

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		BPA NO.	1. CONTRACT ID CODE	PAGE 1	OF 11
2. AMENDMENT/MODIFICATION NO. M004		3. EFFECTIVE DATE See 16c	4. REQUISITION/PURCHASE REQ. NO. RG2-11-008 Dated 4/12/2011	5. PROJECT NO. (If applicable)	
6. ISSUED BY U.S. Nuclear Regulatory Commission Div. of Contracts Attn: Ashlee Bushell 301-492-3486 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
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) AWD MANAGEMENT SERVICES 1745 NORTH BROWN RD STE 110 LAWRENCEVILLE, GA 30043-8156			9A. AMENDMENT OF SOLICITATION NO. 9B. DATED (SEE ITEM 11) 10A. MODIFICATION OF CONTRACT/ORDER NO. NRC-29-09-529 10B. DATED (SEE ITEM 13) 09-25-2009		
CODE		FACILITY CODE			

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: 2011-92-41-I-138; JCN: D9205; BOC: 252P;
 APPN: 31X0200; Obligate: \$1,750.68
 FFS: 112294 NAICS: 561110 DUNS: 788538549

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

(X) 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) C.1 52.212-4 (c) Changes
 Bilateral; Mutual Agreement of Both Parties

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

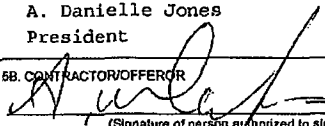
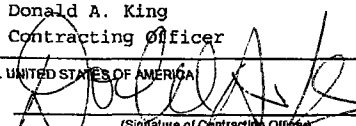
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

See Continuation page for details.

Total Obligated: \$106,093.74 (Changed)
 Total Contract Ceiling: \$106,093.74 (Changed)
 Period of Performance: 04/01/2011 - 03/31/2012 (Unchanged)

****All other terms and conditions remain unchanged****

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

15A. NAME AND TITLE OF SIGNER (Type or print) A. Danielle Jones President		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Donald A. King Contracting Officer	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	16B. DATE SIGNED 9-6-11	16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	16C. DATE SIGNED 9/6/2011

NSN 7540-01-152-8070
 PREVIOUS EDITION NOT USABLE

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

TEMPLATE - ADM001

SUNSI REVIEW COMPLETE

SEP 07 2011

ADM002

The purpose of this modification is to (1) eliminate the Switchboard Operations/Receptionist labor category; (2) add labor category Secretary II; (3) revise the Statement of Work; (4) increase the ceiling and the total obligated by \$1,750.68, as a result of the labor category change; and (5) revise subsection 3.2 Key Personnel.

Accordingly, the contract is revised as follows:

1. Section B – CONTINUATION BLOCK, subsection B.1 – B.6 are deleted entirely and Attachment 1 to this modification is substituted in-lieu thereof. (See Attachment 1)
2. SECTION C.2 2052.215-70 KEY PERSONNEL (JAN 1993), subpart (a) is deleted in its entirety and replaced with the following:

(a) The following individuals are considered to be essential to the successful performance of the work hereunder:

Heather Michelle Adams	Secretary II
Justin R. Kelly	Mail Clerk

The contractor agrees that personnel may not be removed from the contract work or replaced without compliance with paragraphs (b) and (c) of this section.

SECTION B – CONTINUATION BLOCK**B.1 PROJECT TITLE**

The title of this project is as follows: NRC REGION II ONSITE OFFICE SUPPORT AND MAIL CLERK SERVICES

B.2 BRIEF DESCRIPTION OF WORK (MAR 1987)

To provide the NRC's Region II office with administrative support in the following areas: 1) onsite office support services and 2) mail clerk services.

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

This contract shall commence on September 30, 2009 and will expire on March 31, 2012. The term of this contract may be extended at the option of the Government for an additional three (3) 1-year option periods.

