATURE



DATE

9/30/05

23. SIGNATURES

NRC ISSUING AUTHORITY (Typed Name and Title)

Robert B. Webber, Contracting Officer

SERVICING AGENCY OFFICIAL/DESIGNEE (Typed Name and Title)

See Attached ISSA 9805

SIGNATURE



DATE

9/30/05

DATE

NRC CONTACTS:**TECHNICAL:**

FULL NAME Jeffrey Main		ADDRESS U.S. Nuclear Regulatory Commission Office of Information Services Mailstop: T-6-E-7 Washington, DC 20555
TELEPHONE NUMBER 301-415-6845	FACSIMILE NUMBER 301-415-5272	
E-MAIL ADDRESS jdm1@nrc.gov		

ADMINISTRATIVE:

FULL NAME Michael Turner		ADDRESS U.S. Nuclear Regulatory Commission Office of Administration Mailstop: T-7-I-2 Washington, DC 20555
TELEPHONE NUMBER 301-415-6535	FACSIMILE NUMBER 301-415-5761	
E-MAIL ADDRESS mat1@nrc.gov		

OTHER AGENCY'S CONTACTS:**TECHNICAL:**

FULL NAME Bernie Lubran		ADDRESS Department of the Treasury (Franchise) Federal Consulting Group 1700 G Street, NW Washington, DC 20552
TELEPHONE NUMBER 202-906-5642	FACSIMILE NUMBER 202-906-6162	
E-MAIL ADDRESS Bernie.Lubran@ots.treas.gov		

ADMINISTRATIVE:

FULL NAME Melonita Andrews		ADDRESS Department of the Treasury (Franchise) Federal Consulting Group 1700 G Street, NW Washington, DC 20552
TELEPHONE NUMBER 202-906-7234	FACSIMILE NUMBER 202-906-6162	
E-MAIL ADDRESS Melonita.Andrews@ots.treas.gov		

BILLING INFORMATION: To receive reimbursement under this agreement, forward to NRC on a (check one):

☐ monthly ☐ quarterly ☒ other 90 Days basis, an original and three copies of Standard Form

1081 in accordance with the Treasury Fiscal Requirements Manual, Bulletin No. 78-09, or, if possible, bill monthly through the OPAC system. Send reimbursement requests to the following address:

Payment Policy and Obligations Team
Mail Stop: T-9 F30
Division of Financial Services
Office of the Chief Financial Officer
U.S. Nuclear Regulatory Commission
Washington, DC 20555-0001

Any NRC funds remaining unexpended at the end of a fiscal year may be carried over into future fiscal years unless otherwise notified by NRC.

REPORTING REQUIREMENTS: Submit reports to the NRC in accordance with the statement of work. Submit financial status reports on a (check one):

☐ monthly ☐ quarterly ☒ other Every 6 Weeks basis. These reports shall contain a brief letter status

which summarizes the expenditure of NRC funds. This report shall address the following categories, as applicable: (1) staff effort; (2) travel; (3) equipment and supplies; and (4) subcontract costs. Each report shall include by category: (a) costs for the previous month; (b) cumulative costs and uncosted obligations to date; and (c) projections for the remainder of the NRC obligated funds. The first monthly report shall provide the initial projections, and subsequent reports shall either indicate revised projections or indicate "no change in the cost and uncosted expenditure projection."

Submit these reports to the NRC Technical Contact by the 20th day of the month following the reporting period.

TERMINATING THE AGREEMENT: This agreement may be unilaterally terminated by either party generally upon 30 days' written notice to the other party. NRC will pay its share of any project expenses up to the termination date. Any expenses incurred in terminating this agreement will be paid by the party terminating the agreement. Any unexpended funds shall be returned to the NRC.

INTERAGENCY AGREEMENT

FCG Agreement Number: F-9805

This agreement is entered into on behalf of the Federal Consulting Group (FCG) as the Providing Agency and the following Customer Agency. The Customer Agency will be responsible for telefaxing and returning the original signed copy of this agreement to the Providing Agency at the address identified below.

