

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE		PAGE OF PAGES 1 2	
2. AMENDMENT/MODIFICATION NO. M0006		3. EFFECTIVE DATE See Block 16C		4. REQUISITION/PURCHASE REQ. NO. See Schedule	
5. PROJECT NO. (If applicable)		6. ISSUED BY US NRC - HQ ACQUISITION MANAGEMENT DIVISION MAIL STOP 3WEN-05-C64MP WASHINGTON DC 20555-0001		7. ADMINISTERED BY (If other than Item 6) CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) MANAGEMENT CONCEPTS INC 8230 LEESBURG PIKE STE 800 TYSONS CORNER VA 221822641		(X) 9A. AMENDMENT OF SOLICITATION NO.		9B. DATED (SEE ITEM 11)	
CODE 082355652 FACILITY CODE		X 10A. MODIFICATION OF CONTRACT/ORDER NO. GS-02F-0010J NRC-HQ-84-14-T-0001		10B. DATED (SEE ITEM 13) 09/19/2014	

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: \$54,657.35
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:
X	D. OTHER (Specify type of modification and authority) FAR 52.212-4 CONTRACT TERMS AND CONDITION-COMMERCIAL ITEMS (MAY 2014), (c) CHANGES

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. Incrementally fund the award in the amount of \$54,657.53. Section NRCB060 CONSIDERATION AND OBLIGATION-DELIVERY ORDERS, (c), delete the first sentence and replace in its entirety with the following, "(c) The amount presently obligated with respect to this order is \$586,325.35."; and

2. Modify Task Order 1 for Customization for COTS Courses.

Please see the attached for detailed information.

LIST OF CHANGES:

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) Sheela Cook		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) ERIKA EAM	
15B. CONTRACTOR/OFFEROR Sheela Cook (Signature of person authorized to sign)	15C. DATE SIGNED 9/14/15	16B. UNITED STATES OF AMERICA Erika Eam (Signature of Contracting Officer)	16C. DATE SIGNED 9/14/15

NSN 7540-01-152-8070
Previous edition unusable

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

TEMPLATE - ADM001

SUNSI REVIEW COMPLETE

SEP 15 2015

ADM002

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
GS-02F-0010J/NRC-HQ-84-14-T-0001/M0006PAGE OF
2 2NAME OF OFFEROR OR CONTRACTOR
MANAGEMENT CONCEPTS INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Reason for Modification : Other Administrative Action NEW ACCOUNTING CODE ADDED: REQ#: OCHCO-15-0217 2015-X0200-FEEBASED-84-84D003-51-N-192-T8488-252B Amount: \$10,000.00 REQ#: OCHCO-15-0218 2015-X0200-FEEBASED-84-84D003-51-N-192-T8488-252B Amount: \$14,000.00 REQ#: OCHCO-15-0083 2015-X0200-FEEBASED-84-84D003-51-N-192-T8488-252B Amount: \$8,857.35 REQ#: R1-15-0064 2015-X0200-FEEBASED-91-91D099-41-N-192-1078-251F Amount: \$7,000.00 REQ#: R3-15-0096 2015-X0200-FEEBASED-93-93D099-41-N-192-1078-251F Amount: \$14,800.00 All other terms and conditions remain the same.				

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Accordingly, the following changes are as follows:

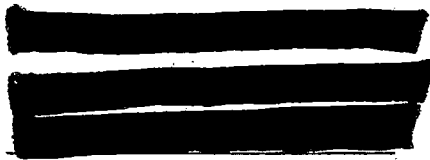
1. TASK ORDER, delete in its entirety and replace with the following,

**"U. S. NUCLEAR REGULATORY COMMISSION
TASK ORDER**

GSA CONTRACT NO.: GS-02F-0010J
NRC CONTRACT NO.: NRC-HQ-84-14-T-0001
TASK ORDER NO.: 1
MODIFICATION NO.: 1

PURPOSE: The NRC requires the delivery of three classroom training courses on the following topic areas: 'Resolving Conflict through Effective Communication', 'Critical Thinking for Problem Solving', and 'How to have Difficult Workplace Conversation'. Each course must be a customized version of an existing communication COTS course from the Management Concepts course catalog. In addition to the delivery of specific customized courses, the NRC requires the minor customizations in the form of formatting or text of the participant materials purchased or delivered by Management Concepts as described below.

