SITE ADMINISTRATIVE SUPPORT SERVICES (FIRM FIXED PRICE)

CLIN 5 ACTIVITY 1

PERFORMANCE WORK STATEMENT

1. PURPOSE

The objective of these services is to provide the U.S. Department of Energy's (DOE) National Energy Technology Laboratory (NETL) with general site administrative and NETL Budget support services to assist the Government in implementing its energy-related mission. The types of services required are broad in nature and require a diverse set of skills and capabilities. The services required are inherently non-governmental in nature.

The support services described in this Statement of Work (SOW) 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 and may issue Task Orders for services.

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 a flexible and adaptive workforce so that evolving laboratory operations can be matched optimally.

2. SCOPE

2.1. <u>Types of Services</u>

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

- Executive Level Assistant and General Administrative Support
- NETL Receptionist / Foreign Travel Management Support
- NETL Budget Support
- Policy and Analysis Support
- Directives and Forms
- NETL Freedom of Information Act Administrative Support

2.2. <u>Resources</u>

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

3. SERVICE AREAS

The requirements in this performance work statement are grouped under Service Areas. The majority of 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: OFFICE MANAGEMENT SUPPORT

Sub-Service Area: Clerical Support

Activity 1: Administrative Support

The Contractor shall provide administrative services supporting the various NETL directorates and divisions. Directorates and divisions may have unique service requirements specific to their functions. The support shall include, but not be limited to, the following:

A. Draft, proofread, edit, and transmit correspondence (*letters, memoranda, reports, spreadsheets, presentations, forms, etc*.) pursuant to the U.S. Department of Energy Executive Secretariat Correspondence Style Guide, Gregg Reference Manual, and the U.S. Government Printing Office Style Manual using NETL's standard software programs and NETL applications. The use of computers is relied on heavily for organizational and reporting purposes. The contractor shall be proficient in the use of Microsoft Office products (*e.g., MS Outlook and Office including Word, Excel, PowerPoint, Access, SharePoint, etc*.) Expertise with PowerPoint and Excel is required. Collect, copy, fax, scan, and file information needed to produce, distribute, and track such correspondence.

B. Establish and maintain filing systems in accordance with NETL Procedure 243.1 Records Management, including document control on the Director's SharePoint hub and common drive).

C. Prepare purchase requisitions using STRIPES. Prepare storeroom requisitions. Ensure that items are tracked, received, and distributed in a timely manner.

D. Utilize and maintain databases and information systems. Review and reconcile data. Generate reports from various informational databases using standard parameters or special queries as required. Provide data entry for startup or closeout information on projects.

E. Answer telephones in a professional manner. Screen and route calls to the appropriate personnel and/or take accurate phone messages and relay to appropriate personnel in a timely manner.

F. Maintain stakeholder contact records and update contact information for external/internal stakeholders and headquarters. Communicate with appropriate personnel to ensure information is kept current.

G. Process document control and correspondence for signature through the Organizational Tracking System (OTS), Concurrence Tracking System (CTS) for concurrence packages, and Action Tracking System (ATS) for action tasks. Maintain files and logs for records of correspondence and documents executed. Follow up on status with customers.

H. Sort and distribute incoming standard mail, pick up and deliver correspondence packages, and color-coded pouches shuttled between the Receptionists at the Pittsburgh and Morgantown sites. Complete NETL F460.1-13, UPS Express Account, and Authorization Approval form used for warehouse to ship items through UPS.

I. Coordinate logistics for meetings and events (e.g., scheduling, resources, Webex, MS Teams, and call-in numbers, etc.). Provide meeting materials for attendees. Maintain updates of the Event Tracker System (ETS) and generate reports as needed to track and maintain records of events and meetings attended.

J. Assist in consolidating and editing various executive-level reports.

K. Set up and schedule interviews for new hires and assist with the onboarding process as needed.

L. Support staff with general typing, formatting of documents, and reports, completing and submitting various forms and recordkeeping, work orders, and data entry. Fax, scan, copy, file, etc., as needed.

M. Assist with conference registration paperwork and document preparation and approvals.

N. Maintain supply cabinets, copy rooms, and office equipment areas (printers, copy, fax, shredding, and scanner machines, etc.) organized, well stocked, and in working order.