CUSTOMER AGENCY NAME AND ADDRESS: PROVIDING AGENCY NAME AND ADDRESS:

Agency Name: Nuclear Regulatory Commission

Address: One White Flint North Building
11555 Rockville Pike
Washington, DC 20852

Agency Location Code:
DUNS Number:

U.S. Department of the Treasury (Franchise)
The Federal Consulting Group (FCG)
1700 G. Street, N.W.
Washington, DC 20552

ALC: 20-55-0861 20X4560.006
DUNS NUMBER: 040099108

PROVIDING AGENCY CONTACT:

Name: Jeffrey Main
Phone Number: 301 415-6845
Fax Number:
E-Mail Address: JDM1@nrc.gov

CUSTOMER AGENCY CONTACT:

Name: Ron Oberbillig
Phone Number: 202-906-6863
Fax Number: 202-906-6162
E-Mail Address: Ronald.Oberbillig@ots.treas.gov

SERVICES TO BE PROVIDED: One, twelve-month measurement of customer satisfaction with the www.nrc.gov website, utilizing the American Customer Satisfaction Index (ACSI) methodology. An architectural scan (up to 15,000 objects) of the website is also included. See the attached Statement of Services for details.

PERIOD COVERED:
December 1, 2005 – November 30, 2006

ESTIMATED PRICE:
\$30,000.00

CUSTOMER AGENCY ACCOUNTING/APPROPRIATION CLASSIFICATION CODE:
See Blocks 1-10 of NRC Form 662

PAYMENT PROVISIONS: FCG will invoice the full amount on December 1, 2005.

PROVIDING AGENCY ACQUISITION AUTHORITY: *Under Treasury Department Appropriation Act of 1997(P.L. 104-208) as amended by the Treasury Department Appropriations Act of 2004 (P.L. 108-447).*

APPROVALS BY CUSTOMER AGENCY:

See Attached NRC Form 662, "Block 22"

(Signature - Financial Manager) (Date)
Dennis K. Johnson, Funds Certifying Official

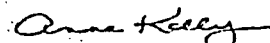
(Typed Name & Title)

See Attached NRC Form 662, "Block 23"

(Signature - Program Official) (Date)
Robert B. Webber, Contracting Officer

(Typed Name & Title)

APPROVAL BY PROVIDING AGENCY:

 Sep 29, 2005

(Signature) (Date)
Anne Kelly, Director

(Typed Name & Title)

**STATEMENT OF SERVICES FOR
NUCLEAR REGULATORY COMMISSION (NRC),
OFFICE OF THE CHIEF INFORMATION OFFICER
INTERAGENCY AGREEMENT NO. NRC-33-04-352
DEPARTMENT OF TREASURY - FEDERAL CONSULTING GROUP (FCG)
IA NUMBER: 9805**

1. PURPOSE

The U.S. Nuclear Regulatory Commission (NRC) requests support of the Department of the Treasury's Federal Consulting Group (FCG) to deliver one twelve-month American Customer Satisfaction Index (ACSI) measurement of the NRC Public Web Site (www.nrc.gov).

2. BACKGROUND:

The NRC has implemented a customer satisfaction survey at its Public Web Site to enable the agency to improve its ability to meet the needs of site users. However, the current survey has several weaknesses that limit the usefulness of the resulting data to the agency.

Several factors led to this conclusion:

- The number of responses has not been statistically significant (less than 300 responses in 9 months),
- The method of collection requires user intervention to begin the survey (not random),
- The location of the survey limits access by users (not available directly from each page at the site),
- The data collected has not been scientifically analyzed (lack of funding),
- The data collected can not be benchmarked or compared to similar data for other web sites in the government and private sectors, and
- Changes indicated in user responses cannot be tested for usability under our current funding.

The NRC seeks to correct the above deficiencies by obtaining the services of the FCG to create and manage a new survey instrument to improve the agency's ability to measure the satisfaction of users of its Public Web Site. The FCG is a federal government organization that has been serving the federal community for over a decade. It is a fee-for-service franchise activity within the Department of the Treasury. The staff is comprised of senior leaders and executives from throughout the federal government who have managed major programs and led the transformation process to achieve high-performing, citizen-centered organizations. The Group is often referred to as "insiders with outsider's knowledge." FCG invests in its customers' future and commits to their success in creating customer-driven, results-oriented organizations.

