RECORDS MANAGEMENT, LIBRARY SERVICES, AND COPY CENTER SUPPORT (FIRM FIXED PRICE)

CLIN 5 ACTIVITY 3

PERFORMANCE WORK STATEMENT

1. PURPOSE

This Activity aims to provide the U.S. Department of Energy's (DOE) National Energy Technology Laboratory (NETL) with records management, library services, and copy center support services needed to assist the Government in implementing its energy-related mission. The types of services required are broad and require diverse skills and capabilities. The services required are inherently non-governmental.

The support services described under the Performance Work Statement (PWS) are primarily for delivery at NETL's three research sites: Albany, OR; Morgantown, WV; Pittsburgh, PA; and the office in Houston, TX. Organizational units from across NETL will utilize the services provided by this contract.

The services are to support current NETL systems, technologies, practices, and strategic plans but must be adaptable to changing practices and priorities, evolving technologies, and future systems. Moreover, the services and work products delivered by the contractor must conform to all Departmental and NETL policies, procedures, directives, standards, and other similar requirements, e.g., publications standards.

Finally, the Government seeks a support services contractor that brings with it a flexible and adaptive workforce so that evolving laboratory operations can be matched optimally.

2. SCOPE

2.1. Types of Services

The Contractor shall provide the following types of services under this Activity:

- Records Management
- Library Support
- Copy Center

2.2. Resources

The Contractor shall furnish all personnel, facilities, equipment, materials, and supplies necessary to perform the work under this contract, except for that specifically identified as being provided by the Government, governed by the clause entitled "Government Property."

3. SERVICE AREAS

The requirements in this performance work statement are grouped under Service Areas. Most services will be provided to NETL's Morgantown, Pittsburgh, and Albany sites. NETL reserves the right to redefine locations for tasks as needed.

SERVICE AREA: RECORDS MANAGEMENT, LIBRARY SERVICES, AND COPY CENTER SUPPORT

3.1 Records Management Support

The contractor shall provide a broad range of records management support services to NETL, which includes the following:

A. The Contractor shall provide retention and retrieval services for inactive records at onsite holding areas or offsite records storage locations. This includes preparing records for shipment and using a Government vehicle to deliver and retrieve records between sites and off-site storage.

B. The Contractor shall provide support for NETL's records management system, both electronic format and paper-based, using appropriate quality controls to ensure accuracy in tracking storage locations, schedules, retrieval, timely disposition, and inventory of all NETL records. Provide support for the use of automated and manual records management systems.

C. The Contractor shall maintain NETL's records, including maintaining control of inactive records boxes in the records holding area or any other storage location used for records holding.

D. The Contractor shall assist the Records Officer in scheduling and preserving all paper, electronic, audiovisual, and micrographics records with inventories, required reports, and disposition authorities as these programs are initialized and ongoing.

E. The Contractor shall assist the Records Officer in drafting and reviewing NETL directives, procedures, and policies related to records management.

F. The Contractor shall provide records management services concerning environment, safety, and health records by developing and maintaining a comprehensive filing system that merges the DOE and Contractor(s) ES&H files. This system shall ensure the security of sensitive information and ensure that privacy act provisions are met with respect to personnel medical files. Disposition schedules shall be developed and followed for sensitive and non-sensitive files.

G. The Contractor shall provide support for using automated or electronic document management systems and manual systems relating to NETL's information products, including, but not limited to, warehousing, retrieval, disposition, and the associated records management for these products, including applying disposition to NETL systems and applications, including, but not limited to, the O365 (Exchange, SharePoint, Teams, etc.…), EDX, and the VUE.

H. The Contractor shall support the NETL Records Officer in transitioning to electronic records as OMB M-19-21 Transition to Electronic Records requires. This includes but is not limited to, the transfer of all paper permanent Federal NETL records to NARA by December 31, 2022.

I. The Contractor shall inventory all NETL records and records boxes stored and maintained at NETL or any off-site Records Center, as required by the NETL Records Officer.

