



# US Department of Labor *in the 21st Century*



**Other Non-Manufacturing Operations**

**Program Support Services Performance Work Statement**

**October 20, 2006**

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## SECTION C-1 — GENERAL

### C.1.1 Introduction

The objective of this performance work statement (PWS) is to describe the performance objectives for the Program Support Services (PSS) functions for the Department of Labor (DOL) at multiple DOL Agencies (identified in Table C.1.1). DOL Agencies are located at sites throughout the United States and its territories. All functions and activities will be task and sub-task driven, and all work performed must be in accordance with all applicable regulations and guidelines as set forth in Technical Exhibit 5.0: Workload or as instructed by the designated Government representative(s) (DGR(s)).

DOL AFFECTED AGENCIES	ACRONYM
Employment Standards Administration Wage and Hour Division (WHD) Office of Federal Contract Compliance Programs (OFCCP)	ESA
Employment and Training Administration Office of Apprenticeship (OA) Office of Equal Employment Opportunity (EEO) Office of Foreign Labor Certification (OFLC) Office of Human Resources (OHR) Office of National Response (ONR) Office of Performance and Technology (PROTECH) Office of Policy Development and Research (OPDR) Office of Special Programs Services and Emergency Preparedness (OSPEP) Office of Workforce Security (OWS)	ETA
Mine Safety & Health Administration	MSHA
Women's Bureau	WB

Table C.1.1

For purposes of this document, the term “service provider (SP)” refers to either the Government or private sector organization that will serve as the integrator to develop, assemble, and execute a comprehensive solution to the requirements outlined in this PWS. The term Contract, as used herein, refers to the private sector offer (Contract), the Agency Tender (letter of obligation), or the public reimbursable source (fee-for-service agreement) awarded to a successful bidder. This document contains information available relating to administrative and technical responsibilities, performance requirements, and workload estimates for the DOL PSS functions.

The nature of the activities included in this PWS encompasses program management, clerical and administrative officer functions. The specific work requirements are identified within Section C-5 of this PWS and are further clarified by the Workload and Performance Standards associated with each activity or task.

### **C.1.2 Background**

The President's Management Agenda (PMA), issued in the summer of 2001, establishes an aggressive strategy for improving the management practices of the Federal Government. The PMA focuses on five (5) initiatives that present a substantial opportunity for improvement across the Federal Government. One of these initiatives is to establish and sustain Competitive Sourcing Initiatives for all Federal Government Agencies.

The Competitive Sourcing Initiative encourages Federal Agency efficiencies and savings by competing commercial activities performed on behalf of the Government. This process determines whether it is more efficient and cost effective to have the commercial activities performed by Federal employees or by a private sector contractor. In support of this objective, DOL is currently conducting a Competitive Sourcing Standard Competition of the PSS functions. The competition will be conducted in accordance with guidance established in the Office of Management and Budget (OMB) Circular No. A-76 (Revised).

### **C.1.3 Scope of Work**

The SP shall provide services in support of the residual organization (RO) operations of services, and retain full responsibility for performance of the requirements set forth in this PWS, and in particular Section C-5. The SP shall also work in tandem or in coordination with the DGR(s), the RO and/or existing DOL contractors in support of the scope of this competition. Offerors are encouraged to incorporate process improvements and industry best practices in their proposals. The SP may introduce new technologies and processes in partnership with the Government in order to deliver the best value products or services, however, the SP shall continue to perform the services at DOL offices identified within this PWS. The scope of this PWS includes workload and the efforts of Federal employees currently performing the respective requirements at various DOL Agencies located throughout the United States.

#### **C.1.3.1 Functional Requirements**

The SP shall provide all management, personnel, transportation, supervision, and other services necessary to perform the tasks of this PWS, except for those Government-Furnished Property and Services specifically identified in this PWS. The SP shall also meet the performance requirements of this PWS, summarized in Technical Exhibit 1.2: performance requirements summary (PRS).

The SP shall manage and perform the PSS included within this PWS in order to fulfill the required support to the DOL at locations throughout the United States. The services required to support the DOL mission shall include administrative, professional, and technical tasks. The required tasks include but are not limited to the following categorical areas:

- Administrative and Customer Support
- Logistics Support

- Program Support
- Information Technology and Management Support
- Policy and Planning Support
- Program Management and Outreach Support
- Procurement and Accounting Support

For the purpose of this PWS, offerors shall submit proposals to perform the workload included in Technical Exhibit 5.1 – 5.7: Workload and as described in Section C-5.

### C.1.3.2 Locations

The work delineated under this scope is currently performed at the following locations: Arlington, VA, Atlanta, GA, Buffalo, NY, Charlotte, NC, Chicago, IL, Columbus, OH, Dallas, TX, Detroit, MI, Hartford, CT, Hato Rey, San Juan, Honolulu, HI, Houston, TX, Indianapolis, IN, Jackson, MS, Jacksonville, FL, Kansas City, MO, Miami, FL, Milwaukee, WI, New York (Manhattan), Omaha, NE, Orlando, FL, Philadelphia, PA, Richmond, VA, San Diego, CA, San Francisco, CA, and Washington, DC. The SP shall provide for services to all locations or as identified by the DGR. The figure identified in C-1.1 is a depiction of how the Agencies within the scope of this PWS relate to the overall DOL.

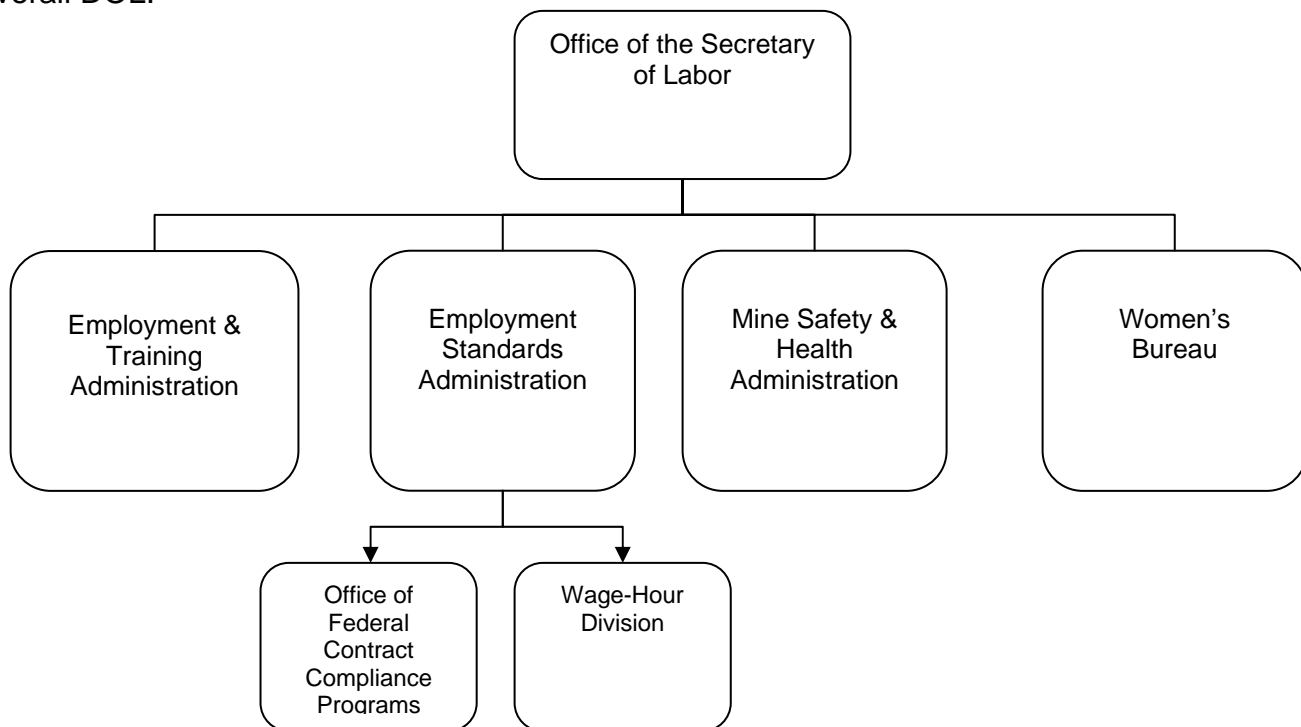


Figure C.1.1



#### **C.1.4 Department of Labor Mission**

The DOL fosters and promotes the welfare of the job seekers, wage earners, and retirees of the United States (U.S.) by improving their working conditions, advancing their opportunities for profitable employment, protecting their retirement and health care benefits, helping employers find workers, strengthening free collective bargaining, and tracking changes in employment, prices, and other national economic measurements. In carrying out this mission, the Department administers a variety of Federal labor laws including those that guarantee workers' rights to safe and healthful working conditions; a minimum hourly wage and overtime pay; freedom from employment discrimination; unemployment insurance; and other income support.

Please refer to the World Wide Web for more information at <http://www.dol.gov/oasam/programs/history/main.htm>

##### **C.1.4.1 Employment Standards Administration**

The Employment Standards Administration's (ESA) primary mission is to enhance the welfare and protect the rights of American workers. As an enforcement and benefit delivery Agency, ESA is composed of four (4) major programs: the Wage and Hour Division (WHD); the Office of Federal Contract Compliance Programs (OFCCP); the Office of Workers' Compensation Programs (OWCP); and the Office of Labor-Management Standards (OLMS). Included within this competition is only workload in support of WHD and OFCCP.

The Wage and Hour Division enhances the welfare and protects the rights of the nation's workers through enforcement of several Acts:

- The Fair Labor Standards Act;
- The Family and Medical Leave Act;
- The Migrant and Seasonal Agricultural Worker Protection Act;
- Davis-Bacon Act;
- McNamara-O'Hara Service Contract Act;
- The Employee Polygraph Protection Act;
- The field sanitation and housing standards in the Occupational Safety and Health Act; and
- A number of employment standards and worker protections provided in the Immigration and Nationality Act.

OFCCP administers provisions that prohibit discrimination by federal contractors and subcontractors and require them to take affirmative action to ensure that all individuals have an equal opportunity for employment, without regard to race, sex, ethnicity, national origin, religion, disability, or status as a Vietnam era or special disabled veteran. The programs apply to certain contractors and subcontractors holding federal or federally assisted contracts.

Please refer to the World Wide Web for more information at <http://www.dol.gov/esa/>

#### **C.1.4.2 Employment and Training Administration**

The mission of the Employment and Training Administration (ETA) is to contribute to the more efficient functioning of the U.S. labor market by providing high quality job training, employment, labor market information, and income maintenance services primarily through state and local workforce investment systems.

Key ETA mission elements include:

- Support programs that are outcome-focused and results-oriented.
- Encourage business growth through the creation of an agile workforce—one that can respond quickly and effectively to the changing needs of business and the new economy.
- Develop individuals into career entrepreneurs by equipping them with the information they need to develop the knowledge, skills and abilities sought after in the new economy.
- Bolster opportunities for those less fortunate so they can gain the freedom to make sound economic decisions for themselves and their families.
- Uphold the principles of Federalism and understand that states and local communities are the most competent administrators of our domestic concerns.
- Administer a workforce system that partners and connects with public and higher education systems to prepare the workforce of the 21st Century with career opportunities and skills in high job growth sectors.
- Ensure that workforce training programs have a strong educational component, since it is clear that income and opportunities increase exponentially with education credentials.
- Support strong families and vibrant communities by working with community and faith-based organizations.

Included within this competition is workload in support of the following ETA component offices: Office of Apprenticeship (OA); Office of Equal Employment Opportunity (EEO); Office of Foreign Labor Certification (OFLC); Office of Human Resources (OHR); Office of National Response (ONR); Office of Performance and Technology (PROTECH); Office of Policy Development and Research (OPDR); Office of Special Programs Services and Emergency Preparedness (OSPEP); and Office of Workforce Security (OWS).

Please refer to the World Wide Web for more information at <http://www.doleta.gov/>

#### **C.1.4.3 Mine Safety and Health Administration**

Created in 1978, the Mine Safety and Health Administration's (MSHA) mission has been to administer the provisions of the Federal Mine Safety and Health Act of 1977 (Mine Act) and to enforce compliance with mandatory safety and health standards as a means to eliminate fatal accidents; to reduce the frequency and severity of nonfatal accidents; to minimize health hazards; and to promote improved safety and health conditions in the Nation's mines.

MSHA performs other important mandatory activities under the Mine Act. These include, but are not limited to:

- Investigating mine accidents, complaints of retaliatory discrimination filed by miners, hazardous condition complaints, knowing or willful (criminal) violations committed by agents of mine operators, and petitions for modification of mandatory safety standards.
- Developing improved mandatory safety and health standards.
- Assessing and collecting civil monetary penalties for violations of mine safety and health standards.
- Reviewing for approval mine operators' mining plans and education and training programs.
- Maintaining the National Mine Health and Safety Academy to train inspectors, technical support personnel, and mining industry personnel.
- Approving and certifying certain mining products for use in underground coal and gassy metal and nonmetal mines to ensure they do not cause a fire or explosion.
- Providing technical assistance to mine operators in meeting the requirements of the Mine Act.
- Providing assistance to mine operators in improving their education and training programs.
- Cooperating with states in the development of mine safety and health programs.
- Providing grants to states in which mining takes place.
- Overseeing rescue and recovery operations.

MSHA's inspection presence does not, by itself, result in violation-free mines. MSHA therefore encourages voluntary compliance with the Mine Act through training, technical assistance, and other non-enforcement activities.

Please refer to the World Wide Web for more information at <http://www.msha.gov/>

#### **C.1.4.4 Women's Bureau**

The U.S. DOL Women's Bureau (WB) established by Congress in 1920, is the only Federal Agency mandated to represent the needs of wage-earning women in the public policy process. The mission of the WB is to promote the welfare of wage-earning women, improve their working conditions, increase their efficiency, and advance their opportunities for profitable employment by functioning to serve as a public-policy advocate for working-women. The WB, through its Strengthening the Family Initiatives – Better Jobs, Better Earnings, Better Living and Value-Added Partners –continues to prepare women for tomorrow's jobs. The Bureau promotes an environment that is responsive to the demands and challenges of the 21st Century workforce. More than ever, it is vital to ensure opportunities for American women to achieve their potential in the workplace. The WB's strategic and performance goals are:

- Better jobs: Increase women's employment opportunities.