B.4 PRICE/COST SCHEDULE

Base Year: September 30, 2009 through March 31, 2011					
CLIN	Description	Unit Price	Unit	Qty.	Total Firm Fixed Price
April 1, 2010 – September 29, 2010					
001	Switchboard Operations/ Receptionist Services		Month		
002	Mail Clerk Services		Month		
September 30, 2010 – March 31, 2011					
003	Switchboard Operations/ Receptionist Services		Month		
004	Mail Clerk Services		Month		
Base Period Total					\$101,303.94

Option Year 1: April 01, 2011 through March 31, 2012					
CLIN	Description	Unit Price	Unit	Qty.	Total Firm Fixed Price
April 1, 2011 – September 29, 2011					
005	Switchboard Operations/ Receptionist Services		Month		
006	Mail Clerk Services		Month		
September 30, 2011 – March 31, 2012					
007	Secretary II		Month		
008	Mail Clerk Services		Month		
Option Year 1 Total					\$106,093.74

Option Year 2: April 01, 2012 through March 31, 2013					
CLIN	Description	Unit Price	Unit	Qty.	Total Firm Fixed Price
April 1, 2012 – September 29, 2012					
009	Secretary II		Month		
010	Mail Clerk Services		Month		
September 30, 2012 – March 31, 2013					
011	Secretary II		Month		\$30,260.28
012	Mail Clerk Services		Month		\$26,073.78
Option Year 2 Total					\$111,908.70

Option Year 3: April 01, 2013 through March 31, 2014					
CLIN	Description	Unit Price	Unit	Qty.	Total Firm Fixed Price
April 1, 2013 – September 29, 2013					
013	Secretary II		Month		
014	Mail Clerk Services		Month		
September 30, 2013 – March 31, 2014					
015	Secretary II		Month		
016	Mail Clerk Services		Month		
Option Year 3 Total					\$115,265.94

Option Year 4: April 01, 2014 through March 31, 2015					
CLIN	Description	Unit Price	Unit	Qty.	Total Firm Fixed Price
017	Secretary II		Month		
018	Mail Clerk Services		Month		
Option Year 4 Total					\$117,918.24

GRAND TOTAL- \$552,490.56

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

The firm fixed price of this contract is \$106,093.74; this contract is fully funded.

B.6 STATEMENT OF WORK

1.0 BACKGROUND

The U.S. Nuclear Regulatory Commission (NRC) is responsible for the protection of the public health and safety in the civilian use of nuclear power and nuclear materials. The NRC Region II Office requires contractor support to perform a variety of administrative associated tasks in support to the agency's mission.

2.0 OBJECTIVE

To provide the NRC's Region II office with administrative support in the following areas: 1) onsite office support services and 2) mail clerk services.

3.0 SCOPE OF WORK

The Contractor shall provide office support services and mail clerk services to the NRC Region II Office. The Contractor shall furnish the personnel and other services necessary to meet the requirements described in this performance work statement. The NRC shall provide space for the contractor. The NRC will also provide system documentation, routine office supplies, and maintenance agreements for Government Furnished Equipment (GFE), computer hardware and software, scanner and appropriate access to automated systems to accomplish the initiatives under this task. It is the contractor's responsibility to remain technically competent with software and equipment used by the NRC. The NRC will provide training for contractor personnel.

4.0 PERSONNEL REQUIREMENTS

The Contractor shall provide competent, experienced, and highly qualified personnel to perform onsite office support services and mailroom services.

5.0 TASKS

This performance work statement consists of two separate and distinct but related administrative tasks in support of the Region II office. The requirements for each task are defined as follows:

5.1 OFFICE SUPPORT SERVICES

- a. The Contractor shall support the office's word-processing requirements by typing documents using the NRC's word-processing software with a tested typing speed of at least 50 words per minute with no more than three errors.
- b. The Contractor shall support the office's planning and tracking requirements by accurately and efficiently entering data from various sources into existing spreadsheets using the NRC's current standard spreadsheet software (data entered correctly into the appropriate cells of the spreadsheet as compared to the information and technical direction provided by NRC).
- c. The Contractor shall support the office's correspondence and document processing requirements by accurately and efficiently proof-reading documents and making appropriate corrections of errors in basic grammar, punctuation and spelling.