J. The Contractor shall provide disposition reports for the Records Officer to submit to all NETL organizations with records eligible for destruction.

K. The Contractor shall maintain an electronic database of record boxes shipped and retrieved between NETL sites, Legacy Management, Federal Records Centers, and NARA.

L. The Contractor shall assist the NETL Records Officer in developing, preparing, and presenting records training for NETL employees and specific record custodians. This can also include general records awareness and records management week activities.

M. The Contractor shall make all arrangements for appropriate disposition of records when scheduled criteria have been met. This includes, but is not limited to, moving boxes to proper storage locations, on-site and off-site, records destruction, and transfer to NARA.

N. The Contractor shall inventory and update essential records in the Essential Records Repository, as required by the NETL Records Officer.

O. The Contractor shall inspect records holding areas frequently to ensure the sites are free of hazards to the records, equipment, and staff.

3.2 Library Support

The contractor shall provide a broad range of library support services to NETL, which includes the following:

A. The Contractor shall acquire reference material regarding NETL's lead mission areas and other associated fields, including the acquisition of paper-based materials and subscriptions to electronic materials.

B. The Contractor shall catalog, tag, and control the library collection of books, eBooks, journals, periodicals, and magazines.

C. The Contractor shall check out, check-in, and account for the library inventory intended for circulation at NETL.

D. The Contractor shall maintain subscription information and manage all reference-related subscription services for NETL, including, but not limited to, access to journals, databases, repositories, standards, and eBooks. This includes but is not limited to notifying the Activity COR and program at least three months before a subscription expires, requesting renewal quotes from vendors, assisting with the procurement process, ensuring receipt and access to subscriptions, and notifying the Activity COR when opportunities for savings and efficiencies are found.

E. The Contractor shall maintain a repository of all NETL contract and Cooperative Research and Development Agreement (CRADA) final reports and summaries; all technical papers published by NETL employees; and all patents issued to NETL employees and any associated patent licenses.

F. The Contractor shall perform literature, patent, and NETL information product searches.

G. The Contractor shall provide inter-library services to NETL and external libraries.

H. The Contractor shall provide support for using automated library or electronic document management systems and manual systems to support NETL information products and the Library Support Sub-Service Area.

I. The Contractor shall ensure that inter-library loan photocopy requests from NETL to outside lenders are filled in accordance with existing copyright law and the National

Commission on New Technological Uses of Copyright Works (CONTU) guidelines. Maintain reports showing compliance in this area for the required three years from the date of request.

J. The Contractor shall inspect the library frequently to ensure the area is free from hazards to the collection, equipment, and staff.

3.3 Copy Center Support

A. The Contractor shall provide high-quality reproduction services on a demand basis. In addition to the reproduction services, this may include preparing completed jobs for shipment and using Government vehicles to deliver jobs between sites.

B. The Contractor shall provide document-binding services for documents generated from electronic and hard copy originals.

C. The Contractor shall provide reproduction, lamination, and signage services for various outreach activities, such as the Science Bowl(s).

D. The Contractor shall provide support in responding to the DOE Semi-Annual Commercial Printing Report, the DOE Printing and Publishing Report, and any other required Copy Center-related reports or data calls.

E. The Contractor shall provide management services for reproduction machines and convenience copiers, including:

1. Provide acquisition recommendations, manage copier subcontracts (as required), and maintain and monitor the equipment necessary to fulfill NETL's duplicating service requirements.

2. Assist users, maintain, and troubleshoot self-serve copy machines. The equipment maintenance and repair service shall include, but not be limited to, the following specific areas: copy quality maintenance, parts replacement, emergency repairs, and preventive maintenance.

3. Designate a primary and alternate individual as POC for all service requests relating to the equipment. The POC shall perform the following duties:

   a) Place all service calls for equipment repairs to ensure consistent and concise information regarding the required repairs.

   b) Coordinate a quarterly review of all equipment and service logs to assess the applicability and performance of each machine in relation to the area the machine supports.

   c) Report any repairs requiring professional services to the COR for approval.