- Better earnings: Increase opportunities for women’s financial security.
- Better living: Increase the number of employer flexible programs and policies.
- Value-Added Partnerships: Build value-added partnerships in order to increase individuals served by WB projects.

Please refer to the World Wide Web for more information at <http://www.dol.gov/wb/>

### **C.1.5 General Requirements**

The SP shall manage the total work effort required to accomplish the requirements set forth within this PWS to support the PSS for DOL Agencies. The functions and activities included in the scope of this solicitation include functions that are administrative in nature as well as professional and technical. Functions include but are not limited to Administrative and Customer Support, Logistics Support, Program Support, Information Technology and Management Support, Program Management and Outreach Support and Procurement and Accounting Support. The SP shall ensure the performance of the work is in accordance with sound and efficient businesses practices, which meet industry and Federal standards as well as the standards established by this PWS. Should the SP determine a task will exceed the scope of this PWS, the SP shall contact the contracting officer (CO) or his or her designee immediately, for approval to proceed, or other appropriate action. The SP shall comply with all Federal, State/District, and local laws and regulations. All standard operating procedures (SOP) used by the SP shall comply with applicable regulations.

#### **C.1.5.1 Personnel**

##### **C.1.5.1.1 General**

The SP shall furnish trained and qualified personnel who meet or exceed any such minimum qualifications as required to accomplish PWS requirements described. SP personnel shall be able to speak, read, write and understand the English language, including unique terminology used in the DOL Agencies listed previously.

SP personnel shall conduct themselves in an ethical, efficient, courteous, and businesslike manner and follow all relevant guidelines as published by the Government.

##### **C.1.5.1.2 Standards of Conduct**

The SP shall not employ any person whose employment under this Award could in any way result in a conflict of interest. All personnel employed by the SP to support the functions included in this PWS, or any representative of the SP entering the Federal workplace (DOL owned or leased), shall obey all regulations in force. The SP shall be responsible for employee competency and conduct and for taking disciplinary actions with respect to employees. The removal from the workplace of a SP employee shall not relieve the SP of the requirement to provide personnel to perform the specific tasks outlined in this PWS. No SP employee will be allowed into the Federal workplace when it is determined that his/her presence would be detrimental to the security of the workplace or to the accomplishment of the work prescribed. The Government reserves

the right to require removal of any SP employee from the workplace who endangers persons or property. In such cases, the Government will advise the SP of the reason for requesting an employee's removal or for withdrawing their authorization to enter the Federal workplace.

### **C.1.5.1.3 Project Manager**

The SP shall identify to the CO in writing an on-site project manager (PM) in Washington, DC to be available during normal operating hours, who will be the primary point of contact to address and/or resolve contract or technical issues. The PM (or designated acting PM) shall be available for discussion with the Federal Project Officer (FPO) during normal business hours, usually between 8:00 A.M. - 6:00 P.M. Eastern Standard Time (EST). The SP shall designate an alternate to function in the absence of the primary PM. The name of the PM shall be included in the SP's proposal or the position description of this person will be provided. The PM shall be the primary point through which (and/or shall maintain close oversight of) communications, work assignments, and technical direction flowing between the Government and the SP. The CO shall be the SP's first Point of Contact (POC) in the Government.

The SP shall identify to the CO in writing deputy project manager representative(s) (DPMR(s)), available during normal business hours, who will be the primary point(s) of contact to address and/or resolve subject matter and agency specific technical issues with the DGR(s). The SP can propose the number and deployment strategy of the DPMR(s) needed to support the service areas indicated in the PWS for consideration by the Government proposal evaluators.

The PM shall be available for discussion with the CO, FPO, and/or DGR(s) during business hours, generally between 8:00 A.M.- 6:00 P.M. EST and the DPMR(s) shall be available for discussion with the CO, FPO, and/or DGR(s) during business hours, generally between 8:00 A.M.- 6:00 P.M. local time. This paragraph, however, shall not be construed as dictating personnel hiring requirements, including the geographical location of the DPMR(s). The SP may combine the above functions with the functions of other employees as long as the requirements of Section C.5 are met. Outside of the hours of 8:00 A.M. - 6:00 P.M. EST, the PM or designated acting PM shall respond to the CO or DGR(s) telephonically within two (2) hours of receiving a request for assistance.

The PM shall possess a combination of experience, training, and formal education that equates to a minimum of five (5) years of experience that demonstrates organizational, management, budgetary, and administrative skills as well as training and experience with using systems such as Microsoft (MS) Office Products and databases. For additional examples of the types of Information Technology (IT) systems that DOL Agencies utilize, see Technical Exhibit 3.3. Out of the five (5) years required the PM shall possess at least three (3) years of cumulative experience in performing portions of the work delineated in Section C-5 of this PWS. The PM shall have experience with managing diverse types of functions across multiple locations.

Each DPMR(s) shall possess a combination of experience, training, and formal education that equates to a minimum of three (3) years of experience that demonstrates organizational, management, and/or administrative skills. DPMR(s) should possess skills as well as training and experience with utilizing MS Office Products and databases. For additional examples of the types of IT systems that DOL Agencies utilize, see Technical Exhibit 3.3. Out of the three (3) years of required the DPMR(s) shall, at a minimum, possess at least two (2) years of actual experience in performing portions of the work delineated in Section C-5 of this PWS. In addition, collectively, the DPMR(s) shall have the knowledge, skills, and abilities in the various program support services identified in the PWS. The DPMR(s) shall be the subject matter experts for the various identified functions in the PWS. Each DPMR(s) shall work in collaboration with the PM.

The PM shall be the SP's primary representative and have full authority to act on matters pertaining to the performance of services under this contract. The PM and DPMR(s) shall have the appropriate technical experience and be knowledgeable in the facets of the work to be performed under this PWS.

#### **C.1.5.1.4 Employee Training**

The SP personnel shall possess the specialized training, prior work experience, and/or technical skills required to perform all tasks required by this PWS. The Government will provide training for DOL proprietary requirements.

Resumes (position descriptions for the Agency Tender) of proposed SP personnel in each labor category shall demonstrate clearly each candidate's skills, knowledge, and training to satisfactorily perform the services required by the PWS for each DOL Agency.

The SP shall conduct or provide its employees detailed instruction on Government policies and regulations in areas such as employee conduct ethics, safety, security, health, fire prevention, and the environment as they pertain to the operations specified in this PWS. The SP shall develop, implement, and maintain written guidelines or standard procedures necessary for effective accomplishment of PWS requirements.

#### **C.1.5.1.5 Identification of Service Provider's Employees**

Not later than fourteen (14) calendar days prior to the completion of the Phase-In Period, the SP shall provide to the CO a list of employees who will perform the PWS services. The list shall contain the SP's name, full name of each employee, job title or position held by each employee, employees work assignment, and work site. The SP shall notify the CO, in writing, whenever changes are made. This paragraph, however, shall not relieve the SP of the requirements of the addition/substitution of key personnel clause (Section H). The SP shall be fingerprinted and shall pass a background check in order to support the PWS.

### C.1.5.2 Operating Hours

The following provides details regarding normal working hours, unscheduled work, and information pertaining to Federal Holidays.

#### C.1.5.2.1 Normal Hours

The Government workplace will be available for use by the SP during normal workplace hours, Monday through Friday, and at other times by prior arrangement. The SP shall perform the tasks included in this PWS on a regular working hour schedule, usually 8:00 A.M. to 4:30 P.M. local time, or as deemed appropriate by the DGR at the particular geographical location within the bounds of the core hours provided that adequate personnel are maintained to ensure completion of all work requirements. Use of flextime shall not relieve the SP from the requirements contained herein.

#### C.1.5.2.2 Unscheduled Work Hours

On occasion, the SP may be required to provide personnel on weekends and other unscheduled work hours on a short-term basis. If such a need arises, the CO or FPO will notify the SP no less than three (3) business days prior to the planned requirement or no less than one (1) business day prior to any unscheduled requirement. This unscheduled work results from special events or seasonal peaks in work volume. DOL and SP shall coordinate for the availability of the facility or services on weekends or other periods of time outside of normal working hours.

#### C.1.5.2.3 Federal Holidays

Federal Holidays are listed below in table C.1.2 Should a Federal Holiday fall on a Saturday, the Friday immediately before is considered the holiday; if the Federal Holiday falls on a Sunday, the Monday immediately following is considered the Holiday.

HOLIDAY	DATE
New Years Day	First day of January (or observed)
Martin Luther King, Jr. Birthday	Third Monday of January
Presidents Day	Third Monday of February
Memorial Day	Last Monday of May
Independence Day	Fourth day of July (or observed)
Labor Day	First Monday of September
Columbus Day	Second Monday of October
Veterans Day	11 <sup>th</sup> day of November (or observed)
Thanksgiving Day	Fourth Thursday of November
Christmas Day	25 <sup>th</sup> day of December (or observed)

Table C.1.2

### **C.1.5.3 Emergency Situations**

Emergency situations and contingency operations at DOL may require the SP to operate at times not considered normal operating hours, as directed by the CO. This normally involves utility outages, weather driven contingencies, or any work involving support for significant DOL services. In the event of an emergency identified by the SP, the SP PM shall inform the CO of the emergency.

### **C.1.5.4 Emergency Notification**

Within thirty (30) calendar days prior to contract start date and not later than twenty-four (24) hours after changes are implemented, the SP shall provide the CO a written list of key POC responsible for responding to emergency operations. The SP shall report emergency situations, such as accidents involving personal injury or death, fires, bomb threats, medical emergencies, power outages, water damage, or other unforeseen circumstances and shall follow required emergency reporting procedures to be made available from the FPO.

### **C.1.5.5 Interruptions**

The SP's services may be interrupted for fire drills, other emergency training exercises, or classes in conjunction with the agency's emergency program. The SP shall be expected to participate (to include serving as office, hall and floor monitors) in fire drills or other emergency training exercises or classes and such participation shall be considered when assessing the SP's performance.

### **C.1.5.6 Interfaces**

#### **C.1.5.6.1 Government Personnel**

The DGR(s) are the liaisons between the Government and the SP for the approval of project requirements, schedules, and completion of assigned work.

### **C.1.5.7 Freedom of Information Act (FOIA) and Privacy Act Programs**

The SP shall comply with all aspects of the FOIA and Privacy Act programs. Only approved Government personnel are permitted to release information under FOIA requirements.

### **C.1.5.8 Quality Control and Quality Assurance**

#### **C.1.5.8.1 Quality Control Plan**

The SP shall develop a proactive quality control plan (QCP) for measuring and attaining quality performance. The QCP shall be submitted with the offeror's proposal and, as necessary, the SP shall revise the plan to receive CO, FPO or DGR(s) approval within thirty (30) calendar days of the start of the base period of contract performance. The SP shall update the QCP as required, but at least six (6) months after the start of the base period of contract performance and annually thereafter. The SP's QCP shall explain the manner in which the SP will ensure all requirements are accomplished. A



sustaining focus throughout the QCP shall be the attainment of continuous quality improvement and emphasis on deficiency prevention over deficiency detection. A copy of the QCP shall be available to the Government upon request. The SP's QCP shall address, at a minimum, the PRS identified standards, and include the following:

- An inspection system.
- Methods for identifying, correcting, and preventing defects.
- Methods for receiving and following up on customer comments/complaints.
- Avoidance of organizational or personnel related conflicts of interest between PWS requirements and other SP or SP personnel activities.
- Material/equipment accountability.
- Performance evaluation meetings.

#### **C.1.5.8.2 Quality Assurance Surveillance Plan**

The Government will evaluate the SP's performance against the requirements of the PWS and PRS using the quality assurance surveillance plan (QASP). The DGR(s) will function as the lead quality assurance evaluator (QAE(s)) for the Government and perform the monitoring and surveillance of the SP's performance in accordance with the terms of this Contract. The DGR(s)/QAE(s) and their designated representative(s) will monitor, assess, record, and report on the SP's technical performance under this Contract in accordance with the procedures, methods, and guidelines set forth in the QASP. The CO will designate the DGR(s) in writing to the SP's PM.

#### **C.1.5.8.3 Performance Evaluation Meetings**

The SP's PM (or acting PM) and/or DPMM(s) shall attend weekly meetings with the DGR(s) during the phase-in period and biweekly meetings during the first two (2) months of the base period of performance. Thereafter, monthly meetings will be held as scheduled by the Government. However, a meeting will be held whenever a contract deficiency report is issued. Written minutes of all performance evaluation meetings shall be signed by the SP's PM and the DGR (s) and will remain on file. The SP shall be responsible for the capture of meeting minutes and shall coordinate the appropriate signatures.

#### **C.1.5.8.4 Government Audits**

The Government reserves the right to audit all SP operations, records, logs, and other operational data related to services under this contract at any time. The SP shall provide documentation upon request to the DGR(s). The SP shall initiate action to correct all deficiencies identified by the Government that do not involve the redesign of equipment or systems and that fall within the scope of this Contract. The SP shall submit a monthly status report to the DGR(s), reflecting those deficiencies that have been corrected and an estimated completion date for all remaining deficiencies. Deficiencies not involving safety or environmental compliance shall be corrected as soon as possible but in no event, later than sixty (60) calendar days following of

identification of the deficient condition(s) to the SP. If no deficiencies are identified during an audit, then a status report will not be required.

### **C.1.5.9 Information Security**

The Government will provide log-in (password) access to designated SP personnel whose access to DOL information systems is required under this contract.