- d. The Contractor shall sort and distribute the office's incoming mail to the appropriate NRC staff.
- e. The Contractor shall support the office's preparation for meetings, briefings and presentations by using photocopying and stapling equipment to produce similar quality documents as compared to the original being copied. Documents to be copied will consist of a variety of materials that may also require the contractor to perform related tasks such as assembling and indexing the materials into designated formats and/or packages for use during meetings, briefings, and/or presentations.
- f. The Contractor shall support meetings by performing audio visual tasks; making presentations available on PC; using audio visual equipment in conference room; scheduling conference calls to support meetings; scheduling VTC to support meetings.
- g. The Contractor shall schedule the office's meetings, briefings and/or presentations by using the Conference Room Scheduling system or contacting the NRC Region II Division of Resource Management and Administration (DRMA) to reserve an appropriate size conference room for the number of planned attendees, and arranging delivery to the meeting room of any special items required for the meeting, i.e., TV/VCR, lectern, flip-board with markers, speaker-phone, etc.
- h. The Contractor shall support the office's document control requirements by maintaining existing manual tracking systems, or updating an existing automated tracking system which tracks the status of controlled correspondence or action-items.
- i. The Contractor shall support the office's filing requirements by manually filing documents accurately in the correct location into existing record systems, retrieving documents from existing record systems for use by NRC staff upon request, and creating new manual record systems of a basic nature.
- j. The Contractor shall support the office's urgent document processing requirements by manually delivering or picking-up documents from the various divisions within Region II's office that require immediate attention by NRC staff.
- k. The Contractor shall support the office's daily readiness requirements by monitoring local inventories of forms and office supplies, etc. in order to notify NRC staff of the need for an item to be replenished before the available stock is exhausted.
- l. The Contractor shall effectively communicate with NRC staff by using the English language fluently both orally and in writing, to efficiently relay information and/or obtain task-oriented technical direction.
- m. The Contractor shall support the office's other miscellaneous administrative needs by performing any other office support tasks that require no more than a cursory orientation training session in related NRC-specific knowledge to perform.
- n. Reviews the regional calendar for upcoming meetings. Arranges furniture in meeting rooms as requested, including moving conference tables into appropriate arrangements.

5.1.1 OTHER REQUIREMENTS

The following requirements shall require onsite contractor personnel to be provided training (on an as required basis) in the various NRC specific software applications to be utilized (such as ADAMS, HRMS, eTravel). This category provides the following office support activities on an as needed basis:

- a. Supports the office's workload tracking and Time & Attendance documentation requirements by accurately and efficiently entering or revising the data provided by NRC staff (on the NRC staff's Time & Attendance and workload activities) into the NRC's online automated payroll system. (NOTE: NRC currently uses an online system titled "Human Resource Management System" or HRMS);
- b. Supports the office's records management requirements by entering data and documents into the NRC's automated central record system. (NOTE: NRC currently uses the "Agencywide Documents Access and Management System" or ADAMS);
- c. Supports the office's government business travel documentation and reservation requirements for NRC staff by accurately and efficiently preparing related federal travel authorization documents, travel vouchers, itineraries, trip reports, and making reservations.

5.2 MAIL ROOM OPERATIONS

The Region II Office has a mailroom in the lobby area of the building. The mailroom shall be staffed during the hours of 8:00 a.m. through 4:45 p.m., Monday through Friday. It is the Government's intent not to pay overtime premium rates. At no time shall a clerk leave prior to arrival of the replacement clerk. The Contractor is responsible for assuring that a qualified mail clerk is on station at the facility at the times specified above.

5.2.1 NRC MAIL SERVICE BRIEFING

NRC will conduct forty (40) hour training session, for any new Contractor employee. This training session will provide guidance on NRC policies and procedures regarding the operation of the mailroom.

5.2.2 SKILL REQUIREMENTS

The mail clerk basic skill requirements shall include, but are not limited to:

- a. Experience in the operation of the following or ability to learn:
 - i. Digital Mailing system
 - ii. Federal Express Internet system
 - iii. Document Scanning Equipment
 - iv. X-ray Equipment

- b. Ability to use the following reference tools:
 - i. Hard copies and electronic telephone directories
 - ii. NRC organization charts
 - iii. Regional and Headquarters personnel telephone listings
- c. Ability to speak the English language clearly.
- d. Ability to read, write and comprehend the English language.
- e. Ability to type.
- f. Familiarity with MS-Windows, e-mail and word processing software.
- g. Possession of strong interpersonal and organizational skills.
- h. Ability to present a positive, professional image which is representative of a Federal agency.
- i. Ability to maintain an organized and neat mail area at all times.