O. Prepare and coordinate travel arrangements, including travel authorizations, vouchers, reports, and other necessary travel documents.

P. Coordinate logistics (e.g., scheduling, resources, etc.) for meetings, events, and inspections.

Q. Answer phones and direct callers to appropriate personnel for assistance, and/or take accurate phone messages and relay them to appropriate personnel in a timely manner.

R. Prepare purchase and storeroom requisitions and ensure that items are received and distributed. Maintain supply cabinets and forms inventory.

S. Keep copy rooms and office equipment areas (printers, copy, fax, shredding, & scanner machines, etc.) organized, well stocked, and in working order.

T. Update division and/or directorate intranet home web pages as directed.

U. Complete and route work request forms and ensure work is completed.

V. Assist with coordination and support of various outreach activities, such as the Science Bowl(s).

W. Occasional travel between NETL's Morgantown and Pittsburgh sites may be required.

Activity 2: NETL Receptionist and Foreign Travel Management System Support

The contractor (U.S. citizenship is required for this activity) shall maintain NETL's reception areas. Support in this area shall include, but not be limited to, the following:

A. The receptionist desk must be fully staffed during core hours (Core hours for desk coverage by site are as follows: Pittsburgh and Morgantown 7:30 AM - 4:30 PM, EST; Albany 7:30 AM - 4:30 PM, PST; and Houston 7:30 AM - 4:30 PM, CST) Greet visitors and arrange for the responsible NETL employee(s) to escort them to the appropriate office/location. This includes coordinating and obtaining any required equipment for visitors, such as safety glasses, hard hats, etc.

B. Answer and transfer telephone calls; take and relay messages. Receptionists identify themselves as a contractor supporting NETL. Route to the appropriate personnel for assistance and/or take accurate phone messages, then relay to appropriate personnel in a timely manner. (Core hours for telephone coverage by site are as follows: Pittsburgh and Morgantown 7:30 AM - 4:30 PM, EST; Albany 7:30 AM - 4:30 PM, PST; and Houston 7:30 AM - 4:30 PM, CST. After hours, the calls go to the general voice mailbox and are checked by Receptionists the following workday.).

C. Manage and maintain lobby area, including conference room and directory marquees; maintain and replenish displays of brochures, maps, directions, and other printed information materials.

D. Send, receive, and distribute items delivered by the NETL shuttle driver and ensure timely delivery to appropriate offices.

E. Provide general clerical support (typing, copying, faxing, scanning, relaying messages, etc.) for those using the lobby area and conference rooms.

F. Assist Unclassified Foreign National Visits and Assignments (UFNV&A) support specialist as necessary.

G. Utilize NETL Form 470.1-5 Foreign Visitors (log sheet) to document approved foreign-national access and validate passport, visa, or other United States Citizenship and Immigration Services (USCIS) information for all foreign visitors and assignees.

H. Work with the Emergency Public Affairs Team and the Public Affairs Coordinator to route incoming calls and record the necessary information in accordance with NETL Form 151.1-3/5 Handling of Calls in the event of an emergency or NETL incident.

I. By the end of each FY, provide the total number of visitors by site to the Activity COR.

Sub-Activity: Science & Technology Strategic Plans & Programs Support

A. Receptionist support will include preparing and coordinating travel arrangements in NETL's travel systems (PDAT and Concur), including travel authorizations, vouchers, reports, and other necessary travel documents.

B. Provide Foreign Travel Management System Coordinator support to include but not be limited to the following:

1. Prepare, route, coordinate, and perform quality checks on all foreign travel requests that are routed through the Foreign Travel Management System (FTMS). This also includes other National Labs or contractors that will be traveling using NETL funding or NETL research.

2. Provide ad hoc queries of FTMS for travelers.

Activity 3: NETL Budget Support

The contractor shall be responsible for data entry, research, review, and resolution of errors and exceptions originating in the Lab's financial systems. The contractor shall provide staff that is knowledgeable in spreadsheet and data analysis using software to manipulate data in existing formats.

A. Provide support in monitoring and managing expiring and expired time-limited funds. This includes running IPORTAL monthly reports, entering applicable data into the spreadsheet, generating random invoice samples, and preparing documentation for audit purposes.

