

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1 CONTRACT ID CODE

PAGE OF PAGES

1

16

2 AMENDMENT/MODIFICATION NO

3 EFFECTIVE DATE

4 REQUISITION/PURCHASE REQ NO

5 PROJECT NO (If applicable)

M0023

04/01/2014

OCHCO-14-0075

6 ISSUED BY

CODE

NRCHQ

7 ADMINISTERED BY (If other than Item 6)

CODE

US NPC - HQ

ACQUISITION MANAGEMENT DIVISION

MAIL STOP 3WFW-05-C64MP

WASHINGTON DC 20555-0001

8 NAME AND ADDRESS OF CONTRACTOR (No. street, county, State and ZIP Code)

VANTAGE HUMAN RESOURCE SERVICES INC

1050 17TH ST NW STE 600

WASHINGTON DC 200364424

(X) 9A AMENDMENT OF SOLICITATION NO

9B DATED (SEE ITEM 11)

X 10A MODIFICATION OF CONTRACT/ORDER NO

GS10F0019J

NRC-DR-38-10-708

10B DATED (SEE ITEM 13)

09/28/2010

CODE 072654999

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 ACKNOWLEDGEMENT 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)

Net Increase:

\$45,000.00

See Schedule

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

CHECK ONE

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

D OTHER (Specify type of modification and authority)

X

FAR 52.243-1 Changes-Fixed Price (Aug 1987); FAR 52.243-3 Changes-Time-and-Materials (Sept 2000)

E. IMPORTANT: Contractor is not. x 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.)

The purpose of this modification is to (1) extend the period of performance from March 31, 2014 to June 30, 2014; (2) increase the total estimated cost of the contract by \$100,000.00 from \$1,390,544.00 to \$1,490,544.00; and (3) incrementally fund the contract in the amount of \$45,000.00. Please see the attached for detailed information.

LIST OF CHANGES:

Reason for Modification : Supplemental Agreement for work within scope

Period Of Performance End Date changed from 2014-03-31 00:00:00 to 2014-06-30 00:00:00

Total Amount for this Modification: \$100,000.00

Continued ...

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

15A. NAME AND TITLE OF SIGNER (Type or print)

16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)

VINCENT O. WARDLAW, President

ERIKA EAM

15B. CONTRACTOR/OFFEROR

15C. DATE SIGNED

16B. UNITED STATES OF AMERICA

16C. DATE SIGNED

Vincent O. Wardlaw
(Signature of person authorized to sign)

24 March 2014

Erika Eam
(Signature of Contracting Officer)

3/27/2014

NSN 7540-01-152-8070
Previous edition unusableSTANDARD FORM 30 (REV. 10-83)
Prescribed by GSA
FAR (48 CFR) 53.243

SUNSI REVIEW COMPLETE

MAR 28 2014

TEMPLATE - ADM001

ADM002

CONTINUATION SHEET

GS10F0019J/NRC-DR-38-10-708/MOC23

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OF

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16

NAME OF OFFEROR OR CONTRACTOR

VANTAGE HUMAN RESOURCE SERVICES INC

ITEM NO (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	New Total Amount for this Award: \$1,490,554.00 Obligated Amount for this Modification: \$45,000.00 New Total Obligated Amount for this Award: \$1,356,757.50 NEW ACCOUNTING CODE ADDED: Account code: 2014-X0200-FEEBASED-84-84D001-51-N-192-T8475-251F EBFY 2014 EBFY Fund X0200 Funds Source FEEBASED YBA Office 84 Division 84D001 Branch Cost Ctr (Job Code) T8475 Major prog/business 51 Product Line N Product 192 BOC 251F REIM Agreement Num REIM Agmt Line Num FAIMIS Template Name 84-T8475 PL-N Quantity: 0 Amount: \$45,000.00 Percent: 25.16828 Subject To Funding: N Payment Address: Delivery Location Code: NRCHQ US NRC - HQ DIVISION OF CONTRACTS Period of Performance: 09/30/2010 to 06/30/2014				

Accordingly, the following specific change is to be made to the Contract:

1. Optional Form (OF) 347, Block 17, SCHEDULE, (b) SUPPLIES OR SERVICES, delete the reference to the period of performance in its entirety and replace with the following,

"Period of Performance: October 1, 2010 through June 30, 2014"

2. Section A.3 DURATION OF CONTRACT PERIOD (MAR 1987) ALTERNATE 2 (MAR 1987), delete in its entirety and replace with the following:

"This contract shall commence on September 30, 2010 and will expire on September 29, 2011. The term of this contract may be extended at the option of the Government through June 30, 2014."