5.2.3 PERFORMANCE MEASURES

- a. Serve as a full-time mail clerk for the NRC Region II office. Since the NRC has classified this position as essential, the Contractor shall provide continuous coverage during the scheduled duty hours above.
- b. Receives and distributes incoming mail. Sorts unopened mail and distributes it to the appropriate Region II office locations.
- c. Screens incoming mail from public utilities and other government agencies, for subject matter, urgency and importance. Determines appropriate action level, makes proper referral, coordinates priority and classified mail, and handles all according to established procedures. Verifies presence of attachments and enclosures in mail opened and, if needed, reproduces sufficient copies for distribution. Reproduces and determines appropriate routes for docketed material destined for Region II.
- d. Processes all regional outgoing mail and determines the most cost-effective shipping method.
- e. Maintains and operates postage meters, ensures accurate postage is applied to all outgoing mail. Records dollar balance in postal meters on a daily basis and ensures that access is restricted to authorized personnel only.
- f. Maintains the control document and express mail logs.
- g. Scans correspondence and material for electronic input and coding in Agency-wide Documents Access and Management System (ADAMS).
- h. Prepares documents and other material, e.g., drawings, photographs, etc. for scanning.

- i. Scans documents and performs optical character recognition (OCR) to convert scanned images to readable and searchable documents.
- j. Completes copying services in accordance with established procedures and deadlines.
- k. Reviews reproduction request, including document to be copied, number of copies needed and requested date for completion. (Consults with requestor if deadline cannot be met to establish a new deadline.)
- l. Assists regional staff in the operation of regional copy machines, facsimiles machines and network printers and scanners.
- m. Some physical effort consisting of standing, walking, and lifting large packages, parcels, and mail pouches weighing up to 60 pounds. May be required to move or arrange furniture.

6.0 ADMINISTRATIVE REQUIREMENTS

6.1 TRAVEL

None required.

6.2 PERSONNEL REQUIREMENTS

The Contractor shall provide two qualified and competent personnel to perform the tasks and functional activities delineated in this performance work statement. The Contractor shall provide a supervisory point of contact for the NRC Project Officer to facilitate the resolution of administrative matters involving personnel. The Contractor's personnel shall act in a courteous, responsible, knowledgeable, and professional manner at all times.

6.3 PERSONNEL SECURITY REQUIREMENTS

All contractor personnel working under this task order require an IT Security Level III Security Clearance.

6.4 HOURS OF OPERATION AND HOLIDAY SCHEDULE

Contractor personnel shall work government administrative eight (8) hours per day, five (5) days a week. Work associated with this performance work statement shall begin at 7:30 a.m. and end at 4:15 p.m. for the onsite office support services position and shall begin at 8:00 a.m. and end at 4:45 p.m. for the Mail Clerk position. Both positions will have a forty-five (45) minute unpaid lunch break. The NRC will provide backup personnel for the Mail Clerk position during the Mail Clerk's lunch break. Any changes to the hours of work shall be approved by the NRC Project Officer. These hours coincide with NRC Region II business hours. Contractor's representative shall provide the NRC Project Officer copies of the biweekly time sheets for each Contractor under this SOW. All proposed overtime work (overtime billable hours are those hours actually worked in excess of 40 hours in a week) must be specifically requested by the NRC Project Officer and pre-approved by the NRC Contracting Officer. Work performed in excess of the established workdays and hours authorized by the Contracting Officer is performed at the Contractor's sole risk and NRC will not be liable for payment of such unauthorized work.

The following holidays are recognized by the Federal Government:

New Year's Day	Martin Luther King's Birthday
President's Day	Memorial Day
Independence Day	Labor Day
Columbus Day	Veterans' Day
Thanksgiving Day	Christmas Day

6.5 UNAVAILABILITY OF PERSONNEL

If personnel, for whatever reason, becomes, or is expected to become, unavailable for work under this contract for a continuous period exceeding 30 work days, the contractor shall immediately notify the NRC Project Officer and promptly replace the personnel with personnel of at least substantially equal ability and qualifications. In other circumstances, where any of the contractor personnel are absent for three or more consecutive days (example: vacation), the contractor shall provide backup support as necessary, with the required level of security clearance.