CONTRACT LINE ITEMS (CLINS):



Total: \$19,124.00

STATEMENT OF WORK

"CUSTOMIZED COURSES"

1. BACKGROUND AND OBJECTIVE

To assist in the redesign of the NRC leadership curriculum, The Office of Chief Human Capital Officer/Human Resources and Training Development (OCHCO/HRTD) is building a professional development competency model to prepare staff at all levels to assume positions of formal or informal leadership. The competency model for staff consists of the OPM leadership competencies, the addition of emotional intelligence as a competency, and a specific focus on critical thinking, adaptability, resilience and trust as they relate to current organizational development issues at NRC.

To support the development of these skills, HRTD plans to have delivered three customized courses under the Management Concepts enterprise-wide delivery contract on the topics of conflict resolution, conducting difficult conversations, and critical thinking.

2. PURPOSE

To establish this task order under Section IV.3 of Contract GS-02F-0010J to make minor customization to the formatting or text of one or more of the vendor's COTS courses addressing the topics listed above. Once customized, these courses will become part of the NRC's open enrollment course catalogue and be scheduled for delivery at the PDC on a periodic and reoccurring basis, as well as at regional NRC locations upon request.

3. SCOPE OF WORK

The task order requirements are specified below:

A. Customize Resolving Conflict

Minor customizations to 2-day Management Concepts course #4364 to include the following. These changes will not disrupt the basic instructional design of Resolving Conflict but will involve reformatting and limited text changes to the vendor's Resolving Conflict participant guide. (Note: Class may become a 1.5 day class vs. a 2-day class. This issue will be resolved once the changes are made to the course materials).

- Rename the course Resolving Conflict Through Effective Communication
- Change the audience to general staff
- Delete lesson 5 on ADR and Mediation
- Retain the content and lesson objectives for lesson 1-4 as is
- Eliminate the exercise on page 2-6 but use the 2 questions at the bottom of the page during the content presentation associated with pages 2-2 and 2-3 (introduction of 5 conflict styles)
- Change the exercise on page 2.8 by replacing it with NRC specific conflict scenarios. The purpose of the exercise will be for the students to apply and discuss the five conflict styles to workplace situations reflecting NRC.
- Move barriers to communication content on pages 3-14& 3-15 to follow the introduction of communication barriers on page 3-3. Delete technology exercise on page 3-14. Add the exercise on email from Civility course (page 3-19/3-10) to the end of the discussion on communications barriers
- Incorporate text and exercises from Civility course on pages 3-14 through 3-20 on Nonverbal Behaviors to module 3 pages 3-3 (after Language).
- Add additional table to exercise 3-9 for nonverbal triggers (Non verbal's that can Trigger Conflict and Non verbal's that can diffuse conflict, also add environments that can trigger and diffuse conflict) so exercise applies to previous discussion on subtopics in structuring conversation
- Add an exercise or discussion question to page 4-2 that requires describing what the behaviors in an unhealthy environment look like at NRC and then describe what the behaviors of a healthy environment would look like at NRC to address/resolve the unhealthy behaviors
- Delete the existing reference section from the participant guide and add a new resources section identifying NRC specific resources
- Conduct 1-2 meetings or telecoms between an NRC ISD and Management Concepts ISD staff to discuss these suggested changes and ensure a cohesive course
- Reprint the participant guide with the appropriate course title on the cover and headers, repaginated, and with new inserted text, and exercises

B. Customize Critical Thinking for Problem Solving

Minor customizations to 3-day Management Concepts course #4060 to include the following. These changes will involve reformatting and text changes to the vendor's Critical Thinking for Problem Solving participant guide.