3. Price Schedule, add the following in its entirety,

"Option Period – April 1, 2013 – June 30, 2014

COURSES

	Fixed Unit Price
One Day Course(s)	\$2,025.10
One and ½ Day Course(s)	\$2,919.95
Two Day Course	\$3,814.81
Two Day Course with Coaching	\$5,604.51
Travel	NTE \$25,500.00*

PERSONNEL

	Fixed Hourly Rate
Off-site Project Manager	██████
Off-site Project Assistant	██████

ASSESSMENT INSTRUMENTS

	Fixed Unit Price
Emotional Intelligence	██████
Strength Deployment Inventory (SDI)	██████
Myers Brigg Type Indicator (MBTI)	██████
DISC (Inscape Publishing Learning Instruments)	██████
FIRO-B	██████
Keirseey Temperament Sorter	██████

GUEST SPEAKER PRESENTATIONS

	Fixed Unit Price
Guest Speakers Fees	NTE \$50,000.00*
Coordination	
Handouts	
	NTE \$4,000.00*
Travel	

GRAND TOTAL For Period Ending June 30, 2014: NOT-TO-EXCEED (NTE) \$450,000.00.

The Contractor must bill only for services provided up to the authorized NTE amount.

4. STATEMENT OF WORK, add the following in its entirety:

"Option Period April 1, 2013 – June 30, 2014 Statement of Work

1. Background

The Nuclear Regulatory Commission (NRC) licenses and inspects nuclear reactors, materials, and waste facilities to ensure compliance with applicable codes and standards during all phases of construction, testing, and operation to protect the public health and safety and the environment from the effects of radiation. In furtherance of its mission, the commission conducts training programs for its managers, supervisors, and other staff that are designed to strengthen the participants' effectiveness and efficiency in their current positions and to develop their skills and knowledge for future work activities.

The NRC seeks a contractor capable of providing multi-disciplinary talent with like past experience and expertise in performing work in the area of leadership and human resource instructional design, development, implementation and evaluation. The offeror shall provide written evidence, delineating its ability and past experience in providing directly related training and development services to Federal government executives, managers, and professional employees called for in this request for procurement. The contractor shall be able to perform the stages in the Instructional Systems Design (ISD) model including analysis, design, development, implementation, and evaluation of instructional programs as they apply to the curriculum areas and be able to produce custom Web-based self-study training programs. The contractor shall also be able to perform four levels of training evaluation defined by Donald Kirkpatrick and use Return on Investment (ROI) techniques developed by Jack Phillips to measure training and development initiatives.

2. Objective

The NRC Leaders' Academy seeks to enhance the skills and knowledge of its employees (non-supervisor, supervisor, and manager) in grade levels GG-7 through SES by offering state of the art leadership development, career program training courses and other developmental activities.

Further objectives include:

- Sustain a high performing workforce
- Maintain and enhance the professionalism of its employees
- Build public's confidence and trust in NRC
- Enable the professional staff to meet new challenges confronting them in their positions
- Prepare employees for management and supervisory responsibilities
- Provide high-quality training at reasonable costs.

The NRC provides a program of integrated leadership and career development and learning opportunities to all employees in order to promote individual and organizational performance necessary to achieve the missions of the Agency. The Contractor shall furnish all personnel, management, and any items and/or services (except when identified as government furnished) necessary to provide Agency employees, nationwide, a variety of Leadership services in support of the Agencies mission, goals, and objectives.

All work shall be performed in a manner consistent with Program Overview and Goals, as outlined below.

a. Program Overview and Goals

The NRC Leaders' Academy's goal is to provide contemporary management and leadership training and continued development to current, future, and potential NRC leaders so they have the tools necessary to lead the NRC in accomplishing its mission with excellence. The NRC Leaders' Academy approach to facilitating Lifelong Learning at NRC is to provide any time, anywhere learning to enhance employees' leadership skills for jobs of today and tomorrow. Specific work of the NRC Leaders' Academy involves:

Leadership Development Programs - NRC Leaders' Academy develops, administers, and provides guidance to NRC employees for a number of Leadership development programs including, but not limited to, the Situational Leaders Program, The Leadership Potential Program, The Team Leader Development Program, The Supervisor Development Program, The SES Candidate Development Program, The Executive Managers Program, and the Senior Leaders' Program.