### **C.1.5.10 Security**

#### **C.1.5.10.1 Security Indoctrination**

The SP shall comply with all DOL security regulations as set forth in the Department of Labor Manual Series (DLMS) 2, Chapter 300 and abide by all security regulations in effect where services are performed. The SP shall conduct a security indoctrination of new employees immediately upon arrival to the Federal workplace. This training shall include general security education, and training on Information Systems Security and the completion of any requisite forms.

SP personnel are required to undergo DOL security clearance processing (including Homeland Security Presidential Directive (HSPD) -12) in order to access the DOL facilities and/or to use Government-Furnished data systems. The SP is responsible for conducting the appropriate prescreening against the mandatory and discretionary factors. All SP personnel shall successfully complete the required level of security investigation for the position to be held. The SP shall obtain DOL identification badges for each SP employee through the CO. The SP shall not be held responsible for delays in “clearing” SP personnel as long as the individual employee is responsive and accurate in meeting application requirements, is able to favorably complete the initial DOL security clearance process, and the applicable level of Office of Personnel Management (OPM) security investigation is initiated. After the initial security investigation has been completed, the SP employee may be issued an identification badge. However, SP personnel are responsible for working with DOL security personnel until appropriate information is obtained in successfully completing the security clearance process.

#### **C.1.5.10.2 Badges and Passes**

SP personnel shall obtain the required employee badges and, if necessary, vehicle passes before access to DOL utilized workplaces/space can be granted. The SP will ensure that all employees conform to the requirements set forth in HSPD 12 for employees working in Federal facilities.

SP personnel shall carry appropriate Government access identification and this identification shall be visible at all times and presented when requested. The SP shall provide to the CO any updates to SP personnel within one (1) business day of any change in employee status. The SP shall ensure that all departing SP personnel are out-processed, to include turning in passes and security identification badges and keys to the appropriate security office. The employee’s pass and badge shall be returned to

the Government by close of business on the employee's last working day. The SP shall account for all Government security identification badges issued to SP employees.

The Government will have and exercise full and complete control over granting or denying identification cards and security badges. The SP shall account for all Government identification cards and security identification badges issued to employees.

### **C.1.5.11 Safety/Environmental Requirements**

#### **C.1.5.11.1 Accident Reporting**

All accidents involving death, hospitalization, or lost time from work and all other accidents, which occur in association with the performance of DOL PSS, shall be reported immediately to the DGR(s), or at the beginning of the following business day if the accident occurs during non-working hours. The SP may be required by the Safety Officer to submit a written report of the accident, including statements from witnesses. The DGR(s) shall be informed immediately of any claim made against the SP as the result of an accident.

#### **C.1.5.11.2 Occupational Safety and Health Inspections**

The SP shall comply with Occupational Safety & Health Administration, Environmental Protection Agency, and other regulatory Agency requirements for record keeping and reporting of all accidents and incidents.

### **C.1.5.12 Phase-In/Out Plan**

The SP shall develop a comprehensive phase-in/out plan for phasing in SP performance during the solicitation identified phase-in period and shall develop a plan for an orderly phase-out of the SP's operations prior to the end of contract completion or termination. The SP's phase-in and phase-out procedures shall not disrupt or adversely impact day-to-day DOL operations. The phase-in/out plan shall be submitted with the offeror's proposal and, as necessary, the SP shall revise the plan to receive CO, FPO and/or DGR(s) approval within thirty (30) calendar days after contract (e.g., prior to the start of the Phase-In Period).

#### **C.1.5.12.1 Phase-In**

The SP phase-in period shall begin not later than thirty (30) calendar days after contract award. The period between the start of the SP phase-in and the start of full performance (e.g., the base period) shall constitute the phase-in period. During the phase-in period, the SP shall prepare to assume full responsibility for all areas of operation in accordance with the terms and conditions of this PWS and the solicitation. The SP shall take all actions necessary for a smooth phase-in. This period will be one hundred fifty (150) calendar days in duration. During the phase-in period, the Government will make all facilities and equipment accessible to the SP. During the last sixty (60) calendar days of this period, the SP's personnel shall be permitted to observe

any incumbent PSS functions and activities as approved by the CO, FPO or DGR(s). During the phase-in period, the SP shall at a minimum:

- Recruit and hire necessary personnel.
- Identify the time phasing of personnel to be hired.
- Participate in joint inventories and sign for Government-Furnished Equipment (GFE).
- Develop and submit any required deliverables.
- Attend post-award meetings as required.
- Accomplish any necessary training to support the functions listed in Section C-5 of this PWS.
- The Government will provide basic job orientation to acquaint the individual with the office environment including training on the use of DOL systems.

At the completion of the phase-in period, the SP shall be at full performance capability with all personnel performing their assigned responsibilities and functions.

#### **C.1.5.12.2 Phase-Out**

Within sixty (60) calendar days of the completion or termination of contract performance, an observation period shall occur. During this observation period, the incumbent SP personnel shall allow the new SP to observe operations and performance methods. This will allow for orderly turnover of facility space, equipment, and records and will help to ensure continuity of service. The incumbent SP shall not defer any requirements for the purpose of avoiding responsibility or of transferring such responsibility to the new SP. The incumbent SP shall fully cooperate with the new SP and the Government so as not to interfere with operations or duty responsibilities. The incumbent SP shall develop a plan with procedures to ensure a smooth and orderly transfer of responsibilities to a new SP. This plan shall be the basis for phase-out and shall be revised as necessary and submitted to the CO, FPO, or DGR(s) for approval sixty (60) calendar days prior to the incumbent SP contract completion or termination. The plan shall fully describe how the incumbent SP shall, at a minimum, approach the following issues:

- Employee notifications.
- Retention of key personnel.
- Turnover and assumption of work-in-progress.
- Property inventories, removal of incumbent SP owned property, data and information transfers and any other actions required to ensure continuity of operations.
- Reconciliation of all equipment accounts, clean up of incumbent SP work areas, and security debriefings.
- Other pertinent information relative to incumbent SP phase-out issues.

## SECTION C-2 — ACRONYMS AND DEFINITIONS

### C.2.1 Acronyms

Acronym	Definition
AV	Audiovisual
CFC	Combined Federal Campaign
CO	Contracting Officer
CPU	Central Processing Unit
DGR(s)	Designated Government Representative(s)
DPMR(s)	Deputy Project Manager Representative(s)
DLMS	Department of Labor Manual Series
DOL	Department of Labor
EEO	Equal Employment Opportunity
ESA	Employment Standards Administration
EST	Eastern Standard Time
ETA	Employment and Training Administration
Exec Sec	Executive Secretariat
FAR	Federal Acquisition Regulation
FOIA	Freedom of Information Act
FPO	Federal Project Officer
GFE	Government-Furnished Equipment
GSA	General Services Administration
HR	Human Resources
HSPD	Homeland Security Presidential Directive
HQ	Headquarters
ILAB	Bureau of International Labor Affairs
IREM	Institute of Real Estate Management
IT	Information Technology
LAN	Local Area Network
MEO	Most Efficient Organization
MOU	Memorandum of Understanding
MS	Microsoft
MSHA	Mine Safety and Health Administration
NARA	National Archives and Records Administration
NCFL	National Council of Field Labor Locals
OCIO	Office of the Chief Information Officer
OEP	Occupant Emergency Plans

Acronym	Definition
OFCCP	Office of Federal Contract Compliance Programs
OIG	Office of the Inspector General
OMAS	Office Mail Automated System
OMB	Office of Management and Budget
OPM	Office of Personnel Management
PART	Program Assessment Rating Tool
PIV	Personnel Identification and Verification
PM	Project Manager
PMA	President’s Management Agenda
POC	Point of Contact
PROTECH	Office of Performance and Technology
PRS	Performance Requirements Summary
PSS	Program Support Services
PWS	Performance Work Statement
QAE	Quality Assurance Evaluator
QASP	Quality Assurance Surveillance Plan
QCP	Quality Control Plan
RO	Residual Organization
SAR	Significant Activity Reports
SCRR	Standard Compliance Review Report
SGA(s)	Solicitation for Grant Announcements/Applications
SIMS	Secretary’s Information Management System
SOL	Office of the Solicitor
SOP	Standard Operating Procedure
SOW	Statements of Work
SP	Service Provider
U.S.	United States
WB	Women’s Bureau
WHD	Wage Hour Division

## **C.2.2 Definitions**

**Acceptable Quality Level.** The minimum percent that must be considered effective in order to be considered as having satisfactory performance. However, the SP shall not intentionally perform any service in a defective manner and shall re-perform any service found to be defective where possible. Only the DGR(s) will make these decisions.

**Accurate.** The term "Accurate" is defined and applied in this PWS in two (2) ways. One application is in terms of being accurate due to the mitigation of grammar, spelling, and formatting errors. One may be accurate when the work submitted does not require substantial revisions after submittal to the DGR. The second application of the term "Accurate" pertains to whether or not content is correct in relation to the subject matter of the pertinent topic. For instance, programmatic, regulatory, and Agency guidelines are followed and therefore a document submitted to the DGR is accurate. In this sense, one may be accurate when the content of ones work does not require substantial revisions after submission to the DGR. Substantial in this case does not refer to minor revisions but rather major content revisions due to missing the key concepts of the topic.

**Agency.** The term "Agency" is used within the narrative of section C-5 to describe any of the sub-Agencies included in the scope of this PWS i.e., ESA, ETA, MSHA, and WB. Within each sub-Agency there are also components, divisions, and offices. These are also implied with the use of the term Agency.

**Agency Administrator(s).** The term Agency Administrator(s) is used to refer in general to an Agency Head, Agency Administrator(s), the Deputy Agency Administrator(s), and in some instances, the Executive Assistant to the Administrator(s) and Deputy Administrator(s). Overall, this term is used to refer to personnel who are in leadership positions at an Agency, sub-Agency, or sub-Agency component, division, and/or office.

**Complexity (Complexities).** With regard to "Special Projects and Ad Hoc Review and Analysis" there could be various types of complexities for projects/requests. Projects/requests can range from simple to standard to high complexity. Requests that are of simple complexity require minor research and analysis and require less than 40 hours to complete. A standard complexity request may require more research, analysis, or contact with other Agencies and may require up to 80 hours of effort. A high complexity response/project may require considerable research, analysis, and liaison efforts and may require greater than 80 hours to complete but less than 120 hours.

**Contracting Officer (CO).** The CO is an inherently Governmental Agency official who participates on the PWS team, and is responsible for the issuance of the solicitation and the source selection evaluation methodology. The CO awards the contract and issues the Most Efficient Organization (MEO) letter of obligation or fee-for-service agreement resulting from a streamlined or standard competition.

Days. The term “days” when used through out this PWS refers to calendar days unless otherwise noted.

Designated Government Representative(s) (DGR(s)). The person(s) designated by name(s) and/or position(s) to act as a liaison between the Government and the SP on all issues pertinent to the daily operation of the Contract.

Deputy Project Manager Representative(s) (DPMR(s)). The DPMR(s) may be designated to act for the SP in the absence of the PM, and will be the primary point(s) of contact to address and/or resolve agency specific subject matter and/or technical issues with the DGR(s).

Federal Project Officer (FPO). The FPO shall be a Government official who provides technical direction/clarification and guidance with respect to the contract specifications or PWS.

Most Efficient Organization (MEO). The staffing plan of the Agency tender, developed to represent the Agency’s most efficient and cost-effective organization. An MEO is required for a standard competition and may include a mix of Government personnel and MEO subcontracts.

Performance Work Statement (PWS). The PWS is a statement in the solicitation that identifies the technical, functional, and performance characteristics of the Agency’s requirements. The PWS is performance-based and describes the Agency’s requirements (the “what”), not specific methods for meeting those requirements (the “how”). The PWS identifies essential outcomes to be achieved, specifies the Agency’s required performance standards, and specifies the location, units, quality and timeliness of the work.

Project Manager (PM). The PM is the SP authorized representative for the technical and administrative performance of all services required under this PWS and will be the primary point of contact to address contractual issues and the final resolution authority for the resolution of technical issues.

Performance Requirements Summary (PRS). The portion of the PWS, which documents Contract requirements, the component requirements related to each contract requirement, and the standards and measures.

Quality Assurance Surveillance Plan (QASP). The plan the QAE will use when evaluating the SP’s performance against the requirements of the PWS and PRS. The DGR(s) will function as the lead QAE(s).

Quality Control Plan (QCP). The SP’s system to control services so that they meet the requirements of the contract.



Service Provider (SP). The entity performing the work detailed in the PWS and any individual, laborer and/or subcontractor retained by them.

WebPARs. An electronic process/system for requesting, preparing and approving personnel actions, and submitting them to Human Resource (HR) offices. Also a way for personnel actions to be initiated on-line via DOL's intranet and routed electronically and which replaces certain HR related forms and documents.

## **SECTION C-3 — GOVERNMENT PROVIDED ITEMS AND SERVICES**

### **C.3.1 Government-Furnished Property and Services**

The Government will furnish the equipment, furnishings, supplies, facilities, information, and services as described herein to perform the requirements of this PWS. Government-Furnished items shall be used only in the performance of the functions and tasks required in this PWS. The SP shall return the equipment and facilities to the Government in the same condition as received, except for normal wear and tear, on the Contract completion or termination end date.

### **C.3.2 Government-Furnished Facilities**

The Government will provide the use of existing office facilities and space within DOL owned, leased, or occupied facilities. The location of existing office space that will be furnished to the SP is located in Technical Exhibit 3.0: Government-Furnished Facilities.

The Government will be responsible for providing and ensuring proper connection of utilities, network/local area network (LAN) access, and telephone service. The Government will furnish telephone service, to include commercial long distance, for official DOL business purposes only.

Government provided utilities shall only be utilized for performance of work under this contract. The Government reserves the right to alter the structures and utility delivery systems from time to time in order to improve the appearance or operations of the facilities, within the meaning of Federal Acquisition Regulations (FAR) 52.212-4. The SP shall not alter any facility structure or utility delivery system, network/LAN, or telephone system without the written permission of the Government. The Government will be responsible for facilities engineering support of Government-Furnished Facilities; however, the SP shall be responsible to notify the Government of required repairs. Once reported, the Government will be responsible for timely repair.