- Change the audience to general staff
- Reduce the class to a 2-day course
 - Delete Global Solutions Unit Case Study
 - Delete lessons 4 and 5 listening, action learning and barriers to communication (these topics are covered in other classroom courses)
 - Delete lessons 8 on perspective & thinking
- Send out content/exercise on pages 1-2 through 1-4 to the students before class a "pre-work" and refocus the model presentation on being more of a review then initial teaching of the current module 1 content.
- Move the text on pages 7-8 and 7-9 to module 1 as part of the general intro on Critical Thinking
- Retain the content and lesson objectives for lesson 1, 2, 3, and 6 as is except rename lesson 6 Methods for Breakthrough Problem Solving
- Introduce module 2 using the 8 step process for problem solving and then link the rest of the lesson to the 8 steps
- Use lesson 7 as the concluding module in the class (assuming we have time) and quickly walk the students through the 8 steps. Then as a final activity have they developed an action plan for implementing the 8 steps for a work problem they identified during module 2. If time permits have them share their plan with a partner.
- Delete the existing appendices from the participant guide and a new resources section identifying NRC specific resources
- Conduct 1-2 meetings or telecoms between an NRC ISD and Management Concepts ISD staff to discuss these suggested changes and ensure a cohesive course
- Reprint the participant guide with the appropriate course title on the cover and headers, repaginated, and with new inserted text, and exercises

C. Minor changes to NRC COTS How to Have a Difficult Conversation.

Re-introduce the 2-day course How to Have Difficult Workplace Conversations (ID_3623; MC 4701) with the following minor changes. These changes will not disrupt the basic instructional design of the course but will require minor text changes to the current participant guide.

- Incorporate minor redline text changes throughout the How to Have Difficult Workplace Conversations participant guide to reflect current policy and organizational culture issues around trust, safety culture and resilience.
- Incorporate text and exercises from Civility course on pages 3-2 through 3-11 on Establishing Trust into the end of Module 2 of How to Have Difficult Workplace Conversations
- Replace Changing Chairs exercise on page 3-9 with Employing the Third Viewpoint text and exercise on pages 5-12 through 5-14 from the Communicating with Emotional Intelligence participant guide
- Delete module 4 but move text from pages 4-2 through 4-4 behavior based developmental messaging and introduce it as technique for implementing dynamic dialogue.
- Change text on page 3-2 to involve 2 steps. 1 Planning and 2. Conversation. Then show how Dynamic Dialogue links to steps 1 and 2 (view Dynamic Dialogue as a technique for implementing steps 1 and 2. Maybe provide an NRC scenario for the exercise on page 3-7 for practicing dynamic dialogue

- Add or change some of the exercises to update NRC specific scenarios or skits in module 5 (Have too much on performance review right now. Replace one of these with a new situation)
- Conduct 1-2 meetings or telecoms between an NRC ISD and Management Concepts ISD staff to discuss these suggested changes and ensure a cohesive course
- Reprint the participant guide with the appropriate course title on the cover and headers, repaginated, and with new inserted text, and exercises

D. MINOR CUSTOMIZATION/CHANGES

- Delete content from the Management Concepts 3-day Building and Sustaining Teams course in order to turn the class into a 2 day course. NRC wants the class exercise (building a tower) deleted from the course; however, subsequent discussion needs to occur between NRC and Management Concepts ISD staff in order to shorten the course content without distributing the course's instructional integrity. Reprint the shortened participant guide for NRC course delivery.
- Change the title of the participant guide for "Project Management Essentials for Non-Project Managers" to "Project Manager Essentials" (including footer, cover pages and text as appropriate) and reprint the participant guide with the shortened title for course delivery at NRC.
- Revise the instructor guide for Critical Thinking for Problem Solving to include use of the video previously deleted from the course (based upon post pilot feedback). Reprint and redistribute the instructor guide to the instructors.
- Make minor editorial revision to the participant guide for Resolving Conflict through Effective Communication to reflect post pilot feedback and change the exercises on page 3-7 and 4-3 to make them more interactive. NRC ISD staff will redline the changes. Reprint the revised participant guide for NRC course delivery.
- Revise 4-6 instructional activities in the How to Have Difficult Conversation course to make the course more interactive and engaging. NRC ISD staff will identify the needed changes in consultation with the Management Concepts ISD staff, as per feedback from the pilot.
- Revise the screen shots and content in the 1-day NRC course Introduction to SharePoint to reflect the look and operation of SharePoint 2010 as it now appears after implementation of Microsoft Office 2013.
- Revise the screen shots and content in the 3-day NRC course SharePoint Skills for Site Owners to reflect the look and operation of SharePoint 2010 as it now appears after implementation of Microsoft Office 2013 and changes in NRC SharePoint policy.