Courses and Services - Formal on-site, classroom-based, web-based and computer-based training is provided to meet the needs of employees. In addition, a wide array of training resources to include desk aids, self-studies, workshops, learning labs, and a multi-media library of resources are provided to facilitate lifelong learning in the Agency.

Leadership Management and Assistance Services – Leadership management and assistance services including assessment of skills and interests, assistance in developing skills and tools, workshops, seminars, and career counseling are provided to respond to expressed Agency needs or individual needs. Such services include, but are not limited to:

- (1) Screening and Assessment Services** to assist employees in identifying their needs and desires in order to provide additional services or to refer the employees to other services. Assessment can be provided to determine skills, interests, values, preferences and adult educational level.
- (2) Professional Leadership and Career Consulting Services** to provide employees with comprehensive consulting services including:
 - (a) Interpretation of results from leadership assessment instruments; Emotional Intelligence Assessment; Strength Deployment Inventory (SDI); MBTI (Myers Briggs Type Indicator) (2 parts); DISC (Inscape Publishing Learning Instruments; FIRO-B; the Keirsey Temperament Sorter; the Self-Directed Search; and the Strong Interest Inventory.
 - (b) Guidance to identify realistic career and leadership goals;
 - (c) Identification of training and education needs/resources;
 - (d) Development of Leadership and Executive Development/Career Plans;
- (3) Workshops and Seminars** on current leadership and career management topics to address NRC employee issues and concerns. Sessions may be conducted by NRC staff, contractor staff or outside consultants.

3. Scope of Work

General. This contract shall provide a wide range of leadership and career management assistance for employees, at all GS grade levels. The Contractor shall perform assigned tasks in accordance with project schedules and deliverable requirements established in written Delivery Orders. Delivery Orders will include assignments pertaining to one or more of the following:

Assessment of Leadership and Career Management and Assistance Needs. The Contractor shall participate with NRC staff to conduct research on NRC and individual employee leadership and career management assistance needs in order to determine types of services and developmental activities required.

Deliver Comprehensive Leadership Consulting Services. The Contractor shall provide professional leadership and career consulting to individual employees and to intact groups (i.e., employees within an office who report to the same supervisor or a employee who comprise members of a specific program).

Design, Develop, and Deliver Leadership and Career Management Workshops, Seminars, and Learning Courses. The Contractor staff shall design, develop, and deliver workshops, seminars and learning courses. Contractor will also provide related materials on leadership and career-related subjects that address knowledge and skills needed by employees to effectively manage their careers. Seminar days may be held at NRC headquarters building, the NRC Professional Development Center (PDC) and/or Regional Offices as well as other locations as designated by the PM.

Coaching. The contractor shall be responsible for providing coaching services that will focus on the SES candidates' certification package development, and will include review, critique, comments, and recommendations with suggestions for improvement of the written draft and final documents as well as coaching to assist participants to better understand requirements of OPM leadership competencies, Executive Core Qualifications (ECQs), SES qualifications, and how their experience should best be expressed through clarity in their writing style, and relevance and comprehensiveness in their written content.

Self-Instructional Modules. The Contractor shall, in collaboration with NRC staff, create self-instructional modules in the areas of Leadership, career management and personal development. The Contractor shall use current workshop offerings and, as appropriate, develop new offerings.

Web-Based Training Materials. The contractor shall prepare Web-based training programs that are SCORM/508 compliant, as an alternative or supplement to the NRC's curriculum of courses for its management staff. The offeror shall be capable of providing effective, interactive Web-based instructional materials using software specified by NRC for its instructional technology infrastructure. Design and development of Web-based courses shall be in accordance with ISD training principles and NRC guidelines.

Seminar/Workshop/Course Outlines. The Contractor shall develop seminar/workshop/course outlines for new offerings and when appropriate, update current packages. Outlines shall include 1) overall objectives; 2) objectives for activities, including videos; 3) brief description of instructional methodology and content for each module; 4) time frames; and 5) participant hand-outs.

Electronic Workshops. The Contractor shall arrange for, or use NRC-available software as needed, to post and/or conduct seminar/workshop/course materials via the NRC Intranet.

Mentoring Programs. The Contractor shall facilitate the mentoring process for mentoring pairs under the NRC Mentoring Program as well as intact groups participating in NRC-sponsored leadership and career development programs. This involves the development and offering of mentoring training for mentors and mentees, participation and/or facilitation of the mentee-mentor matching process, facilitation of progress review sessions, and the facilitation of core

training for mentees.

Marketing. The Contractor, at the direction of the PM, shall design, develop and implement strategies and approaches to successfully market leadership and learning development programs.