In addition to its role as Executive Agent for the American Customer Satisfaction Index (ACSI), FCG brings best practices from both the public and the private sectors to help senior government leaders achieve top results. FCG offers a tailored, collaborative approach to consulting and seeks to develop leaders so that they continue to lead change themselves. FCG consultants have visibility and regular contact with political leaders and senior executives from other agencies and can share their "lessons learned" in bringing about positive change.

3. SCOPE OF WORK

The FCG and its partner, Foresee Results Inc., hereinafter referred to as the "FCG contractor," will collaborate with the NRC in refining an econometric model based on the ACSI, as necessary, and customized for the designated website. This model will include relevant elements of the website that drive customer satisfaction, satisfaction itself, and desirable customer behaviors.

To obtain data for processing by the model, the FCG contractor will collaborate with the NRC in updating and presenting an on-line survey with multiple, model-related questions for the selected website elements, satisfaction, and future behaviors. In addition, the survey may also include customized questions developed by the NRC that are not related to the model but desirable for informational purposes and general analysis. These questions may be deleted, modified, or replaced at appropriate intervals during the subscription period.

Customers using the NRC website will be selected to take the on-line survey based on sampling parameters that are determined by the NRC and implemented by parameter files provided by the FCG contractor. The FCG contractor will process the survey data in the NRC model and provide on-line access to the data, scores, reports, and analysis. This service complies with Federal Section 508 guidelines for accessibility.

4. CONTRACTOR DELIVERABLES

The FCG contractor will assign a dedicated employee to work with the NRC in order to provide a high-level of personalized service throughout the duration of the subscription service. The Client Services Representative will be responsible for working with the NRC on all aspects of the project, including **Updating the Model, Collecting Data, Providing On-Line Reports, Analyzing and Interpreting the On-Line Data and Refining the Model/Survey, Compiling Customized Reports, and Presenting In-Depth Analyses.** In addition, architectural mapping will be performed (up to 15,000 objects). Deliverables associated with each of these activities are detailed below:

Designing the Model Phase

If necessary, FCG Contractor's Client Services Representative will conduct meetings over the telephone with the NRC team to assess and gain insights into the NRC's additional objectives for its website, current activity levels, existing

metrics, and general architecture and structure. Based on the discussions from these meetings, the Client Services Representative will update a specific American Customer Satisfaction Index model to meet the needs of the NRC. The Client Services Representative will work with the NRC team to refine the questionnaire and identify appropriate custom questions to gain further insight about online customers. The Client Services Representative will forward any changes in the questionnaire to the Federal Consulting Group for submission to the Office of Management and Budget for clearance under the Paperwork Reduction Act and will notify the NRC when the questionnaire has been cleared.

Collecting the Data Phase

Collection of data based upon the existing survey will continue unabated. However, if the NRC team specifies any changes in the questionnaire, the Federal Consulting Group will obtain the necessary clearance from the Office of Management and Budget. The Client Services Representative will work with the NRC team to modify the on-line survey in a timely manner.

Providing On-Line Statistical Reports Phase

The FCG Contractor will process the survey data in the client's customer satisfaction model to generate an initial and a subsequent on-going series of ACSI data points. The Client Services Representative will provide the NRC team with a password-protected access to a report dashboard that will offers on-line access to the data, scores, reports, and analyses. The NRC team will have 24/7 access to these on-line statistical reports, which will include trend lines, benchmark reports, distribution reports, average question responses, a priority map and a satisfaction summary. In addition, the FCG contractor will contact the NRC to assist in interpreting each of the online reports.

Analyzing and Interpreting the On-Line Data and Refining the Model/Survey Phase

Approximately every six weeks, the Client Services Representative will compile additional graphical insight reports that complement the value that the Online Reporting Facility delivers. These reports provide data on select customer segments as defined by responses to a survey question (e.g., first-time visitors) or by data passed by clients. These reports are delivered electronically using the Microsoft Excel 2000 format. The Client Services Representative will schedule a meeting to review these additional reports with the NRC team, determine whether there needs to be any modification to or refinement of the model and/or custom questions, and recommend adjustments to the frequency of the survey deployment.