B. Prepare a monthly report showing EERE Prior Year Adjustments (PYA) for the current period. This report will be forwarded to the Budget Supervisor for distribution.

C. Prepare documentation that is utilized to record monthly cost entries for NETL Site Support awards. Record cost entries into the STARS system and maintain documentation to support those entries.

D. Run the monthly QA Accrual report. Prepare a pivot table on the NETL Site Support Awards. The report is forwarded to Accounting, Budget & Analysis, and Performance & Metrics contacts for further analysis.

E. Perform the monthly STARS to STRIPES reconciliation. This includes analyzing and documenting all differences.

F. Perform the monthly STARS PO to GL reconciliation. This includes analyzing and documenting all differences.

G. On-demand requests for assistance in data entry, gathering of documentation to support audit requests, stale balance reviews, and others as needed.

Assist in monitoring, maintaining, and reconciling data in support of the NETL Budget Directive (BD) system.

A. Reconcile the Budget Directive (BD) system to the FDS system Program Support Office (PSO) change reports as the AFP arrives.

B. Monitor and maintain the BD System, which includes validation and lookup tables, new file creation, and reconciliation. Assist customers with training and system accessibility. Maintain a common access drive for new BD files and review mass updates.

C. Review the Organization chart to capture the manager's name and reporting entity code changes. These changes are then applied to the BD and validation lookup tables. Notify the Budget & Analysis Team Leads of any inconsistencies between the Organization Chart and the STARS Reporting Entity values.

D. Receive the Project Funding Authorization (PFA) reports listing the lab transfers and tax assessment information. These items are posted and reconciled along with an update of STAT table information to the BD.

E. Maintain the integrity of the system by performing the final step of locking each line in both the white and blue sections of the budget directive. This function occurs after the line has been initialed and dated by the budget focal.

F. After year-end closing, reconcile with STARs and lock the BD files.

G. Maintain a shared access drive for all legacy data and generate BMIS historical reports as requested.

H. Provide a monthly copy of the B&R Program Crosswalk report.

The contractor shall provide monthly status reporting, processes, and procedures for all task activities.

A. Document and provide monthly performance reports related to accomplishing all Budget activities. If applicable, this report shall include the products and services delivered and statistics in this area.

B. Create, modify, and maintain all utilized processes and procedures and provide access to the Federal Liaison.

Activity 4: Policy and Analysis Support

The work under this section consists of two significant areas: Administrative Support for the Web-based Information and/or Operations Systems and Unclassified Foreign National Administrative Support for the Finance & Acquisition Center, Acquisition group.

Support to NETL's Finance & Acquisition Center, Acquisition group including, but not limited to, the following:

Sub-Activity: Web-Based Information/Operations Systems Support

A. Provide administrative support and operate and maintain data in various web-based information/operations systems utilized by the Acquisition staff and extract data from multiple information/operation systems for reporting purposes. The Contractor will collect, process, enter, and validate data for these and any subsequently developed systems. Systems utilized by the Acquisition staff requiring support/access may include, but are not limited to, the following:

   1. Federal Information Tracking System (FITS)
   2. Strategic Integrated Procurement Enterprise System (STRIPES)
   3. Energy Efficiency and Renewable Energy (EERE) Project Management Center (PMC) Reports Database
   4. Office of Scientific and Technical Information System (OSTI)

B. The Contractor shall operate, maintain, input data to, and extract data from web-based reports databases such as the Federal Information Tracking System (FITS), Energy Efficiency and Renewable Energy (EERE) Project Management Center (PMC), and Office of Scientific and Technical Information System (OSTI).

   1. The contractor shall input and extract data, operate and maintain the web-based FITS to facilitate tracking, status, and distribution control of all contractual deliverable documents; initiate system-generated letters; receive and distribute reports submitted by awardees; and prepare and distribute ad hoc reports. FITS is used primarily for tracking reports and deliverables for awards associated with the DOE/Fossil Energy Program awards under NETL's cognizance. Examples of FITS task deliverables:

      - Monthly Outstanding COR approval spreadsheet for Final/Topical Reports in the FITS system. FITS generated a report that was converted to an Excel spreadsheet, which is used by various factions of NETL management.
      - Monthly FITS Delinquent Letter Run Report. FITS generated report that generates a "First & Final" letters to stop payments on all delinquent awards.
      - Quarterly Patent Counsel Outstanding Approval for all reports in the FITS System. FITS generated report converted to an Excel spreadsheet for the Patent Counsel.
      - As required, the OSTI website, Outstanding Processing of Reports and Protected Data Release, generally runs every quarter for FITS Program Coordinator.
      - Quarterly Report of Business Contacts for all financial assistance awards. FITS generated Financial Assistance (FA) Awardee Point-of-Contact inserted into the spreadsheet.