4. Distribute Government publications (i.e., Congressional reports, Code of Federal Regulations, etc.) to NETL personnel in electronic format and hard copy.

5. Order and maintain supply levels sufficient to provide uninterrupted reproduction service.

F. The Contractor shall establish and maintain a monthly usage record system, per copier, of the copy center services and convenience copiers that includes, but not limited to, service calls, number of copies, total copy cost, cost per copy, and color copies for the purpose of administrative control and voucher/invoice reconciliation for all NETL sites.

G. The Contractor shall provide telefacsimile services and monitor and deliver documents received through the NETL fax gateway for all NETL.

H. The Contractor shall inspect the Copy Center area with frequency to ensure the area is free from hazards to the equipment, supplies, and staff. Equipment should be checked to ensure it's in working order, even if not used frequently.

Schedule / Deliverables:

A. Monthly Deliverables:

1. Records Management
   - Performance metrics to include at a minimum:
     - Number of new boxes received for archiving.
     - Number of boxes sent/received from off-site storage.
     - Number of reference requests
     - Number of boxes destroyed onsite.
     - Number of ESS&H files received.
2. Library
   - Performance metrics to include at a minimum:
     - Number of researcher requests
     - Subscriptions renewed.
     - Number of OCLC interlibrary loans
     - Number of non-interlibrary loan deliverables
   - Usage statistics for subscriptions managed by the library.
3. Copy Center
   - Performance metrics to include at a minimum:
     - Number of jobs requested.
     - Total number of pages produced.
     - Total number of original pages
     - Number of faxes received and sent.
   - Copy machine usage reports
4. All three support areas
   - Provide a brief narrative describing work completed in the month. This can be included in the Contractor's monthly report or delivered separately to the Activity COR.

B. Quarterly Deliverables

1. Records Management

- Provide a listing of records eligible for destruction or transfer to NARA. This will include a draft email to each records custodian and associated destruction or transfer paperwork needed for signature.

C. Annual Deliverables

1. Records Management
   - Annual summary of performance metrics
   - Vital Records Inventory
   - Records Inventory
2. Library
   - Annual summary of performance metrics
   - Annual summary of subscription usage
3. Copy Center
   - Annual summary of performance metrics

Authorized Abbreviations and Brevity Codes

CAIRS	Computerized Accident/Incident Reporting System
CBT	Computer Based Training
CESER	Office of Cybersecurity, Energy Security, and Emergency Response
CTS	Contractor Training Site
CTS	Concurrence Tracking System
CV	Curriculum Vitae
DOE	Department of Energy
EDS	Energy Delivery & Security
EDX	Energy Data eXchange
EE	Energy Efficiency
EEO	Equal Employment Opportunity
EOTA	Emergency Operations Training Academy
EPIC	Energy Power Industry Conference
ES&H	Environment, Safety & Health
FEMA	Federal Emergency Management Agency
FN	Foreign National
ILT	Instructor Lead Training
IPC	Internship Program Coordinator
LAN	Local Area Network
LN	Learning Nucleus
MLEF	Mickey Leland Energy Fellowship
NTC	National Training Center
OE	Office of Electricity Delivery and Energy Reliability
ORISE	Oak Ridge Institute for Science and Education
OTS	Organizational Tracking System
PDAT	Planning Data for Approving Travel
PTS	Personnel Tracking System
PWS	Performance Work Statement
RA	Research Associate
RAD	Research Associate Dashboard
SF	Storage Facility
SME	Subject Matter Expert
STEM	Science, Technology, Engineering, and Mathematics
STeMS	Safety Training electronic Management System
STRIPES	Strategic Integrated Procurement Enterprise System
TAR	Travel Authorization Requests
TD	Technical Direction
WPA	Western Pennsylvania