#### **C.3.2.1 Custodial Services**

The Government will furnish custodial services for SP workspaces. This will include emptying trash receptacles, light dusting, and vacuuming. The SP shall support recycling efforts as required.

#### **C.3.2.2 Insect and Rodent Control**

The Government will provide insect and rodent control at no cost to the SP.

#### **C.3.2.3 Security Police and Fire Protection**

The Government will provide law enforcement, fire protection, and external security services twenty-four (24) hours per day, seven (7) days per week at no cost to the SP.

#### **C.3.2.4 Identification or Access Badges**

The Government will provide identification or access badges and will be responsible for the normal and reasonable costs (i.e., those costs not due to unusual or excessive turnover of SP personnel) of processing identification badges, Secure ID Token/Key-Fobs, and security clearances for SP personnel. The Government reserves the right to require the SP to reimburse the Government for identification and/or access badges due to the negligence of the SP or the SP's employees.

#### **C.3.3 Government-Furnished Facilities Inventory and Accountability Requirements**

##### **C.3.3.1 Initial Facilities Inspection**

The SP and FPO shall conduct an initial facilities condition/damage repair inventory inspection thirty (30) calendar days prior to performance start date. The FPO will contact the SP to coordinate the inspection date and time. Facilities condition, damage and repair requirements shall be recorded and the record signed by the SP and FPO. If there is a disagreement between the FPO and the SP, then supporting evidence shall be presented by the SP to the CO for resolution.

##### **C.3.3.2 Final Facilities Inventory**

The SP and the FPO shall conduct a final facilities condition inventory thirty (30) calendar days prior to the completion of the Contract. Damage (other than normal and fair wear and tear) not found at the time of the performance start date or facilities possession date, shall be documented and signed by the SP and FPO. If there is a disagreement between the FPO and the SP, then supporting evidence shall be presented by the SP to the CO for resolution.

#### **C.3.4 Government-Furnished Equipment and Furnishings**

The Government will provide equipment and furniture as typically found in a normal office environment. Based on requirement and availability such equipment may include computer hardware (e.g., desktop central processing unit (CPU), monitor, keyboard, mouse, and docking station if necessary), copiers, printers, digital senders/scanners, computer software, desks, desk chairs, book cases, conference tables and chairs, telephones and telephone handsets, file cabinets, staplers, and hole-punches, etc. The Government will make available for SP use network printers, facsimile machines, and copy machines (See Technical Exhibit 3.1: Government-Furnished Equipment). Desktop printers will only be furnished by the Government if the requirement for a desktop printer is justified and approved by the DGR(s). The Government reserves the right to replace equipment periodically, at its sole discretion, to improve quality of operations. The Government may consider an equipment alteration within the meaning of FAR 52.212-4. No GFE shall be removed from the SP's work spaces without the prior written approval of the DGR(s). The SP shall be responsible for all approved equipment moves that are SP initiated and related to the scope of this Contract, to include the costs associated with the moves. The Government shall be responsible for

maintenance, repair, and replacement of GFE, unless due to negligence or abuse by the SP.

### **C.3.5 Government-Furnished Equipment and Furnishings Inventory and Accountability Requirements**

#### **C.3.5.1 Initial Equipment Inspection**

The SP and FPO shall conduct an initial equipment condition/damage repair inventory inspection thirty (30) calendar days prior to the base period of performance. The FPO will contact the SP to coordinate the inspection date and time. Equipment condition, damage, and repair requirements shall be recorded and the record signed by the SP and FPO. If there is a disagreement between the FPO and the SP, then supporting evidence shall be presented by the SP to the CO for resolution.

#### **C.3.5.2 Interim Equipment Inspection**

If the SP desires to make a change in equipment usage, the SP shall notify and request approval for the change from the FPO at least thirty (30) calendar days in advance of the proposed change. If approved by the FPO, the SP and FPO will schedule and conduct an inspection of the new equipment and make a record of the changes to the old/existing equipment. If there is a disagreement between the FPO and the SP, then supporting evidence shall be presented by the SP to the CO for resolution.

#### **C.3.5.3 Final Equipment Inventory**

The SP and the FPO shall conduct a final equipment condition inventory thirty (30) calendar days prior to the completion of the Contract. Damage (other than normal fair wear and tear) not found at the time of the performance start date or equipment possession date, shall be documented and signed by the SP and FPO. If there is a disagreement between the FPO and the SP, then supporting evidence shall be presented by the SP to the CO for resolution.

### **C.3.6 Government-Furnished Materials**

#### **C.3.6.1 General Office Materials and Supplies**

The Government will furnish materials and supplies typically found in a normal office environment (e.g., printer and copier paper/cartridges, legal writing pads, pens, pencils, staples, paper clips, binder clips, binders, electronic recording devices, file folders, etc.). (See Technical Exhibit 3.2: Government-Furnished Materials.) Document reproduction costs associated with the performance of work related to this PWS shall be paid for by the Government.

The Government will periodically monitor the use of consumables. The usage must be reasonable and consistent with the number of personnel and tasks performed. The Government reserves the right to limit or suspend the use of supplies if there is evidence of fraud, waste or abuse. The SP must make every effort to reuse or recycle supplies as practical.

### **C.3.6.2 Postage**

The Government will furnish U.S. Postal Service postage to the SP for use with mail related to providing services within the scope of this PWS. The SP shall use U.S. Postal Service postage or other delivery services for letters/packages to be delivered. The SP shall provide tracking and follow DOL requirements regarding reporting of the monthly number of items mailed.

The SP shall be allowed to utilize express shipment of items related to accomplishment of the scope of work detailed in this PWS. The SP must follow established DOL policy regarding use of messenger service or overnight/express mail (See Section C-6: Applicable Documents.) The SP shall follow DOL requirements regarding tracking and reporting of the number of items sent via express shipment. The Government will review postage use for any signs of waste, fraud, and abuse.

### **C.3.7 Government-Furnished Systems**

#### **C.3.7.1 Information Technology Systems**

The Government will provide access to the DOL computer IT systems as well as to the intranet to personnel who have cleared DOL security and background checks. In addition, no software shall be downloaded or added to the Government-Furnished workstations without previous written approval from the DGR(s). The Government will furnish access to and require mandatory use of the DOL IT systems that may be in use in connection with this scope of work. (See Technical Exhibit 3.3: Government-Furnished Information Technology Systems.)

#### **C.3.7.2 Systems Improvements and Modifications**

Suggestions for systems improvements or modifications to Government-Furnished IT Systems identified by the SP shall be provided in writing to the DGR(s) and/or FPO for review and consideration.

### **C.3.8 Government-Furnished Documents**

The Government will provide the SP with access on a need-to-know basis to all proprietary DOL official files and records and manuals related to the scope of this solicitation. The SP is required to follow all applicable regulations and requirements with respect to Government-Furnished records including non-disclosure requirements, privacy act requirements, and regulations for the handling of procurement sensitive information.

The SP shall safeguard information of a sensitive nature. The SP shall provide training to all employees concerning confidentiality and secrecy and maintain records that document this training. The SP shall maintain and destroy material in accordance with applicable departmental regulations.

The improper disclosure of private or sensitive information, by the SP or its staff personnel, relating to service provided to any person or entity not entitled to receive

such information, or the failure to safeguard any privileged information may subject the SP employees to criminal liability.

### **C.3.9 Manuals and Catalogs**

Pursuant to Section C-6 of the PWS, the Government will provide the SP access to required Government or DOL-related manuals and catalogs necessary to meet the requirements of the PWS. In the instance that a hard copy version of the manual and/or catalog is not available, an electronic version of it or a website on which it can be found, will be provided.

### **C.3.10 Government-Furnished Training**

As determined by the DGR(s), the SP shall attend Government designated training. Training topics may include but are not limited to security, National Archives and Records Administration (NARA), Privacy Act, and Freedom of Information Act training sessions.

## **SECTION C-4 — SERVICE PROVIDER FURNISHED PROPERTY**

### **C.4.1 General**

The SP shall furnish all services, facilities, equipment, materials and supplies except those specifically stated in Section C-3 that will be provided as Government-Furnished and mandatory. The SP shall comply with all Federal, State/District, and local laws and regulations related to any property furnished by the SP.

#### **C.4.1.1 Equipment**

The SP shall clearly mark all SP-owned equipment to distinguish it from GFE. In the instance that the SP is allowed to install and utilize SP-owned IT equipment at DOL furnished facilities it must be inspected and receive approval from the Office of the Chief Information Officer (OCIO) during SP phase-in but prior to implementation of the base period of performance. The SP PM shall contact the OCIO to request inspection of SP IT equipment at least thirty (30) calendar days prior to the end of the phase-in period. The SP shall follow DOL regulations for records purging on SP provided equipment.

#### **C.4.1.2 Removal of Equipment**

Within thirty (30) calendar days after completion or termination of this Contract, the SP shall remove all SP-owned equipment, materials, supplies and other items unless extended by mutual agreement. The Government will not be responsible for any SP-owned property left after Contract completion or Contract termination. SP-owned property remaining after the time stated herein will be disposed of by the Government.

## **SECTION C-5 — PROGRAM SUPPORT SERVICES SPECIFICATIONS**

The term “Agency” is used within the narrative below to describe any of the sub-Agencies included in the scope of this PWS i.e., ESA, ETA, MSHA, and WB. When making references to the Department of Labor in general, the term “Department” or “DOL” will be used. The purpose of using the term “Agency” is to facilitate the application of like functional narratives to multiple DOL sub-Agencies. The term “Agency” is also used to describe components within the sub-Agencies included in the scope of the competition. Specifics regarding which sub-Agency perform which types of work can be found by reviewing Technical Exhibits 5.1 – 5.7: Workload. This Technical Exhibit will indicate the linkage between tasks, Agencies, locations, and workload quantities. In addition, some of the narrative below describes functions and activities that are unique to a particular Agency and which may not be performed by other Agencies in the scope of this competition.

The SP shall manage and perform the PSS included within this PWS in order to fulfill the required support to the DOL at locations throughout the United States. The services required to support the DOL mission shall include tasks of an administrative, professional, and technical nature. The required tasks include but are not limited to the following:

- Provides administrative and customer support to internal and external customers to the organization on a daily basis. Services include timekeeping functions, travel functions, mail services, maintaining files, preparing reports and other related administrative support tasks.
- Provides space management services for a national portfolio of Government owned and leased facilities. Manages all space projects from initial space request to tenant move-in. Designs floor plans for new and existing office space. Participates in on-site meetings as the Agency representative. Liaisons with all interested parties and serves as project coordinator. Serves as Agency technical expert on real property and space related issues. Represents the Agency as a participant on DOL committees for advancing PMA real property agenda items.
- Provides support for the Agency headquarter (HQ) facility, including but not limited to, daily operations oversight, conference room and audio-visual set-ups, Occupant Emergency Plan coordination, supply and shipping management, move coordination, telecommunication support, and key management. Manages inventory of personal property using DOL proprietary systems. Provides for coordination and accountability of services and equipment.
- Provides supply and program management expertise (including operational issues, developing emergency plans and procedures, auditing facility functionality, and coordination and accountability of services and equipment).
- Coordinates program planning and reporting on accomplishments and advising parties regarding education, and partnership as they apply to program initiatives.
- Advises established DOL teams on policies, policy positions, and/or legislation affecting the workforce and provides information and technical assistance to the public and private groups on Federal and state laws, regulations, and court cases



as they relate to individual groups with special emphasis placed on the role of programs and policy-related matters particularly in the issue of working-women their and family.

- Edits, writes, and provides technical support for national informational material and publications in supporting Agency mission by coordinating Agency-wide cross-cutting policy and legislation; analyzes, formulates, and recommends legislative proposals and initiatives; and markets and disseminates reports on research, evaluations, and demonstrations funded by the Agency.
- Serves as grants management and technical adviser to facilitate the exchange of information and coordination of programs and projects involving Agencies, industry, and colleges and universities on Federal grants to states for education purposes.

## **C.5.1 Administrative and Customer Support**

### **C.5.1.1 Performs Timekeeping Functions**

The SP shall function as office timekeeper for Federal Civilian employees and provide technical support in completing timesheets to staff as requested. The SP shall maintain time and attendance records for office personnel to include accounting for all Federal civilian employees regular and overtime hours worked, annual leave, sick leave, and other accountable hours. The SP shall perform timekeeping maintenance, which includes but is not limited to verifying timesheet entries, obtaining necessary clarification or approval and obtaining certification/approval of an accurate record of employee time and leave. The SP shall conduct analysis for any time and attendance system related issues as identified by the DGR(s). The SP shall resolve any outstanding timesheet issues. The SP shall maintain interoffice calendars as identified by the DGR(s).

### **C.5.1.2 Performs Travel Functions**

The SP shall prepare travel request, authorizations, and vouchers in accordance with the Federal Travel Regulation and make all necessary travel arrangements for Agency personnel including but not limited to airline, hotel, and rental car reservations as requested by the DGR(s). The SP shall prepare, process, and maintain travel vouchers upon completion of travel. The SP shall prepare expenditure reports as directed by the DGR.

The SP shall provide travel related technical assistance by researching and providing recommendations on the most efficient form of travel for employees. The SP shall answer travel questions and coordinate within the Department regarding allowable expenses under travel. The SP shall conduct travel systems training for new employees and shall coordinate the establishment of new accounts.

### **C.5.1.3 Provides Customer Service**

The SP shall greet, receive, and escort visitors to the office including but not limited to a cross section of the public as well as elements of DOL and other Government Agencies, and respond to public inquiries or refer public inquiries to appropriate staff member.

#### **C.5.1.4 Performs Mail Services Functions**

The SP shall retrieve mail, receive incoming mail, process, and distribute mail. The SP shall review, sort, and distribute incoming mail to appropriate staff members, and collect and dispatch outgoing mail. The SP shall prepare mass mailings of Agency documents, reports, letters, and transmittals to include but not limited to State Quarterly Performance Data and other communications with states and transmittal letters for Performance Outcomes reports. The SP shall follow any applicable mail opening procedures, in particular when related to checks/funds received through the mail. The SP shall provide support for the resolution of problematic mail related issues.