Each request for approval of substitutions must be in writing and contain a detailed explanation of the circumstances necessitating the proposed substitution. The request must also contain a complete resume for the proposed substitute and other information requested or needed by the NRC Project Officer to evaluate the proposed substitution. The NRC Project Officer or his/her authorized representative shall evaluate the request and promptly notify the contractor of his/her approval or disapproval in writing.

If the NRC Project Officer determines that suitable and timely replacement of personnel who have been reassigned, terminated, or have otherwise become unavailable for the contract work is not reasonably forthcoming, or that the resultant reduction of productive effort would be so substantial as to impair the successful completion of the contract, the Contractor may be terminated by the NRC Contracting Officer for default.

6.6 PERFORMANCE MEASURES

The Contractor is required to perform the services described in this Performance Work Statement in a manner that is satisfactory to the NRC and that will ensure success.

The Performance Requirements Summary (see chart below) identifies the areas in which performance is critical to the success of this contract. The NRC Project Officer will assess the Contractor's performance on a monthly basis, as it relates to each of the performance areas in the Performance Requirements Summary. The Project Officer will complete the Performance Requirements Summary Report to provide a rating recommendation to the NRC Contracting Officer for review and approval. Upon approval, the NRC Contracting Officer will provide any recommendation(s) to the Contractor. The Contractor shall address ratings of "unsatisfactory" in writing within 30 days of receiving a copy of the report and describe the means for improvement in any area receiving these ratings.

The Performance Requirements Summary describes the deductions that the NRC may enforce for unsatisfactory performance in the specific areas noted below.

PERFORMANCE REQUIREMENTS SUMMARY				
Required Service	Performance Standard	Method of Surveillance	Performance Requirement	Invoice Deduction
Office Support	Accuracy of office data – No more than five (5) errors in office memorandum, correspondence, presentations, filing, etc.	NRC documentation	Ensures office correspondence is processed in accordance with agency guidelines	3% penalty on monthly invoice for 5 or more errors received in one month
Office Support	Office Staff Calendar and/or appointments – No more than three (3) errors or complaints each month	NRC documentation	Ensures senior staff calendar/ appointments are accurate and updated as required.	3% penalty on monthly invoice for 3 or more errors or complaints received in one month
Office Support	Tracking systems /Databases – Maintains office tracking systems/databases as required. No more than three (3) errors or complaints each month	NRC documentation	Ensures tracking systems are accurate and updated as required	3% penalty on monthly invoice for 3 or more errors or complaints received in one month

Required Service	Performance Standard	Method of Surveillance	Performance Requirement	Invoice Deduction
5.2.3 Mail Processing	No more than three (3) complaints received for processing mail improperly each month.	NRC documentation	Deliver regular mail to the division on time. Deliver premium mail to the division/person promptly and within the guidelines	3% penalty on monthly invoice for 3 or more complaints received in a month
5.2.3 Scanning and Reproduction Services	No more than three (3) complaints received for not scanning documents and not completing reproduction request in a timely manner.	NRC documentation	Complete the request the way it was given to you to scan or copy	3% penalty on monthly invoice for 3 or more complaints received in a month
5.2.3 Meter Mail System	No more than three (3) complaints received for the meter mail system not being open/closed out properly	NRC documentation	Comply with Region II Security requirements regarding the meter mail system	3% penalty on monthly invoice for 3 or more complaints received in a month

7.0 NON-PERSONAL SERVICES UNDERSTANDING

The Contractor and the contractor employee(s) acknowledge that the services provided to the NRC do not create an employer-employee relationship between the Government and the contractor employee(s). The contractor's employee(s) supervision, terms of employment, hiring, termination, assignment, work conditions, payments and benefits, including leave, are approved and derived solely from employment through and with the Contractor. The contractor employee(s) will be required to sign a Non-Personal Services Understanding Statement.

8.0 PLACE OF PERFORMANCE

The contractor will perform onsite at the NRC Region II Office currently located at Marquis One Tower, Peachtree Center, 245 Peachtree Center Avenue NE, Atlanta, 30303.