Participant Tracking and Reporting. The Contractor shall maintain data on employee participation in workshops/seminars, forums, career counseling/coaching sessions and other learning development programs.

Seminar and Workshop Evaluations. The Contractor shall evaluate all seminars and workshops to ensure that seminar goals and objectives are met and that there is a systematic application of evaluation techniques to ensure that learning is appropriate to client needs. Evaluation reports shall be submitted to the PM within five (5 days) after the seminar/workshop delivery. At the direction of the PM, the Contractor shall conduct follow-up evaluations with participants who have attended selected seminars/workshops to ascertain the effectiveness of the learning experience.

Leadership and Career Management Reviews (Level 3). At the direction of the NRC Project Officer (PO), the Contractor shall develop and conduct Leadership and career management reviews to ensure that overall program and service goals are met and results are achieved. This involves the evaluation of workshops, seminars, self-studies, combined with the reactions of managers, supervisors and participants of the services provided, as well as the review of appropriate program records to determine results or outcomes.

Revised Course Materials. From time to time, the NRC will require modifications to its programs and courses to meet the current needs of the commission. The contractor shall be responsible for ensuring that any modifications are reflected in all the course materials. Course material changes may be minor or major, as described below:

Minor Changes. The contractor shall make minor changes to the program courses, at no additional cost to the Government, to maintain accuracy and relevancy of the teaching materials and to reflect participant comments on the value of the topic taught, such as whether more emphasis should be placed on a particular topic or whether a topic has no relevancy or is redundant to material taught in another course of the program (unless purposely included). Examples of minor changes are an organizational change, a date change, the deletion or addition of NRC-provided materials.

Major Changes. The contractor may be requested to make major modifications to a course or program. Examples of major changes are when another course is folded into an already existing one or a course is completely revised and new material is added or the course is redesigned or restructured in a number of areas. Major modifications shall be handled pursuant to the changes clause. The NRC will modify the contract to reflect the number of days taught (if a reduction occurs) and the new unit.

Participant Evaluation. The NRC will provide an evaluation/feedback form that the contractor shall use for each course being conducted and furnish it to each participant in the course to be completed at the end of the course, if not available via the online LMS system. An this evaluation is attached to this SOW. The NRC reserves the right to make any changes to the evaluation form necessary to meet its reporting requirements. The original copy of all completed participant evaluations shall be submitted to the NRC PO on the day the course ends. Within 10 working days, the NRC PO will send a copy or summary of the evaluations to the contractor. The contractor shall review the participant's evaluations to determine if major or minor changes to any given course or facilitated session would improve the instruction for the purpose of providing greater learning potential and performance of participants' jobs and make any recommendations for improvement. The contractor shall summarize the findings on each evaluation form in the monthly report and provide the summary to the NRC PO.

Travel.

- a. Travel costs such as mileage and parking or metro fares within the local contractor's area will not be allowed. Parking will not be provided by the NRC.
- b. If a facilitator is away from his/her place of residence and requests flight arrangements be made from a location other than their place of residence, the NRC will not be obligated to pay the increased costs.
- c. All travel shall be in accordance with Government Travel Regulations in effect at the time the travel is undertaken.
- d. The contractor shall be responsible for making all travel arrangements. All travel expenses shall be reasonable and within the government allowance. The contractor shall submit itemized receipts for travel expenses when invoicing the NRC and include supporting documentation for travel such as: lodging statement, copy of airline ticket, copy of rental car receipt, or cab receipt(s).

b. Deliverables

Delivery Order Deliverables. The Contractor shall furnish the deliverables identified in fully executed Delivery Orders. Deliverables in the form of reports shall be typed in Word 2007 or 2010 format and include the contract number and the Delivery Order number. All training materials, participant guides, facilitator guides and other work are produced under this contract as works for hire developed for NRC and shall be submitted in final status to NRC in both Word 2007 and pdf formats.

Monthly Activities Reports: The Contractor shall prepare and submit reports of monthly technical and financial activities. The reports shall contain the information specified in the section below entitled "Specifications for Monthly Reports" and shall be submitted by the tenth of each month for the previous month. The administrative section of the report shall summarize the status of each delivery order and the financial section of the report shall detail the financial actions by delivery order.

Oversight. The Contractor shall provide sufficient oversight to ensure that:

- (1) All contractor personnel are functioning in accordance with their designated labor categories and at acceptable levels of performance.
- (2) All activities performed are in accordance with the requirements of this contract.
- (3) Positions called for by this contract are filled promptly and consistently with qualified, competent, trained personnel.
- (4) Requirements for all reports and other deliverables specified in fully executed Delivery Orders are fulfilled.