#### **C.5.1.5 Answers Phones and Sends/Receives Faxes**

The SP shall perform phone duties to include but not limited to answering and responding to telephone calls, screening telephone calls, documenting messages for office personnel not available, and referring callers to an appropriate staff member when the inquiry is outside the expertise of the SP. As directed by the DGR, the SP shall monitor general email accounts and responds or forwards to the appropriate personnel as necessary. The SP shall receive and distribute incoming faxes. The SP shall transmit faxes in support of office personnel.

The SP shall maintain databases on Agency national and local phone directories and update phone directories as requested. The SP shall coordinate with DOL to produce the annual National Capital Region phone directory, as well as coordinate with Agency divisions to ensure real-time updates of online Agency directories.

#### **C.5.1.6 Copies, Collates, and Prepares Binders**

The SP shall reproduce documents as required to support office operations and process printing requests for the reproduction of documents. The SP shall prepare binders as requested by office personnel. The SP shall scan documents, edit to final form, and make documents available to office personnel.

#### **C.5.1.7 Maintains File Systems**

The SP shall establish, maintain and revise administrative files in accordance with DOL and Agency policies. Files shall be both electronic and paper “hard copy”. The SP shall maintain electronic and paper file records, keeping all personnel informed of deadlines and the status of deliverables. The SP shall maintain a library of current regulations, policies and procedures, and resource materials.

The SP shall maintain a filing system for formal and informal complaints of discrimination, accommodation complaints, harassment complaints, special emphasis complaints, and Management Directives-715 documents. Functions include establishing folders, organizing folders, and purging files. The SP shall maintain suspense files on actions due from the Agency by tracking incoming and outgoing action items.

The SP shall archive and process Government records and follow NARA approved Federal disposition schedules and policies. Processing includes but is not limited to packaging, obtaining accession numbers and arranging for shipment to the archives. The SP shall place documents (both electronic and hard copy) in appropriate file locations.

After distribution of weekly reports, the SP shall archive information for use when questions are presented by Team Leaders/Specialists and others who make a request for the information to enable requesters to retrieve data easily and to look at specific activities/ trends and specific case file information. The SP shall archive strategic plan information and data for review and for use if questions arise at a later point to analyze status.

#### **C.5.1.8 Performs Calendaring, Scheduling, and Meeting Support Functions**

The SP shall maintain calendars for the office as well as Agency staff and management. The SP shall make all necessary arrangements for meetings as identified by the DGR(s), including but not limited to arranging the meeting location, time, attendees, audiovisual (AV) equipment, and coordinating conference call capability.

#### **C.5.1.9 Maintains Tracking Databases and Logs**

The SP shall maintain all tracking databases and logs in accordance with current DOL directives and guidelines. The SP shall update contacts lists in the Publication Contact Database in support of maintaining mailing lists. The SP shall maintain retention logs of formal EEO complaints from within the agency. The SP shall log and track the amount of Legislative and Regulatory Clearances that have been received from the Office of the Solicitor (SOL). The SP shall send Clearances out to Agency elements for review and comment generation.

#### **C.5.1.10 Prepares Reports**

The SP shall write and/or prepare reports, review and analyze reports, and submit reports for review and approval to the DGR(s). Preparation of reports may include performing data collection via automated or manual databases or software, the collection of programmatic information from Agency personnel, compiling and consolidation of existing written materials into a cohesive document, form, or table, and/or the writing/editing of data submissions into a final format. The SP shall prepare reports to include but not limited to special reports, weekly reports, cost estimates, and budgetary documents ensuring all reports are properly prepared and submitted by the deadline. The SP shall ensure that reports are distributed, which may include providing copies to Agency personnel and/or posting information to the intranet. The SP shall assist in the preparation of the Agency Regulatory Agenda submission for approval.

#### **C.5.1.11 Completes Forms, Generates Form Letters, and Types Correspondence**

The SP shall prepare and type correspondence including but not limited to letters, memorandums, transmittal documents, supply requests, reports, etc using office automation hardware and software, and related equipment (e.g., printers, scanners).

The SP will be responsible for producing a wide range of documents from simple forms to reports that often require complex formats, such as graphics or tables within text. The SP shall edit and reformat electronic drafts, and update or revise existing data within documents, databases or spread sheets. The SP shall assist with preparing and checking documents and completing forms as instructed by DGR(s).

The SP shall review outgoing correspondence for proper format, grammar, and spelling and assure all correspondence is properly coordinated and copies are correctly distributed and filed. The SP shall transmit and receive correspondence and messages electronically. The SP may be required to use an electric typewriter to perform some of the above indicated duties.

#### **C.5.1.12 Supports Controlled and Non-Controlled Correspondence Functions**

The SP shall function as the Agency coordinator for Executive Level controlled and non-controlled correspondence.

##### **Provides Internal Technical Assistance Regarding Controlled Correspondence**

**Process:** The SP shall contact Agency personnel to advise on correspondence related problems and render technical assistance. The SP shall notify personnel of missing data, due dates, delays in responding, special instructions, and processing issues. The SP shall provide internal technical assistance based on up-to-date knowledge of Agency and DOL programs and policies. The SP shall serve as a power user and point of contact for the Secretary's Information Management System (SIMS), which is used throughout DOL for tracking and maintaining official correspondence. The SP shall ensure that documents are accurately entered into the tracking system and shall troubleshoot issues as they arise. The SP shall ensure the accurate maintenance access capability of correspondence contacts and other appropriate staff.

**Process Executive Level Correspondence:** The SP shall process all incoming Executive-level correspondence, including letters from Congress, the White House, the Office of the Vice President, Federal, State/District, and Local Governments that are forwarded from the Executive Secretariat (Exec Sec), the Assistant Secretary, and Deputy Assistant Secretaries for action. The SP shall review correspondence received from Exec Sec to determine responsible office(s), special instructions and priority, assign a due date, and forward electronically to the appropriate office(s) for action. The SP shall review correspondence received directly by the Agency that is addressed to the Assistant Secretary, Deputy Assistant Secretaries, and the Agency, scan it into the electronic system, and then forward it to the appropriate office for action along with an assigned due date. The SP shall maintain original documentation until the controlled correspondence process is completed.

The SP shall review Agency incoming controlled correspondence responses to ensure adherence to appropriate Agency format and guidelines. The SP shall forward Agency responses for appropriate clearance and sign-offs. The SP shall coordinate exchange of information related to correspondence and other official Agency documents between entities. The SP shall compose interim responses and transfer correspondence.

Interim responses are necessary if due dates cannot be met as indicated on the correspondence control sheet. Transfers are necessary when controlled correspondence is directed to an Agency that does not fall under the jurisdiction of DOL or one of its sub-Agencies.

The SP shall process responses received from Program Heads. The SP shall review submitted controlled correspondence draft documents for proper format, accuracy, responsiveness, and completeness, and adherence to Federal and DOL and Agency procedures and guidelines, including the GPO Style Manual, and the DOL Executive Correspondence Notes. The SP shall make minor corrections where required and refer major changes back to program offices. The SP shall forward correspondence for appropriate clearance with other offices, such as the SOL and the Office of Congressional and Intergovernmental Affairs, and ensure that all comments have been resolved and appropriate actions have been taken before forwarding correspondence for signature by the Secretary/Assistant Secretary, or other Agency official. The SP shall process appropriate signature documents for the Office of the Executive Secretariat for clearance, signature, and closure. The SP shall maintain the original incoming control correspondence except for those documents originally received by the Exec Sec. The appropriate copies are hand carried to Exec Sec. Signed correspondence is scanned into SIMS and copies are dispatched to the appropriate program offices. The SP shall distribute or mail out memos/letters/documents.

**Process and Responds to Agency Generated Memos/Letters/Documents:** The SP shall review Agency-generated documents prior to transmittal to the Assistance Secretary and/or Exec Sec to ensure adherence to appropriate Agency format and guidelines. The SP shall generate transmittal letters and shall forward Agency-generated documents for appropriate clearance and sign-offs. The SP shall scan approved/signed documents into SIMS as required. The SP shall distribute or mail out memos/letters/documents.

**Process Non-Controlled Correspondence:** The SP shall process non-controlled correspondence received in the Agency from the public. The SP shall review non-control correspondence to determine appropriate action, if any.

**Generates Correspondence Related Reports:** The SP shall generate summary and individual component overdue reports from the tracking system as the result of systems controls such as correspondence that is not answered in a timely manner. The SP shall generate a summary report to the Agency. The SP shall receive tracking system generated reports from the Exec Sec and analyzes this data against internal records.

**Supports and Conducts Correspondence Related Training:** The SP shall provide training on the use of the Digital Sender, SIMS, and the paperless process to Agency personnel who utilize the system. The SP shall facilitate training sessions and shall conduct one-on-one and/or ad hoc desk side assistance.

**Supports Correspondence Records Management:** The SP shall maintain and dispose of all official correspondence for the Assistant Secretary and the Deputy Assistant Secretaries in accordance with the existing NARA approved records schedule.

#### **C.5.1.13 Performs FOIA Functions**

**Provides Support for Responding to FOIA Requests (Disclosure Officer(s)):** The SP shall field a wide range of inquiries and requests from members of news media, Congress and the general public. The SP shall provide support for responding to FOIA requests and shall attend FOIA related meetings as needed. The SP shall perform duties to include but not limited to monitoring and/or processing activities to assure conformance with established policies, procedures, priorities and regulations. The SP shall receive FOIA request, authenticate documents, coordinate, apply proper exemptions, and apply proper disclosure procedures. The SP shall determine whether the document is suitable for release, and shall sanitize, redact, or withhold in accordance with established guidance. The SP shall determine when and how to obtain input from outside Agencies. The SP shall input information into Departmental tracking system (FOIA-SIMS), determine FOIA fee costs using FOIA regulations, and provide direction to other administrative staff regarding disclosure under FOIA.

The SP shall coordinate disclosure of documents, and contact appropriate offices that have records and request and receive case files and related materials as appropriate. The SP shall coordinate with the SOL when FOIA responses are appealed. When administrative subpoena's are received and which pertain to investigators testifying in private litigation, the SP shall work with the SOL in processing certified information to give to private counsel in lieu of investigator testimony.

The SP shall prepare the FOIA report to include but not limited to determining what offices have had FOIA requests and then gathering the appropriate information to develop the Agency's summary report. The SP shall provide the FOIA report to the FOIA coordinator.

#### **C.5.1.14 Provides Technical Assistance**

The SP shall respond and provide technical assistance to customers through email, telephone, and letters. The SP shall receive telephone call inquires regarding Agency programs and shall answer questions and provide basic programmatic information to the caller pertaining to Agency issues. The SP shall research and prepare written and oral responses to technical inquiries on issues affecting the Agency constituency. The SP shall edit all technical assistance response letters for consistency, grammar, and substance.

The SP shall provide technical assistance to Agency constituents by providing information related to linking employees to jobs and employers with workers. The SP shall make referrals, identify sources, and provide the Agency constituency with insight into data gathered via Agency reports.

### **C.5.1.15 Provides Human Resources Support Functions**

The SP shall assist Agency Administrator(s) and managers with the HR requirements of the office. The SP shall interact with the Human Resource specialists and provide technical assistance to Agency managers regarding personnel issues and the preparation and entry of HR related forms and documents. The SP shall attend meetings with HR specialists and the Administrator(s) to discuss any outstanding HR or personnel issues and participates in conference calls with the HR specialist. The SP shall attend Agency wide HR liaison meetings.

The SP shall review personnel action requests and shall prepare forms and documents related to personnel transactions such as SF-50's, hiring actions, bonuses, awards, promotions, retirements, separations, reassignments, suspensions, address changes, changes in job titles, and changes in grades and shall enter this information into the WebPARs system as identified by the DGR(s). The SP shall enter performance appraisal results into the WebPARs system. The SP shall perform administrative reviews of personnel action requests in WebPARs.

The SP shall update and maintain SOPs and guidance for the review and copying of personnel folders and shall retrieve and coordinate personnel folder reviews when requested by employees. The SP shall review personnel folders. The SP shall update files to ensure that files reflect all personnel related transactions and that all documentation is present. The SP shall organize files, retrieve any missing documentation, and shall close out files. The SP shall complete the staffing file checklist and shall submit the checklist to the HR Specialist for certification of close out. The SP shall file staffing files upon completion of the close out. The SP shall ensure that personnel files are secure at all times.

The SP shall receive, review, and process Reasonable Accommodations Requests. The SP shall provide support for the coordination of special needs equipment requests and accommodations.

**Prepares Vacancy Announcements:** The SP shall support the Agency in developing vacancy/recruitment/job announcements. The SP shall draft duty and responsibility statements, affiliated knowledge, skills, and abilities and shall develop sample position descriptions for review and consideration. The SP shall meet with the Agency Administrator(s) and/or managers to ensure that the vacancy announcement is sufficient announcement. Once approved, the SP shall draft the rating schedule based on the criteria for that advertised job. The SP shall complete the recruitment package and send it to HR for processing and announcement. The SP shall interact with the Human Resource specialists to initiate hiring actions and coordinate the processing of job announcements. The SP shall prepare and/or coordinate the certification of position descriptions. The SP shall receive the notice regarding the summer intern program and shall attend meetings with the Agency Administrator(s) and Agency managers to discuss if they are interested in having any interns. The SP shall complete the paperwork requesting the interns.

The SP shall generate announcements for staff and prepare welcome packages and events. The SP shall conduct orientation of new staff, summer interns, and on-site contract staff. The SP shall arrange for all space, telephone, and computer equipment for new and current employees.