4. REQUIREMENTS

- Contractor shall use the principles of instructional systems design (ISD) as the standard for the customization of each course.
- Contractor shall work efficiently, effectively, and cooperatively with the NRC COR, his or her designee, or a NRC Subject Matter Expert (SME) as needed within the allotted timeframe of the project, and as directed by the NRC COR.

- The contractor will adapt the facilitator guide as needed and ensure the instructor teaches the course from the perspective of NRC specific cultural issues and policies as they relate to managing conflict resolution, critical thinking, and difficult conversations.
- The contractor shall have the use of the Government Furnished Material (GFM) that will be used to develop training products. The contractor will have use of the GFM for the project duration. All GFM shall be returned upon completion of the project.

5. DELIVERABLES

The contractor must deliver the following:

- A. Initial meeting(s) to discuss the project scope, the NRC's training needs, possible course content, identification of Management Concept off-the-shelf courses and content that can be customized to meet the needs, tentative project timelines and other applicable discussion point as needed.
- B. Delivery of the following three courses. The exact content and customization needs of each course are to be determined after issuance of the task order.
 - Resolving Conflict through Effective Communication (2 days)
 - Critical Thinking for Problem Solving (3 days)
 - How to have Difficult Workplace Conversations (2 days)
- C. A draft set of course materials for NRC review prior to publication or course delivery to ensure the content, scenarios, exercises are appropriately customized to meet the NRC's identified training needs. (Note: The COR must approve all draft materials before delivery.)
- D. One NRC feedback/review session once materials are in final draft form. All feedback from NRC will be consolidated into one document and provided to our project manager. One round of revisions will be conducted before materials are prepared for production. (Note: Any revisions needed after the first offering of each course will be discussed and priced via a modification to the initial task order.)
- E. Each course will feature a participant workbook featuring important content that supports the experiential, facilitated nature of the courses, as well as exercises that are tailored from the podium to meet the unique needs and context of NRC.

6. PROJECT SCHEDULE

The preferences to complete the revised participant guides as soon as possible, but no later than November 30, 2015.

7. GOVERNMENT FURNISHED MATERIALS (GFM)

As needed, NRC will provide access to NRC subject matter experts and NRC specific content to be used in the course materials or to customize the course materials. The NRC will also provide

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scenarios, NRC specific resources and exact text to be cut and pasted into the revised participant guide. As well as write brief overview page for the instructors to highlight NRC specific issues as related to conflict resolution, critical thinking, and difficult conversations at the NRC.

8. PERIOD OF PERFORMANCE

The period of performance of this task order is date of award through March 31, 2016. Courses will be customized and delivered at a mutually agreed upon date.

9. POINTS OF CONTACT

NRC COR POC:

Material delivered to: U.S. Nuclear Regulatory Commission
PDC c/o Headquarters: Professional Development Center
4930 Boiling Brook Pkwy
Rockville, MD 20852-2306
ATT: Dennise Orlando, Mail Stop 3WFN/ 2 C28
Dennise.Orlando@nrc.gov

Contact and addresses information for each region shall be provided by the NRC COR prior to the region's first course delivery date."

All other terms and conditions will remain the same.

[END OF M0006]