Specifications for Monthly Activities Reports

The Contractor shall furnish typed progress reports to the PO on the work performed during the previous calendar month by the tenth of each month. Each report shall be organized by Delivery Orders and contain an administrative section and a financial management section.

- a. The administrative section of each progress report shall include, at a minimum, the following information
 - (1) The Delivery Order Number;
 - (2) The Contract Number;
 - (3) The reporting period;

- (4) The title/subject of the Delivery Order.
 - (5) A concise description of the work performed under the Delivery Order during the reporting period, in the terms of the work scheduled, deadlines established for the task, and status of the work to date.;
 - (6) A concise description of any technical or administrative problems that have arisen during the past reporting period under the Delivery Order, problems/issues may be expected to arise during the next reporting period and what action is being taken.
- b. The financial management section of each report shall include, at minimum, the following information:
- (1) The total charge for the reporting period and the cumulative total charge;
 - (2) The charge, in dollars, by labor category, during the reporting period and cumulatively;
 - (3) The labor-hours expended, by labor category, during the reporting period and cumulatively;
 - (4) The number of hours worked by each person (by name) during the reporting period, by labor category;
 - (5) The charge, in dollars, for out-of-town and/or overnight travel during the reporting period and cumulatively; and
 - (6) The balance of funds in the Delivery Order at the end of the reporting period.

The contractor shall provide a qualified on-site Senior Facilitator to facilitate the anticipated courses set forth in the table below at NRC headquarters and regional offices for the base year and one option year. The exact courses and the number of times they are given may vary based on agency need during the contract period. Upon award, the contractor shall be provided with current participant and facilitator guides for each course to be used in facilitating the courses. The contractor shall provide all course participant guides, instructor guides, and related materials in both hard copy and final electronic files in Word 2007 format ready for reproduction by NRC.

Courses To Be Conducted

Courses to be conducted include, but are not limited to, those listed below and as designated by the PO.

Course Title	Estimated Course length in days	# of time taught per year
Conflict Management	2	7
Culture and Values Management for Supervisors and Managers	2	7
Interpersonal Communications	2	7
Leadership Orientation	2	6
Motivating Others and Team Development	2	6
Performance Management	1.5	6
Employee Recruitment and Retention Tools and Techniques	1	5
Recruitment, Behavioral Interviewing and Selection	1.5	5
Self Assessment for Leadership	1	7
Coaching for Results	1	7
MBTI: Presenting Types in Organizations	1	10

Current Course Descriptions

1. Conflict Management, Course 1120

Conflict among employees and work groups is inevitable. However, the outcomes of conflict are not predetermined. Conflict can escalate and end in nonproductive results, or conflict can be resolved and lead to

quality final products. Supervisors can be given tools to manage these outcomes. It is likely that supervisors who are new to the leadership role will have had limited exposure to managing and resolving conflict. This course begins with a focus on how conflict is experienced on a personal level, progresses through interpersonal conflict and finally, addresses how conflict impacts the organization. The course describes accepted conflict management principles, provides strategies for dealing with conflict, and allows for practice in NRC-related situations. No video or assessment instrument required. (Two-Day Course)

2. Culture and Values Management for Supervisors and Managers Course 1250

Based on the April 2009 Internal Safety Culture Task Force report, this course is designed to bring awareness and understanding to the definition of the NRC Safety Culture by teaching supervisors and managers the importance of communicating the NRC values and setting expectations meant to promote a strong internal safety culture. This course required the Group Think Video, which will be provided by the NRC. Requires reprinted copyrighted materials. (Two-Day Course)

3. Interpersonal Communications, Course 1118

This course will enable new NRC supervisors to communicate effectively with subordinates, team members, peers, and upper management. At the NRC, employees, teams, and work groups are interdependent on one another. Effective interpersonal communications is a vital skill for success as a supervisor and leader. This course focuses on interpersonal communication skills. Effective communication is essential to ensure work gets done. Interpersonal communications is a two-way process that includes sending and receiving messages. Requires Communications Breakdown Video. (Two-Day Course)

4. Leadership Orientation, Course 1111

This course concentrates on understanding the challenges faced by today's leaders. Participants will compare and contrast different leadership styles to discover their natural approach to leadership and how that works for them while at the same time exploring techniques to develop leadership skills in others. Students will examine the skills and behaviors essential to effective leadership. The students will leave the course with a clearer and stronger understanding of their own leadership style and gain an appreciation for seeing its potential in others. Requires identifying and scheduling a Guest speaker and Panel for the Course. (Two-Day Course)