**Supports the Personnel Identification and Verification (PIV) and Background Investigation Process:** The SP shall support the PIV process for contractors and new employees and shall interface with HR and the Security Office as required. The SP shall provide assistance in support of the background investigation process such as reviewing official personnel files for the required security documentation, contacting employees to complete missing information and, as requested by the DGR, assisting in the finger printing process. The SP shall track the status of background documentation reviews.

**Supports Performance Evaluation Development:** The SP shall develop draft performance plans for managers and staff based on the Agency and Departmental Strategic Plans and OMB guidance. Performance plans shall be developed in consideration of the Agency Administrator(s) Performance Plan and based upon the years upcoming initiatives. The SP shall review the Presidents Management Agenda and the Departmental Strategic Plan and shall ensure that linkages exist between those documents and all staff performance plans. The SP shall review and analyze the Departmental Strategic Plan and ensure staff Performance Plans are designed in a manner to support the staff in meeting both Agency and the Departments goals.

**Supports Budget Analysis for Performance Related Awards:** The SP shall support budgeting efforts related to determining performance awards payout amounts. The SP shall perform analysis on base salaries against percentages for awards and shall apply ratios to the entire population based on performance awards results. The SP shall review the awards budget analysis with the Agency Administrator(s) to obtain approval.

**Supports Performance Award Justifications/Nominations:** The SP shall process Special Act and Instant Good Job Award justifications. The SP shall alert the Administrator(s) and Agency managers about the nomination process. The SP shall receive nominations from the Administrator(s) and managers and shall review nominations for content to ensure that nominations are linked to Departmental Strategic goals. The SP shall organize the information into a concise document for review by the Administrator(s). The SP shall make recommendations to the Administrator(s) for possible awards.

#### **C.5.1.16 Supports Training Functions**

The SP shall support and participate in the training and development programs. The SP shall prepare and submit training forms for Agency personnel. The SP shall oversee the programmatic efforts of Agency interns, which encompasses assigning and reviewing of work, mentoring, and technical evaluation of work. The SP shall brief interns on work and, as identified by the DGR(s), involve them in Agency efforts such as international visitor briefings.



The SP shall provide orientation training for new employees on PeopleTime, internal IT systems, Employee Express, National Finance Center, the AUDIX phone system, and Agency office procedures. The SP shall update and maintain the new employee handbook that provides an overview of office and basic information on internal policies and procedures. The SP shall serve as the first point of contact for new employees.

#### **C.5.1.17 Provide Support for National Printing and Distribution of Materials**

The SP shall coordinate the printing and distribution of high-volume publications for both Agency and industry clients. The SP shall work with both Agency print offices and the GPO to deliver the correct quantity of materials in a timely manner to all interested parties. The SP shall bear the responsibility of distributing materials directly to end users at the Agency HQ facility while ensuring receipt of materials by both Agency field offices and industry clients.

## **C.5.2 Logistics Support**

The SP shall provide support to the Agency by conducting logistical support type activities.

### **C.5.2.1 Facility Management Support**

The SP shall provide support for the Agency HQ facility under the direction of the Administration and Management branch and serve as the liaison between the Agency, General Services Administration (GSA), and building management in matters concerning overall facilities condition, maintenance and repair issues, solicitations for construction, and issues originating from other tenant actions.

The SP shall track daily repetitive processes associated with facility maintenance to ensure performance of all work and ensure quality and satisfaction with outcomes. The SP shall perform data gathering and initial analysis on special projects associated with improving facility operations and appearance. The SP shall make recommendations to resolve a wide range of facilities related issues that affect the activities of the Agency.

The SP shall issue, track, and account for office, file, and other pertinent keys in accordance with Agency directives and guidelines. The SP shall organize and secure all office keys. The SP shall arrange for the duplication of replacement keys from numbered originals as identified by the DGR(s). The SP shall perform the actual duplication of keys when requested. The SP shall upon occasion perform as backup driver for the MSHA van.

### **C.5.2.2 Facilities Set-up and Office Moves**

The SP shall provide conference room, furniture, and equipment setup and breakdown services. The SP shall maintain both portable and fixed AV equipment and troubleshoot any difficulties reported by the end user. The SP shall develop and maintain SOPs for AV equipment, understand AV equipment operation, and shall maintain a library of equipment instruction manuals. The SP shall provide support for the maintenance and utilization of teleconference facilities.

The SP shall provide support for office moves, which entail coordinating personnel, voice, data, furniture, and personal property move schedules. The SP shall serve as a monitor of vendors who, for security reasons, may not be left unattended in Government space when they perform furniture installations and construction projects in the Agency HQ building during normal working hours, evenings, and weekends. The SP shall provide support by performing interoffice telephone moves and shall help to facilitate hardware/software related phone issues. The SP shall conduct studies regarding agency processes in an effort to determine how to improve customer service.

### **C.5.2.3 Performs Space Management and Utilization**

The SP shall manage space in a national portfolio covering thirty-eight (38) states and Puerto Rico and serve as project manager for all Agency space actions to include concurrently handling multiple space actions from inception to completion.

The SP shall serve as liaison among Agency program clients, GSA, and Lessors. The SP shall attend space related conferences. The SP shall support the initiation and implementation of space management actions. The SP shall conduct meetings in support of the project lifecycle to include but not limited to kickoff meetings, pre-construction meetings, design meetings, and general project meetings. The SP shall coordinate and manage office relocations from existing space to new space, and shall manage office renovations on locations that will not physically move but require modification. The SP shall serve as project manager for all build-to-suit space. The SP shall be the Agency point of contact between Field Offices and GSA for affecting repairs and maintenance in GSA leased space and shall update/maintain Agency project and leasing files. The SP shall manage the systems furniture replacement program in accordance with the applicable Memorandum of Understanding (MOU) between MSHA and the National Council of Field Labor Locals (NCFL).

The SP shall initiate the programming and data gathering phase of the design process as identified by the DGR, and provide subsequent space utilization studies prior to initiating a space action. The SP shall support the development of documents to include but not limited to floor plans, construction drawings, GSA paperwork, MSHA approval documents, occupancy agreements, leases, and Solicitation For Offers. The SP shall create floor plans for new or existing space utilizing AutoCAD or other approved DGR software and shall confer with the DGR on a pre-decisional basis regarding the floor plan before sharing the floor plan with the bargaining unit members. As part of the design process, the SP shall provide at least three (3) color concept presentation boards for selection by local field offices as agreed to in the applicable MOU with the NCFL and shall obtain consensus from all parties. The SP shall travel to sites for site selection meetings, initial construction kickoff meetings, and final acceptance walkthroughs. The SP shall review leases, Occupancy Agreement and Solicitation For Offers documents from GSA on all space actions to ensure accuracy and adherence to Agency terms and shall maintain Agency project and leasing files. The SP shall input and verify that construction schedule goals and milestones are attainable and will create a smooth work flow process. The SP shall write statements of work (SOW) for goods and services related to space actions.

The SP shall reconcile monthly rent bills against the current space inventory and shall report all discrepancies, adjustments, and variances with explanations. Using the monthly rent bills, the SP shall maintain a portfolio database that tracks portfolio statistical and budget information. The SP shall complete annual budget Exhibit 54 which forecasts Agency rent expenses. The SP shall monitor all leased properties to ensure Lessor compliance with lease terms.

The SP shall serve as Agency expert on all Federal/State and Local Laws regarding space related issues as well as Agency expert on industry standards and best practices regarding space actions. The SP shall represent the Agency when meeting various interested parties in all space actions by participating in DOL scorecard committee meetings related to Real Property Asset Management and Greening the Government. The SP shall recommend updates and revisions of Agency Space Policy to senior

management as required. The SP shall provide space management and other related technical assistance and shall advise program management and Agency management on real property assets and the historic preservation issues of Agency owned historic real property. The SP shall generate rental reports utilizing Agency databases. The SP shall conduct/attend space management summits and shall support summit related projects, which may include but are not limited to the review and analysis of policies and processes.

The SP shall contribute to the functionality of the Agency Administrator(s) front office by providing technical assistance for the interpretation of office policies and procedures for space and equipment. The SP shall serve as a liaison with offices such as the Agencies' IT organization, Office of Assistant Secretary of Administration and Management, and/or the Office of Administrative Services for issues related to the initiation and mitigation of work orders and projects. The SP shall coordinate space, equipment, and telecommunications efforts, conduct reviews of available space, redesign workspace as identified by the DGR, and suggest where new employees/contractors will be assigned space. The SP shall complete work authorizations for items related to office maintenance i.e., new electrical outlets, carpet cleaning, minor construction, cleaning, snow removal, and IT related support that may require clearance.

#### **C.5.2.4 Performs Inventory and Equipment Management**

The SP shall support acquisitions and arrange maintenance efforts for office equipment. The SP shall conduct the annual Agency HQ inventory by performing a physical count of all items and reconciling that count in the DOL EProperty web based system. The SP will track all incoming accountable property and assign property numbers, barcodes, and perform data entry in the EProperty system. The SP will track all outgoing accountable property and coordinate the asset retirement process. The SP will coordinate with other Agency offices, DOL, GSA, and outside agencies on matters of property utilization and disposal. Inventory functions may include but are not limited to the review and accounting for accountable property as defined in DLMS 2-100. The SP will provide support for the Agency National Property Management Officer by assisting with the Agency national inventory of all personal property items.

The SP shall provide advice and guidance regarding the operation of the mail equipment. The SP shall advise offices on the scope and scale of mailing equipment required such as mail meters, scales and sorters. The SP shall track postage expenditures by office location. The SP shall create and maintain an inventory of the Agency's mail machines, meters, and scales owned and leased. The SP shall prepare certified and overnight mail pouches. The SP shall serve as the Agency liaison with the Department's Mail Manager to receive DOL Office Mail Automated System (OMAS) reports and reconcile OMAS discrepancies relating to the Agency's USPS mail and postage fees paid by the Department. The SP shall recommend methods and processes to the Agency that will increase efficiencies in the national postage use.

The SP shall perform accountable property management duties, which may include but is not limited to performing ad-hoc technology and other inventory related efforts. The SP shall coordinate requests generated by the PROTECH. The SP shall support ad hoc IT equipment analysis efforts and shall generate information regarding IT equipment. The SP shall coordinate the accomplishment of IT awareness training events and set the due date for training. The SP shall ensure that each employee attends the required training and shall generate a report for employees who have completed the requisite course. The SP shall support the completion of the DOL Privacy Act Data Call by reviewing list of data sent by PROTECH to decipher whether or not agency IT systems contain information that may be considered sensitive or privacy act related.

#### **C.5.2.5 Performs Safety and Security Functions**

The SP shall serve as onsite Occupant Emergency Plans (OEP) coordinator for the Agency. The SP shall serve as liaison between Agency management, building management, and emergency responders. The SP shall maintain OEP manuals and update changes to team member composition. The SP shall also be responsible for training OEP team members in policy and procedures. As identified by the DGR, the SP will conduct required checks of Automated Electronic Defibrillators and will train OEP team members in their correct use. The SP shall maintain the automated electronic Defibrillator program, monitor CPR certifications, and secure and maintain emergency supplies as identified by the DGR.

The SP shall perform functions related to safety and shall participate as a Safety and Health Team Member by supporting safety inspections. The SP shall function as a contact person for safety hazards in DOL locations such as halls and work areas. The SP shall field and address reports regarding spills, debris or other items that can create a slip, trip or fall and shall alert the DGR(s) of potential hazards. The SP shall assist staff in obtaining assistance, which may include contacting the health unit, guard desk, or Safe Health Information Management System officer. The SP shall inspect work areas for safety violations such as extension cord violations, items that could create a slip, trip, or fall, and other safety issues such as boxes on top of file cabinets and air vents. The SP shall conduct safety inspections of the office and provide information on found issues as well as recommendations for solutions. The SP shall support the mitigation efforts identified safety issues.

The SP shall support the Agency Safety Health Committee. The SP shall notify Agency staff of upcoming inspections. The SP shall facilitate safety inspections, document the findings, facilitate the mitigation of findings, track the process of mitigation efforts against due dates, facilitate subsequent inspections, and complete any necessary closeout documents. The SP shall serve as the Agency POC for Safety and Health incidents, which may include workplace injuries. The SP shall complete forms in the Agency system for each incident and shall complete any workers compensation forms as required.

The SP shall provide support for badge issuance process. Function includes but is not limited to gathering pertinent information, entering data into forms, drafting security badge related memos, and submitting paperwork to the DGR(s), HR, or the Security Office for review and processing. The SP shall complete and submit IT related security forms and ensure new employees attend required IT security training.

#### **C.5.2.6 Performs Event Planning Functions**

The SP shall support event planning efforts to include support for the planning and execution of conferences, DOL Special Emphasis Program events, and Combined Federal Campaign.

**Perform Conference Functions:** The SP shall sponsor internal office meetings by locating meeting rooms and/or facilities, arranging for AV equipment, preparing agendas and materials, conducting conference call set-ups, and, as identified by the DGR, shall arrange for hotel meeting facilities.

The SP shall function as the POC for the Agency National Conference. The SP shall facilitate submission of session descriptions, attend meetings and mandatory training, and facilitate the meeting of deadlines. The SP shall draft session descriptions for review and approval. The SP shall develop agendas, conduct topics development sessions, and perform topic description modifications. The SP shall develop schedules, contact speakers, confirm attendance, document biographical data on speakers into the database, and send conference packages to speakers. The SP shall perform logistical functions to include but not limited to arranging for meeting space and AV equipment, contacting speakers to discuss schedules and to discuss logistics. The SP shall gather informational materials for attendees and arrange for the delivery of the materials to the conference location. The SP shall perform analysis on conference schedules to subdivide information into working schedules for the Agency staff. The SP shall review and analyze the conference event book.

The SP shall organize and support conferences by generating press releases, information brochures, award announcements, and talking points. The SP shall review and edit contractor developed video products. The SP shall represent the Agency as an exhibitor at conferences. The SP shall support information dissemination efforts. The SP shall work at the Agency exhibit hall booth for the purpose of information dissemination. The SP shall support conference events by preparing requisitions for payment for space, shipping materials to conference locations in advance, and setting up the booth display. The SP shall develop reports on Agency conferences.