- Quarterly Report of SF 425 Reports Received. A spreadsheet provided to the finance staff identifying awards for which SF425 reports are to be provided. (The SF425 is a Quarterly Financial Report electronically submitted to FITS by NETL contractors/recipients.)
- Quarterly Report of Delinquent Reports. A spreadsheet provided to the finance staff identifying awards for which reports are currently delinquent.

2. All Reporting Requirements for EERE, Office of Electricity (OE), and Office of Cybersecurity, Energy Security, and Emergency Response (CESER) awards are uploaded and managed through the EERE PMC website. The Contract Specialist ensures that all new awards and modifications that affect the reporting requirements are entered into the EERE PMC database by copying the site support contractor in accordance with the STRIPES distribution process. The site support contractor staff will load the base record and update the record as changes occur to the reporting requirements based on the CS's distribution of the award and amendments via STRIPES. The Contract Specialist is responsible for reviewing the record to ensure it is current with the award Reporting Requirements Checklist and for providing updates to the contractor support staff in a timely manner. Contractor support staff will prepare and distribute ad hoc reports derived from EERE PMC Reports database in accordance with the customer's needs.

Sub-Activity: Unclassified Foreign National Administrative Support

A. Monitor and process the email requests submitted by the contract specialist to the email address FN-request@netl.doe.gov. The contractor shall create a folder structure in Kiteworks using the award number and then a subfolder for the proposed foreign national information to be submitted.

B. Process email notifications via Kiteworks to the awardee's point-of-contact who submitted the original email to the contract specialist. The email notification provides a link to the Kiteworks drop box folder.

C. Provide a link to the Kiteworks folder to the assigned Federal Project Manager of the award.

D. Recordkeeping and Tracking.

   Maintain and protect files containing biographical data in accordance with the Privacy Act of 1974 (5 U.S.C. 552a), as amended. Comply with relevant administrative records storage, retention, and disposition instructions, i.e., NETL Order 243.1 Records Management Program.

Activity 5: NETL Directives and Forms Support

Provide administrative support services to the NETL Directives and Forms Programs. The Directives Program provides accurate, timely, and updated policies for administering NETL work processes. The directives management process is outlined in the governing order, NETL Order 251.1. Directives, Operations Manuals, Employee Handbooks, and Forms.

A. The Directives process includes interfacing with federal subject matter experts, management, and labor representatives. The contractor shall support these interfacings by

providing information and analysis but will not be directly involved in those interactions except at the request of the Directives Coordinator.

B. Due to the sensitive nature of Directives, NETL requires those working in the Directives Program to work solely on the NETL network, either via CITRIX or VPN. Contract staff shall not download directive-related documents to the hard drives of their personal computers to conduct NETL business.

Sub-Activity: Directives Support

Directives Support requires strong writing, editing, and proofreading skills to ensure consistent quality products. The support shall include, but not necessarily be limited to, the following:

A. Strong grammar and proofreading skills are required to draft, proofread, edit, and transmit orders and procedures pursuant to NETL Order 251.1, Directives, Operations Manuals, Employee Handbooks, and Forms; Business Integration Manual 251.1-01, Directives Process; NETL Directives Style Guide; Directives Management Standard Operating Procedure; and the U.S. Government Printing Office Style Manual using NETL's standard software programs and NETL applications. The contractor shall be proficient in the use of Microsoft Office products (*e.g., MS Outlook and Office including Word, Excel, PowerPoint, Access, SharePoint, etc*.)

B. The contractor shall apply best practices in producing high-quality orders, procedures, and manuals governing NETL work processes.

C. Establish and maintain filing systems in accordance with NETL Procedure 243.1 Records Management, including document control on the Directives SharePoint libraries and common drive.