5. Motivating Others and Team Development, Course 1151

Motivation is directly related to employee retention and productivity. Therefore, Leaders are responsible for motivating and inspiring their staff to reach organizational and individual goals. This course is designed to enable leaders with the skills and knowledge to create environments in which people are highly motivated to perform. Participants learn the three factors that affect the motivation of employees—focused work, interpersonal support, and individual value. As a result of this course, they will be able to create an environment that allows individuals and work groups to achieve their full potential. They will learn to spark high levels of sustained energy in individuals and work groups to improve results. Requires FIRO-B Assessment (25 Assessment Instruments required per course) (Two-Day Course)

6. Performance Management, Course 1171

To provide a strong foundation in performance management, enabling participants to better evaluate employees' performance against their elements and standards, using the five levels of NRC's performance rating system. Through the use of case studies, they learn the do's and don'ts of performance appraisal discussions, how to provide meaningful feedback, how to recognize and properly reward good performance and when to engage with HR if there are performance problems. No video or assessment instrument required. (One and ½ Day Course)

7. Employee Recruitment and Retention Tools and Techniques, Course 1181

This course provides a strong base for retaining the "best and the brightest" employees and skills for NRC. Participants use the NRC Managers' Employee Retention Toolkit to learn how to retain staff. No video or assessment instrument required. (One-Day Course)

8. Recruitment, Behavioral Interviewing and Selection, Course 1121

This course is designed to help supervisors and managers understand how recruitment is done at the NRC, become better interviewers, and make sound hiring decisions. Requires "More Than a Gut Feeling III" (One and ½ Day Course)

9. Self-Assessment for Leadership, Course 1119

This workshop will help participants learn how they relate to others by exploring motivational styles and conflict. The workshop centers on the Strength Deployment Inventory (SDI). This inventory helps you assess the strengths you draw upon when you are faced with conflict in relationships. These principles can enhance your self-awareness as a leader in the NRC and can also be applied in your personal relationships. The inventory contains two kinds of assessment: How you respond to situations with others when all is going smoothly and how you relate to others when you are faced with conflict. In this workshop there will be opportunities for you to consider your own motivations, and how they impact your relationships with employees, peers, and supervisors. This course requires the Strength Deployment Inventory (SDI). (Two-Day Course)

10. Coaching for Results, Course 1161

In Coaching for Results, manager will gain the essential skills needed to enhance their ability to coach employees. By learning the proper techniques in coaching, supervisors and managers can raise the performance levels of their teams and increase the value to the organization by building trust and solving problems. No video or assessment instrument required. (One-day Course)

11. MBTI: Presenting Type Organizations

This highly interactive 1-day classroom course will help you develop a deeper understanding of yourself and how you relate to others — both personally and professionally. For more than 50 years, the Using the Myers-Briggs Type Indicator® (MBTI), instrument has helped millions of people develop skills to better understand, value, and manage similarities and differences among people. This understanding enhances personal and professional relationships by increasing harmony, productivity, and effectiveness among diverse individuals and groups. Because it explains basic patterns in human behavior, the MBTI® instrument used in this course will give you valuable knowledge and skills in areas such as Self-understanding & development, Team-building, Interpersonal communication, and Conflict management. (One-day course)

Assessments:

Assessments to be delivered and administered by the contractor shall include but not be limited to the following as determined by the COR: Emotional Intelligence Assessment, Strength Deployment Inventory (SDI), MBTI (Myers Briggs Type Indicator) (2 parts), DISC (Inscape Publishing Learning Instruments, FIRO-B, and the Keirsey Temperament Sorter.

Duties and Qualifications of Key Personnel by Labor Category

The following labor categories shall be applicable to all work under this contract, at the hourly rates negotiated in the current NRC delivery order under Vantage's GSA FSS contract and will serve as key personnel.

Off-Site Project Manager The Contractor shall provide an on-site Project Manager to manage the work of contractor staff and to work in collaboration with the NRC Contracting Officer Representative (COR) to ensure that leadership and career management services are provided to employees at all levels.

(1) **Duties**

(a) Effectively and efficiently plan, organize and manage contract employees engaged in various duties as described herein. This shall include the day-to-day management of staff assigned to the NRC Leaders' Academy;

corporate authority to recruit, hire and evaluate personnel; coordination and delivery of leadership and career services and workshops; and establishment of improved procedures and controls where necessary to ensure that all services meet or exceed requirements.