The SP shall help design, plan, and implement the Agency conference events to include but not limited to selecting speakers, writing up purchase orders affiliated with the event, leading and/or supporting the planning committee, supporting the development of a concept, and working with personnel to develop an invite list and set up all aspects of registration. The SP shall design conference initiations and organize the sending of invitations. The SP shall put together and, as identified by the DGR, moderate

workshops for events. The SP shall serve as a facilitator and a recorder/circle guide at conferences and/or facilitate event conversations.

**Performs Special Emphasis Programs:** The SP shall provide support for the planning and delivery of activities for DOL Special Emphasis Programs that include but not limited to Black History, Women's Equality Day and Women's History, Hispanic Heritage, Asian Pacific Islander, Disability Awareness, and Native American/Alaskan Indian Programs. Special Emphasis Programs are delivered in partnership with DOL Agencies and shall require coordination with Agencies and departments that are jointly hosting the events. The SP shall perform project coordinator duties to include but not limited to reviewing program plans, conducting monthly meetings, researching information, following up with outstanding issues, setting action items, developing and delivering status reports to management, documenting meeting minutes, and tracking accomplishments. The SP shall review, analyze, and develop program requirements. The SP shall develop or facilitate the development of agendas by working with groups involved in the event.

The SP shall prepare and submit requests for proper authority/permission to host programs to include submissions of drafted agendas and/or the entire program. The SP shall prepare a report regarding the Special Emphasis programs to the Office of Diversity Management, the Agency EEO Director, and the Agency Assistant Secretary and shall submit requests for authorization for guest speakers. The SP shall change/amend the requests for authorization as identified by the DGR(s). The SP shall develop Event Scheduling Requests for DOL Public Space. The SP shall prepare and submit authorization for funds for each planned event, which includes a description of the planned speaker, exhibitors, and organizations involved.

The SP shall make logistical arrangements for rooms and AV equipment, process all related requisitions for payment, find and meet with speakers, send out invitations, and set up exhibits/clean up after exhibits. The SP shall provide support for the graphic design of event posters/flyers and shall submit these for review and approval by the DGR(s). The SP shall prepare a graphics requisition and submit it to the graphics division for poster/flyer printing. The SP shall determine what supplies/decorations are required for the event and shall secure these items. The SP shall provide support for event pre-assessments to include but not limited to checking with vendors, stores, and businesses to determine appropriateness of supplies and costs associated with materials.

The SP shall provide event participant information to the Security Department in advance of the event and shall facilitate the completion, submission, and distribution of DOL Parking Requests for event participants. The SP shall participate in the programs by introducing guest speakers. The SP shall track data regarding the events and develop a summary of activity for inclusion into all event reports. The SP shall contact customers to determine their requirements and expectations with regard to future events.

**Provides Combined Federal Campaign Support:** The SP shall perform coordination functions related to the Agency Combined Federal Campaign (CFC). The SP shall organize Agency CFC points of contact, pick up and distribute CFC supplies, train the points of contact in event related activities, conduct and/or participate in CFC related meetings, facilitate the completion of forms, track percentages of participation, and provide support for fund raising events. The SP shall meet with the Agency CFC points of contact, review their reports, answer staff questions, and turn in CFC money. The SP shall prepare CFC related reports for the Department and cumulative reports for CFC Headquarters. The SP shall perform the requisite data entry into the CFC Headquarters database.

The SP shall support CFC fundraising events by attending CFC related meetings, conducting fundraising activities, and generating status reports to the Agency CFC coordinator.

**Performs Event Coordinator Functions:** The SP shall provide support for functions related to the coordination of Earth Day, Safety Day, Women's Equality Day, and DOL Day. The SP shall attend event-planning meetings, perform planning related activities, and obtain exhibitors for the event. The SP shall develop themes for the Agency exhibit area, request the space, and secure the necessary equipment (i.e., audio/visual equipment, surge protectors, back drops, etc). The SP shall develop the event activities, secure the items necessary and/or obtain any guests. The SP shall participate in the selling of event tickets, develop flyers and posters advertising Agency activities, and promote ticket sales. The SP shall transport all exhibit items to the event location. The SP shall decorate the exhibit area, make the necessary logistical arrangements for guests, and set up and supervise the activities. The SP shall attend planning events related to the Honors Ceremony. The SP shall function as an Agency Host/Hostess and stage escort for the Department's Honor Awards Ceremony.

The SP shall function as the Diversity Committee coordinator. The SP shall hold meetings to discuss with members topics such as resources for diversity recruiting efforts. The SP shall develop and maintain resource lists for recruitment and shall review diversity resource materials in order to keep the webpage current. The SP shall serve as the Agency Red Cross Blood Drive Coordinator. Function includes but is not limited to picking up the blood drive posters, flyers, and sign up sheets from the Health Unit and posting/distributing these materials throughout the Agency. The SP shall notify previous donors of upcoming drives and provide coverage for blood drive registration. The SP shall serve as the Disability Advisory Council Member and shall attend council meetings. The SP shall provide input on issues affecting DOL staff with disabilities. The SP shall provide possible solutions to problems discussed at meetings. The SP shall assist in securing guest speakers and resource materials.



### **C.5.3 Program Support**

The SP shall provide support for the following compliance support activities.

#### **C.5.3.1 Assists with Compliance Review Activity (Statistical Analyses)**

The SP shall provide compliance activity support by conducting statistical analyses (Impact Ratio Analysis, pivot tables, etc.) and other analyses during the desk audit phase of the compliance evaluation. The SP shall perform data collection, analyzing and interpreting data, organizing materials into report form, interpreting findings and making recommendations pursuant to initial indicators of a violation. When indicators of violations are identified, the SP shall participate at the discretion of the DGR with Equal Opportunity Specialist in the on-site/off site portions of evaluations and investigations, compiling and gathering statistical and factual information from contractor records. The SP shall draft correspondence and case reports, including the Standard Compliance Review Report (SCRR), assemble back-up material, such as exhibits and evidence gathered, and ensure that case files are complete and in proper format before submission to DGR(s).

#### **C.5.3.2 Assists With Compliance Evaluation Activity**

The SP shall analyze and organize a wide variety of information and draft appropriate correspondence. The SP shall develop background information, research official documents, and analyze case files, official documents, contractor data, employment discrimination complaints and previous compliance action reports. The SP shall assist the Agency with data gathering including interviews, analyses of documentation, and organization of information for case files. The SP shall provide compliance assistance where deficiencies are identified. The SP shall review case files for completeness, securing additional documents or information required by contacting contractors and or complainants. The SP shall monitor the progress of compliance actions and determines if extension of time is required to complete compliance actions. The SP shall monitor the terms of conciliation agreements and complete SCRR forms as instructed by DGR(s).

#### **C.5.3.3 Process Pre-Award Clearance Request**

The SP shall process pre-award clearance requests received from Federal procurement officials. The SP shall establish priorities for approving requests. The SP shall ensure procurement agencies are informed of awardability status of contractors and shall inform the Agency of contract awards. The SP shall maintain a permanent record of approved awards. The SP shall conduct classroom training on the various aspects of the pre-award process. The SP shall serve as a clearinghouse for information concerning the pre-award clearance process.

#### **C.5.3.4 Supports Community/Constituency Service**

The SP shall provide compliance assistance on Agency procedures and regulations pursuant to Agency policies, procedures, and programs. The SP shall assist the DGR(s) or assist the Agency in establishing and maintaining relationships with labor

leaders, business and industry officials, members of Congress, and leaders of community organizations for the purpose of explaining, promoting an understanding of, and receiving feedback on Agency programs.

#### **C.5.3.5 Performs Complaint Intake Functions**

The SP shall perform complaint processing and intake duties. The SP shall process complaints of discrimination in accordance with Agency procedures by responding to complaints, determining jurisdiction, and recommending closure or referral of complaints for investigation to field offices or to other agencies as appropriate, on a timely basis. Specifically, the SP shall obtain relevant information including conducting interviews with charging parties, witnesses, and/or representatives of the respondent regarding charges of employment discrimination. The SP shall properly create and maintain logs and ensure Agency Management Information Systems are updated. In Puerto Rico, the SP shall provide interpreter services pursuant to complaint intake and investigations from Spanish to English and from English to Spanish. The SP shall provide compliance assistance to Federal contractors, subcontractors, constituency groups, and individuals by explaining to them the mission of the Agency and the complaint process.

#### **C.5.3.6 Assist in Agency Jurisdiction Determination**

The SP will review Agency policies, practices, and regulations. The SP will conduct research to determine Agency jurisdiction by using informational sources including the internet (Lexis-Nexis; Federal Data Procurement System; DOL; and employer websites etc.) to determine if a Federal contract or subcontract was awarded. The SP will recommend a course of action to the DGR(s).

## **C.5.4 Information Technology and Management Support**

### **C.5.4.1 Supports Information Technology, Web, and Information Systems**

The SP shall oversee the organization of Agency resource materials. The SP shall assist with the implementation and coordination of Agency control systems for the creation, clearance, use, and retirement or disposal of Agency records. Records are appropriately maintained and the SP shall determine those required to be archived in accordance with Federal laws and National Archives regulations. The SP shall support the Agency in the reduction of backlogged documents in an effort to reduce unusable records storage space.

The SP shall review for accuracy Agency information system data codes. The SP shall support efforts, which involve working with Agency IT office to re-design the Agency's information system that enables the Agency to track activities as well as communicate with customers and stakeholders. Efforts may include but are not limited to conducting evaluations of the existing system, designing ways in which the system could run more efficiently, and developing methods for easier data entry. The SP shall review staff concerns and developing plans to make database changes, recommending changes to Agency IT office, supporting liaison efforts with Agency IT office during systems modification, writing or updating training manuals which address the changes, training staff after database changes have been made, providing ongoing technical assistance to Agency staff to ensure consistency and accuracy of data, and conducting follow up efforts in support of ongoing maintenance of the system.

The SP shall review legislative issues associated with the administration of specified Agency programs and shall identify, analyze, and document IT issues and offer recommendations to Agency management. The SP shall develop issue papers, or other similar documentation, as well as resolution papers. The SP shall attend meetings to understand programmatic issues and participate in management meetings on IT activities between the Agency and PROTECH.

The SP shall function as the programmatic liaison to the IT shop for business requirements and perform functions which include but are not limited to meeting and working with PROTECH developers and administrators to discuss current workloads, Agency goals for current and future projects, and to deal with issues as they arise. The SP shall meet with Agency management and program managers to review PROTECH documents for the purpose of gleaning and anticipating needs for software development as well as to keep management abreast of issues that may arise with currently deployed systems.

Utilizing programmatic policy knowledge, the SP shall translate statutory rules and requirements into business needs, software needs, and IT system requirements for PROTECH and other IT support contractors via design specification documents or other similar materials. The SP shall provide programmatic technical assistance and work with PROTECH and programmers to translate requirements and design documents into IT tools/requirements based on business requirements. The SP shall maintain awareness of statutory limits in order to ensure that IT software does not violate any

requirements and shall provide technical assistance to PROTECH staff and field staff on an ongoing basis.

The SP shall work with Agency staff regarding changes on policy and regulations and provide IT advice on how to redesign IT systems. The SP shall develop specifications on modifications. The SP shall participate in working meetings with contractor staff and federal staff in support of modifications of existing software and development of new software and shall meet with PROTECH regarding policy decisions on how to build systems.

The SP shall perform bench testing and/or acceptance testing on delivered web-based systems, and validate and forward trouble reports on Agency systems currently in production. The SP shall work with customers in the processing centers and the general public to assist them in identifying and reporting issues with Agency online systems. The SP shall identify and analyze IT issues in a preventative manner from a programmatic perspective and provide suggested mitigation strategies. The SP shall offer recommendations based on analysis on issues and provide recommendations to trouble shoot problems.

The SP shall perform software testing of software in development and shall work with both programmatic and IT folks as needed. The SP shall support the roll out of modified and new programs to include but not limited to analyzing documents generated from testing efforts, attending meetings regarding findings related to software testing, and providing support for the generation or modification of training materials.

#### **C.5.4.2 Supports Web Content and Information Management**

The SP shall provide support for web content management and information management and serve as a representative to the Content Management Team and shall provide input and recommendations for web content improvements or policy changes. The SP shall provide guidance for implementation of new policies or other internal web changes. The SP shall develop national guidance materials, information bulletins, and circulars for the purpose of providing guidance to Agency staff on changing information or policy changes. The SP shall use criteria provided by the PROTECH office to assess impacts to Agency websites due to web functionality changes and provide recommendations to mediate negative impacts. The SP shall assess new methods and techniques to solve IT problems related to the Agency's mission and shall present this information to the DGR for review.

The SP shall elicit support from Agency staff to update websites and ensure that information updates are conducted routinely so that website documents are kept up to date when program information changes. The SP shall receive updates from Agency staff to the website and shall incorporate the updates. The SP shall ensure that information is consistent with IT formats and policies and the date of last update must be posted on documents.

The SP shall gather data for the internal collaborative website from all Agency regions and shall collate and formulate this data into reports for the Assistant Secretary for review and approval by the DGR(s). Reports not sent forward to the Assistant Secretary are posted to the Agency collaborative website, along with other updated information, for internal review and use. The SP shall review all data inputs, edit them, submit them for review and approval by the DGR(s) prior to posting to the website, and post all approved documentation. The SP shall facilitate the coordination of data with other Agency components prior to submitting the Agency quarterly report to the PROTECH office for posting on Agency website. The SP shall analyze program data collected in the Agency information system and shall use this data to populate various Agency reports that display Agency statistics on programs, mission, and constituents.

The SP shall track and provide compiled Agency constituency related information to the PROTECH office in support of transposing data into Agency databases and information technology software tools. The SP shall gather information from Agency staff, examine items against the Agency software system, and examine it against other Agency reports. The SP shall prepare the format of the reports and circulate the report for review and approval by the DGR(s).