Compiling Customized Reports and Presenting In-Depth Analysis Phase

On a quarterly basis, the Client Services Representative will conduct an in-depth evaluation and analysis of the client's results and present those results over the phone to the NRC team. This information typically would include:

- A summary of custom question results with recommendations for changes to and/or additions to custom questions;
- A summary of the data collected and recommendations about future data collection;
- Element, Satisfaction, and Future Behavior scores with comparisons to appropriate benchmark indices;
- Up to six segmentations of the results per quarter; and
- Any additional customized reports requested by the NRC.

Notwithstanding the client services just described, the NRC may contact the FCG contractor to discuss issues or questions on an as-needed basis.

Architectural Mapping

In addition, the NRC web team will be entitled to a complimentary scan of the website using Maxamine's Knowledge Platform for architectural maps, reports, and analysis reflecting website defects and visitor experience scores.

5. PERIOD OF PERFORMANCE

The period of performance for this Interagency Agreement is September 30, 2004, through November 30, 2005, (Year 1: 9598) - December 1, 2005, through November 30, 2006 (Year 2: F9805).

6. TERMS OF AGREEMENT

This agreement becomes effective upon the signature of both parties and will remain in effect until November 30, 2006, unless extended by mutual consent of both parties.

7. RECORDS MANAGEMENT

All deliverables to the NRC defined within this agreement are Federal records owned by the NRC and must be managed by the co-partners and vendor as Federal records.

8. AMENDMENT OF THE AGREEMENT

This agreement or any of its specific provisions may be revised or amended only by the signature approval of the parties signatory to the agreement or by their respective official successors.

9. COST:

The cost of this assessment service is \$30,000 for one, twelve-month subscription measure. This is a firm fixed price effort.

10. PAYMENT FOR SERVICES

FCG provides services to other federal agencies through the use of an Inter-agency Agreement. A copy of the IA is attached for reference and signature. The service will continue once a fully executed IA has been completed by the NRC and the FCG. FCG will invoice using the Internal Government Payment and Collection System (IPAC). FCG will invoice the full amount for this subscription on December 1, 2005. If for any reason, this subscription service terminates through no fault of the NRC prior to the delivery of twelve months of continuous measurement, the NRC shall be entitled to a pro rata refund for that portion of the subscription that has not been delivered. A copy of the invoice will be sent to the project officer for verification and review.

11. PROJECT OFFICER AUTHORITY

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

Name: Jeffrey Main
Address: U.S. Nuclear Regulatory Commission
11545 Rockville Pike
MS T-6 E7
Rockville, MD 20852

Telephone Number: 301-415-6845

(b) The project officer shall:

(1) Monitor contractor performance and recommend changes in requirements to the contracting officer.

(2) Inspect and accept products/services provided under the contract.

(3) Review all contractor invoices/vouchers requesting payment for products/services provided under the contract and make recommendations for approval, disapproval, or suspension.

(4) Immediately notify the Personnel Security Branch, Division of Facilities and Security (PERSEC/DFS) (via e-mail) when a contractor employee no

longer requires access authorization and return the individual's badge to PERSEC/DFS within three days after their termination.

(5) Ensure that all contractor employees that require access to classified Restricted Data or National Security Information or matter, access to sensitive unclassified information (Safeguards, Official Use Only, and Proprietary information) access to sensitive IT systems or data, unescorted access to NRC controlled buildings/space, or unescorted access to protected and vital areas of nuclear power plants receive approval of SB/DFS prior to access in accordance with Management Directive and Handbook 12.3.

(c) The project officer may not make changes to the express terms and conditions of this contract.

12. COMMUNICATIONS – PROVIDING AGENCY PROJECT MANAGER

Questions related to the scope of work or changes to this agreement will be communicated by the NRC point of contact to Ronald Oberbillig, Chief Operating Officer, Federal Consulting Group, Phone No. (202) 906-6863, Fax No. (202) 906-6162, e-mail address: Ronald.Oberbillig@ots.treas.gov.