(b) Meet on a regular basis, with the COR and other designated NRC staff to discuss Contractor deliverables and objectives, identify problems and issues and discuss problem resolution. Provide the COR with reports on the status and activities of personnel covered under this contract to ensure that all activities are being properly executed; make suggestions to the PO for improvement of services.

(c) Review and approve all products developed by Contractor personnel designated as deliverables under this contract, and obtain final COR approval on all Contractor developed materials prior to publication.

(d) Participate in planning sessions with COR and NRC designated staff to determine methods, content, and schedules for workshops, seminars, and other products and services. Obtain COR approval of any change of instructors prior to the instructor's seminar/course efforts, and conduct necessary discussions with the instructor to focus on content and delivery of the seminar/course.

(e) Provide program/technical support for the NRC Mentoring Program including overseeing the effective operation of the automated mentoring matching/tracking system and reports.

(f) Ensure that a system for assessing employees' knowledge, skills, and abilities is in place and operating effectively in accordance with NRC policies and procedures. Evaluate the effectiveness of the system and make recommendations concerning any technical and/or administrative problems encountered.

(g) Conduct workshops, and/or seminars on mentoring and leadership management and assistance topics for executive staff mid-level managers and employees in particular, and other employees, as needed.

(h) Serve as Career Consultant/Advisor to executive staff on career management and transition matters including mentoring, the development of career/individual development plans, application packages and interviewing techniques, as appropriate.

(i) Conduct mentoring training for mid- and senior-level employees (mentors and mentees) participating in NRC's leadership and career management/succession-planning programs.

(j) Participate on NRC work and/or project teams as needed and respond to requests from the PO, whether administrative or technical, in a timely manner.

(k) Administer and interpret, as needed, aptitude and achievement tests and interest inventories (which have been established as leadership and career counseling tools). Instruments include but are not limited to: the Myers Briggs Type Indicator (MBTI), the Self-Directed Search, Strengths Development Inventory, and the Strong Interest Inventory.

(2) Qualifications and Experience

(a) Significant professional experience in the public and private sector in the human resource arena with a minimum of two (2) years spent counseling adults at all levels, particularly senior levels, on career management and transition matters in an organizational setting and a minimum of two (2) years spent supervising/managing employees at all levels;

(b) Demonstrated ability to originate and apply new ideas and to see projects through to completion;

- (c) Demonstrated ability to work independently with minimum guidance from the client and the ability to manage multiple tasks simultaneously;
- (d) Current knowledge of best practices in the field of career management and assistance;
- (e) The ability to communicate effectively orally and in writing, and technically qualified to communicate with NRC employees at all levels;
- (f) Proven ability to handle all aspects of the supervision of individuals (e.g., hiring, firing, rating, training, etc.).
- (g) Ability to administer and interpret career assessment instruments for NRC employees at all levels.

Senior Facilitator (Adult Educator) The Contractor shall provide, at request of the PO, one (1) Senior Facilitator.

(1) Duties

- (a) At the direction of the COR, design, develop and deliver education and training courses, workshops, desk aids and other performance technology interventions to help employees strengthen essential skills in leadership development categories.
- (b) Administer and interpret, either personally or through various resources, leadership assessment tools to advise employees concerning the appropriate use of applied assessments.
- (c) Design and conduct courses and other learning interventions.

(2) Qualifications and Experience

- (a) Significant experience teaching adults in an organizational setting and demonstrated practical knowledge of the subject area to be taught and the methods and techniques of instruction.
- (b) Expertise in developing and reviewing training/course materials, aids, etc. and evaluating the training results.
- (c) Expertise in using appropriate assessment/testing instruments.
- (d) Expertise in identifying, evaluating, and making effective use of adult education and training resources to recognize and address problems areas needing special attention.

Off-Site Project Assistant The Contractor shall provide one (1) off-site Project Assistant (15 hours per week) to perform the following:

(1) Duties

- (a) Provide instructional design and administrative support including typing, filing, and answering phones; receive visitors. Prepare letters, memos, training manuals, reports and other training-related documents.
- (b) Provide logistical support for workshops and seminars ensuring seminar packages contain materials and training aids identified in course outlines; reserve training rooms; receive nominations; arrange for classroom setup including appropriate equipment such as a laptop for PowerPoint presentations; prepare certificates of program completion, and summaries of participant evaluations.