D. Process Directives for Director's signature through the Organizational Tracking System (OTS), and Concurrence Tracking System (CTS) for concurrence packages. Maintain files and log for record of correspondence and documents processed. Follow-up on status with customers.

E. Assist in consolidating and editing reports on the Directives Program.

F. Occasional travel between NETL's Morgantown and Pittsburgh sites may be required.

G. Work with the Directives Coordinator to create, review, update, and maintain Directives to ensure they do not exceed the three-year review cycle in accordance with the applicable governing documents.

H. Collect and assemble information from available sources to edit and revise Directives according to the schedule provided for each by the Directives Manager.

I. Provide quality control reviews of Directives to ensure adherence to NETL Directives policies.

J. Assist the Directives Coordinator in creating manuals to document work processes and assist SMEs with manual creation of manuals as requested by the Directives Coordinator.

K. Assist the Directives Coordinator with maintaining the repository for Directives, manuals, and forms by posting Directives, manuals, and forms when received from the Directives Manager.

L. Provide administrative support to maintain the Directives Intranet page.

M. Maintain Directives related records and track Directives through the approval process.

N. Assist in Coordinating communications plans with Tech Writing for MyPortal announcements pertaining to Directives.

O. Maintain the Directives tracker to reflect the accurate status of Directives in progress.

P. Maintain the list of applicable and non-applicable DOE directives and Invoked & Referenced Standards List.

Q. Provide ad hoc reports as requested.

R. Assist the Directives Coordinator in preparing and delivering Directives Training to NETL Subject Matter Experts.

S. Assist the directives manager in creating and publishing a quarterly directives newsletter to inform NETL staff of directives activities.

Sub-Activity: Forms Support

Forms program support requires detailed usage of Adobe Pro to ensure consistent production of quality forms. The support shall include, but not necessarily be limited to, the following:

A. Strong grammar and proofreading skills are required to draft, proofread, edit, and transmit orders and procedures pursuant to NETL Order 251.1, Directives, Operations Manuals, Employee Handbooks, and Forms; Business Integration Manual 251.1-01, Directives Process; NETL Directives Style Guide; Directives Management Standard Operating Procedure; and the U.S. Government Printing Office Style Manual using NETL's standard software programs and NETL applications. The contractor shall be proficient in the use of Microsoft Office products (*e.g., MS Outlook and Office including Word, Excel, PowerPoint, Access, SharePoint, etc*.) and Adobe.

B. The contractor shall apply best practices in producing high-quality forms for NETL work processes.

C. Establish and maintain filing systems in accordance with NETL Procedure 243.1 Records Management including document control on the Directives SharePoint libraries and common drive.

D. Maintain files and log for record of forms processed. Follow-up on status with customers.

E. Assist in consolidating and editing reports on the Directives Program.

F. Occasional travel between NETL's Morgantown and Pittsburgh sites may be required.

G. Assist the Directives Coordinator with Forms Library Improvements.

H. Update existing forms, design new forms, and archive obsolete forms.

I. Verify links for External Forms on a routine basis to check functionality and update when needed.

J. Conduct Forms Library Maintenance through monthly reviews.

K. Update the forms page with recently updated forms monthly NLT the 10th workday of the month.

Activity 6: NETL Freedom of Information Act Administrative Support

Provide administrative support to the NETL Freedom of Information Act (FOIA) activities with the Office of Chief Counsel (OCC). OCC works with internal and external entities to process FOIA requests from persons seeking records or information from DOE NETL. The support shall include, but not necessarily be limited to, the following:

A. Conduct timely searches for responsive documents to collect data for responses to FOIA requests.

B. Communicate with internal and external document custodians and stakeholders as needed to locate requested information and organize a draft response.

C. Provide ad hoc and standard organizational support to include the gathering and compilation of information for requests for information.

D. Protect confidential information and Personally Identifiable Information (PII) by redacting information using Adobe Pro Software or by requesting redacted copies from relevant entities.

E. Draft responses to requestors and responses to senior management (as necessary)

F. Review, analyze and organize data collected to create draft responses for OCC review in compliance with FOIA policy and established program procedures and practices.

G. Release responsive records to requesters within prescribed timeframes.

H. Track requests and inquiries against deadlines to ensure timely responses.

I. Work on special projects and related work as assigned.