- (c) Develop promotional material and workshop/seminar announcements; arrange for printing and ensure that materials are available when and where needed.
- (d) Arrange for, or use designated software to publish workshop announcement and other materials to the NRC Intranet, or arrange for the uploading of materials, as appropriate.
- (e) Collect documents and data related to leadership and career management and assistance events and participants, including but not limited to workshop attendance rosters, participants evaluations and counseling services. Prepare special and recurring reports.
- (f) Make travel arrangements for contract staff and review expense reports, time and attendance reports and invoices for accuracy.

(2) Qualifications of Off-Site Project Assistant

- (a) Significant experience (two years) working in a training environment.
- (b) Demonstrated experience in using office automation software including word processing such as WordPerfect and Microsoft Word, a spreadsheet such as Excel, and a graphics package such as Power Point; some experience in the use of database such as Microsoft Access.
- (c) Demonstrated strong communication and skills.
- (d) Ability to plan and organize work to meet deadlines.
- (e) Proficiency in grammar, spelling, and punctuation as well as good proofreading skills.

Deliverable, Delivery Locations, and Cancellations. The contractor shall electronically submit to the COR and Contract Specialist, no later than the tenth of each month, as applicable, the following:

- Course schedule showing all courses currently scheduled, with appropriate annotation as to course title, date, location, facilitator, and work order number, if known.
- A final report upon completion of the contract.
- The contractor shall deliver to the following addresses, as applicable, all instructional materials to be used for training or leadership activities that are not the property of NRC, a minimum of five workdays prior to a scheduled date of training: (all materials should be clearly marked with the contents containing: the name of the course and the date the course is scheduled to be given)

Course Materials:

Ms. Dennise Orlando, NRC Contracting Officer Representative
Mail Stop: 3WFN 02-C28
U.S. Nuclear Regulatory Commission
Mail Processing Center
4930 Boiling Brook Parkway
Rockville, MD 20852-2306
(301) 287-0585

The contractor shall send applicable course materials to the applicable region when courses are offered in a region in sufficient time (generally two full weeks) prior to a course presentation. For each of the NRC's four regions, the following addresses shall be used until further notice:

Training Coordinator
U.S. NRC, Region I
475 Allendale Road
King of Prussia, PA 19406-1415
(601) 337-5700

Valencia Hicks, Training Coordinator
U.S. NRC, Region II
61 Forsyth Street, SW
Atlanta, GA 30303-8931
(404) 562-4846

Ms. Chad McCormick, Training Coordinator
U.S. NRC, RIII
2443 Warrenville Road
Suite 210
Lisle, IL 60532-4352
(630) 829-9555

Ms. Sandra Lindsay, Training Coordinator
U.S. NRC, RIV
612 E. Lamar Blvd., Suite 400
Arlington, TX 76011-4125
(817) 860-8100

Cancellation of Service Requested by NRC. The NRC has the right to cancel a class if less than 15 participants are enrolled for the course. The contractor will obtain prior approval from the NRC Project Officer prior to preparing for the course (i.e. travel arrangements, printing of non-NRC owned materials, etc).

The NRC will cancel a course when there is insufficient enrollment not later than five work days prior to the time the course session is to begin. The NRC may reschedule the session for a mutually agreed date without additional cost to the NRC. Should the Training site have to close down for an emergency situation, and it is not within the five work-day limit, the contractor shall reschedule the course on a mutually agreeable date without additional cost to the NRC.

Quality of Performance

During the life of the contract, the contractor shall assure that the contractor-furnished instruction and course materials are of the highest quality. The contractor shall, as a minimum:

- Be responsible for reading and understanding the course materials and be qualified to conduct classes with a class size of at least 15 to 35 participants.
- Maintain control of the learning time so that the presentation of information and exercises remain organized and timely (key points and course objectives are stated and met, 10-minute breaks are provided (generally every 50-minutes) within the overall schedule, and distractions, such as questions that are of minimal interest to the class as whole and can be answered later or individually are consistently and tactfully controlled.
- Observe the effect of the instruction on the class and reasonably attempt to clarify, provide examples or in some other way help correct problems, and improve class participants' opportunity to learn.

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- Ensure the participant handbooks and other instructional materials are designed in accordance with HRTD Operating Procedure 0404 "Training Material Control" (see attachment) in a quality fashion, as outlined in this SOW, and acceptable to the NRC COR.
- Provide qualified primary and alternate back-up facilitator for each course who shall be able to fill-in if the primary facilitator is unable to perform the services on the date scheduled. The contractor shall obtain the NRC COR's approval before substituting a back-up facilitator."

All other terms and conditions remain the same.

[END OF MODIFICATION, M0023]