The SP shall maintain Agency knowledge management resources to include but not limited to managing the Agency's shared drive (an electronic library of Agency draft and final documents) that all Agency national office staff can access. The SP shall post final documents to the shared drive for review by others i.e., directions, statistics, bulletins, etc. The SP shall manage the content of the library to ensure outdated materials are removed in a timely manner.

#### **C.5.4.3 Maintains Data Systems**

The SP shall receive e-data inquiries, research answers via the Agency information system and other established documentation, and formulate draft responses for review. The SP shall analyze the Agency information system and WebCeo (a data mining tool that displays Agency data) and shall examine data to ensure that the appropriate information is electronically filed to various sub-systems, i.e., websites, share drive folders, and electronic file folders.

The SP shall review and monitor Agency websites and shall mine data from the Agency system. The SP shall troubleshoot and facilitate the resolution of technical issues related to system interfaces. Function may include but is not limited to conducting discussions with the PROTECH Office, negotiating mitigation strategies, and monitoring supporting technology contractors and the PROTECH Office against timelines, and facilitating issues between contract technology support contractors. The SP shall represent the Agency in regard to illustrating Agency business requirements for translation into technologic tools and systems development or modifications.

#### **C.5.4.4 Information Technology Analysis and Reports Generation**

The SP shall work with the procurement staff of PROTECH to determine needs and generate recommendations on how best to proceed in conducting procurements for

software and hardware to include but not limited to reviewing purchases for equipment and providing suggestions for the transition/migration of software onto new hardware from a programmatic perspective. The SP shall perform market research on prices and identify hardware and software types. The SP shall draft design requirements for software development. The SP shall develop draft screen shots regarding the appearance of software.

The SP shall serve as the POC for Agency legacy systems and shall receive and review a variety of information requests from the press and other agencies. The SP shall identify methods to find the requested data to include but not limited to defining where the requested data is located, identifying what data indicators are available for use in finding the data, developing the query, submitting the request to PROTECH to conduct the query, and once queried data is returned examines and analyzes it. The SP shall refine results from data queries in order to develop subsequent reports and answers to requests.

The SP shall utilize Agency legacy systems to support Program Assessment Rating Tool (PART) efforts and other agency reports. The SP shall determine data collection query scope and work to generate data requests with PROTECH and as well with programmatic staff to get the appropriate information into required reports.

#### **C.5.4.5 Operations and Troubleshooting**

The SP shall maintain awareness of program trouble reports and shall compile and maintain sheets to log issues and to track the status, fixes, and disposition on broken elements of programs. The SP shall follow up with PROTECH and IT support contractors regarding the status of ongoing and outstanding trouble reports. The SP shall work with PROTECH and the processing centers to facilitate resolution/mitigation of trouble shooting issues. The SP shall lead weekly meetings with PROTECH regarding the backlog issues. The SP shall provide trouble shooting reports to management for review.

The SP shall participate in management meetings on IT activities and provide feedback on issues related to IT for consideration by management. The SP shall monitor IT connectivity of systems. The SP shall check systems capacity and response times and alert PROTECH of issues as well as make cases for IT infrastructure improvement as needed. The SP shall perform systems administration reviews to include but not limited to review actions on accounts, granting permissions, and observing stature from a security standpoint.

### **C.5.5 Policy and Planning Support**

The SP shall provide policy and planning support to include supporting the development of draft policy and strategic plans.

#### **C.5.5.1 Conducts Draft Policy Research**

The SP shall analyze existing or drafted policy, conduct research, and develop draft policy, policy related reports, and policy related white papers, documents, testimonials, and briefings. The SP shall review/research for accuracy and relevancy Government policy positions or alternatives on draft legislation, regulations, Secretary's Orders, Presidential proclamations, reports to Congress, and testimonies of high-level Federal officials pertaining to Agency issues and then prepare relevant comments. The SP shall identify problems, analyze and prepare status reports for the Agency Administrator(s) and other senior-level managers on current events and issues as well as on Federal and State/District laws affecting the Agency mission or constituents.

The SP shall identify and conduct policy research on issues related to Agency relevant issues. The SP shall define problems, analyze, and prepare detailed reports for review by the Agency Administrator(s) and other senior-level managers on Federal and State/District laws affecting Agency constituents. The SP shall research and report upon Government Accountability Office/Bureau of Labor Statistics/OPM/Office of the Inspector General (OIG) reports, as well as those of other Federal Departments.

#### **C.5.5.2 Develops Draft Policy**

The SP shall participate with DOL Agencies and other Federal departments in the review, formulation, and editing of policy and programmatic initiatives, including non-legislative initiatives, legislation, regulations, and testimony for review by the DGR(s). The SP shall participate in the peer review of Agency documents and shall recommend comments as appropriate and submit these for review. The SP shall develop and provide reports to senior level management and the Agency Administrator(s) regarding legal analyses and review of proposed legislation, current socio-economic trends and present potential impact upon the Agency mission, goals, objectives, or constituents. The SP shall review Federal standards and develop recommendations for the interpretation or revision of Federal standards. The SP shall report any suggested changes to the DGR(s).

#### **C.5.5.3 Supports the Promulgation of Policy by Preparing Written Materials**

In support of the promulgation of Agency policy, the SP shall research, stay abreast of current issues and concerns, in order to develop written material to include but not limited to fact sheets, briefings, and congressional testimonials that pertain to Agency issues. The SP shall conduct research in support of Agency programs and policies for use in the preparation of detailed and comprehensive talking points and speeches for the Office of the Secretary, the Agency Administrator(s), and/or Agency staff. As identified by the DGR(s), the SP shall prepare Congressional testimony for the Agency Administrator(s). The SP shall coordinate with internal and external entities at the national, regional, state, and local levels to assess and prepare additional written

materials to include but not limited to, talking points, speeches, and remarks to targeted audiences on topics of relevance to the Agency, its policies, programs, and activities.



## **C.5.6 Program Management and Outreach Support**

### **C.5.6.1 Provides Support to Agency Administrator(s)**

**Supports Agency Administrator(s) Scheduling/Work Planning:** The SP shall meet with the Agency Administrator(s) to maintain a constant awareness of priorities and goals for major Agency projects and for scheduling purposes. The SP shall support office calendaring functions and scheduling efforts to include all office related meetings, conferences/functions, travel, and leave. The SP shall manage the Agency Administrator(s) agenda/schedule by making entries regarding meetings and appointments. The SP is responsible for the Agency Administrator(s) schedule/travel and notifying the Agency staff/public of delays, changes, cancellations, and reassignment of critical meetings, work assignments, and other office related functions.

The SP shall conduct analysis on the Agency Administrator(s) calendar and assignments. The SP shall perform research, gather and assemble data, and write papers and topic outlines on pertinent information that the Agency Administrator(s) may require for completion of assignments/activities. The SP shall organize and facilitate the Agency Administrator(s) scheduled activities, e-mails, phone messages, and meeting requests ensuring that activities are changed in accordance with priorities. The SP shall develop workplans and forecasts and shall provide recommendations on alternative methods to resolve scheduling conflicts and completion of work assignments and goals.

The SP shall conduct analysis on issues that require the awareness of the Agency Administrator(s) prior to Agency visits or speaking engagements. The SP shall generate focus topics for speaking engagements, prepare materials related to engagements and/or presentations, and shall inform the Agency Administrator(s) on the particulars of the topics that are being addressed.

**Support Agency Administrator(s) Meetings and Project Management Efforts:** The SP shall organize and coordinate meetings for the Agency Administrator(s). The SP shall arrange for staff participation for meetings, as necessary, and shall ensure the development of briefing information for the Agency Administrator(s) on evolving issues. The SP shall participate in working group sessions in support of major work products and functions including but are not limited to gathering briefing materials for meetings, developing meeting agendas, taking meetings notes, documenting final agreements and administrative decisions, fielding inquiries, following up on action items to make sure that timelines are followed and actions completed, documenting questions asked and following up with answers or appropriate activities, and coordinating with other Agency counterparts on accomplishing work.

The SP shall serve as the lead liaison/contact person for matters related to the Agency for the Agency Administrator(s). At the direction of the DGR, the SP shall represent and speak for the Agency Administrator(s) or key staff in informal circumstances and shall serve as the front-line liaison to provide appropriate materials and responses to the Agency staff and the public. The SP shall receive and respond to internal and external verbal and written inquiries related to issues, mission support, and Federal and/or State/District and/or local labor laws and/or policies affecting the Agency and/or

established by the Agency. The SP shall respond to written inquiries about issues requiring knowledge and understanding of Federal and/or State/District and/or local labor laws and/or policies affecting the Agency and/or established by the Agency. The SP shall alert staff of delays and problems, follow-up with staff on assignments, inform staff of deadlines/updated deadlines, and provide amplified instructions. The SP shall follow up with staff on the status of assignments/projects and expedite priority assignments/projects that may require critical/immediate attention of the Agency Administrator(s) or staff.

The SP shall participate in national and regional staff meetings and, as identified by the DGR(s), shall conduct staff meetings. The SP shall prepare briefing material for the Agency Administrator(s) staff and functions include but are not limited to assembling briefing packets by copying and collating, arranging into binders, printing labels for tabs, and distributing binders for review in advance of the meeting. As identified by the DGR(s), the SP shall make speeches to Agency constituents and entities concerned with Agency issues presenting Agency mission, goals, objectives and programs.

The SP shall attend Congressional Hearings/Briefings as identified by the DGR(s) and shall provide accurate and relevant information pertaining to the Agency issues and other related input, as appropriate. The SP shall brief the DGR(s) through summaries of all issues presented and discussed.

**Supports Development of Work Products for Agency Administrator(s):** The SP shall review and process drafts of the Agency Administrator(s) written materials to include memos, letters, briefing materials, SOL clearances, advisories, memorandums of understanding, and Federal Register Notices. The SP shall track document due dates and support the prioritization of the Agency Administrator(s) review of documents.

The SP shall receive and facilitate for the office internal and external correspondence. The SP shall review and edit correspondence for grammatical and formatting correctness and for accuracy. The SP is responsible for the overall management of correspondence for the Agency Administrator(s) and for the Agency Divisions, and shall monitor SIMS for status and overdue correspondence. The SP shall develop and submit correspondence related reports to the Agency Administrator(s). The SP shall assist in the development of internal SIMS guidelines for the Agency. The SP shall provide correspondence training, guidance, and desk side assistance to staff on internal processes for correspondence control.

The SP shall maintain a suspense file on all special projects assigned to the organization and follow up to see that projects are completed on time. The SP shall prepare draft and/or final Agency directives, and shall review and comment on documents requiring component clearance. The SP shall ensure Agency directives are consistent with DOL policies and procedures. The SP shall assess the extent to which the information affects or relates to current Agency programs and projects. The SP shall determine whether planned actions are in accordance with established procedures. The SP shall contact pertinent individuals for input in either the

developmental or the clearance stage of documents to ensure that the directives are reflective of applicable Agency laws, regulations, and policies.

The SP shall prepare ad hoc reports such as the OMB USA Services Data Call Report, used to identify all activities that support citizen inquiries and responses. The SP shall prepare information for programmatic and administrative reports, such as Agency Quarterly Accomplishment Reports and Significant Activity Reports (SAR). The SP shall collect, coordinate, combine information, and prepare the submission of the SAR for the generation of a cumulative report. The SP shall provide the Agency Administrator(s) staff support by developing resource materials and position papers.

The SP shall assess the progress regarding program performance for the Agency regions regarding apprenticeship program goals. The SP shall review Agency region scorecards to evaluate whether or not scorecards have been updated and populated. The SP shall check region scorecards for anomalies, progress, or lack of progress and shall provide status updates to the DGR(s) for review. The SP shall consult the regions and provide programmatic advice regarding observed issues and anomalies. The SP shall receive feedback from regions regarding progress or issues and shall review data to ascertain regional progress made towards meeting internal and external performance goals.

The SP shall provide support for the processing and tracking of unsolicited proposals and correspondence related thereto. The SP shall track all activities related to unsolicited proposals including but not limited to staff assignments, established deadlines for responses, and progress made regarding the proposal answer.

**Supports the Development of SOPs:** The SP shall work with the Agency Administrator(s) and/or Agency teams to develop and update all SOPs. The SP shall ensure all procedures are in compliance with Departmental guidance and Federal rules and regulations. The SP shall draft, review, edit, and update SOPs and policies for internal Agency work and procedures. The SP shall provide oversight of and development for procedures on how internal guidance is issued.

**Support Policy Implementation:** The SP shall provide technical/programmatic assistance relative to policy implementation issues. The SP shall review research reports and research findings, identify or address any conflicts between policies/reports/findings and provide policy and/or programmatic guidance to the Agency Administrator(s) or Agency staff. The SP shall assist Agency Administrator(s) and key Agency staff in policy and decision making sessions by making recommendations to solve staff support problems and processes. The SP shall assist in the development of innovative ways to implement policies to support the performance and results goals of the office. The SP shall identify major issues to be discussed with the Agency Administrator(s) and recommend changes to Agency policies and procedures.

### **C.5.6.2 Provides Support for the Development and Issuance of Advisories**

The SP shall maintain responsibility for managing the component portion of the Agency Advisory System. Advisories are directives and instructions that go to federal, regional, and/or state entities providing them direction, advice, and/or information regarding Agency programs. The SP shall develop, update, and maintain the internal SOPs for the advisory system and affiliated data system.

The SP shall provide technical assistance on how to do an advisory and what types of advisories to use. The SP shall maintain a thorough knowledge of the implementation steps in processing advisories and shall process advisories through all phases as necessary, including the resolution of issues related to substance and final issuance. The SP shall monitor the functionality of the data tracking system utilized at the Agency to track the clearance process of advisories and shall ensure that the advisory numbers are assigned correctly. The SP shall serve as a technical expert on the Agency data system and functions as the liaison between the Agency and other Agency systems. The SP shall investigate issues to establish the nature and scope of identified problems and shall develop alternative methods and techniques available to resolve problems. This includes monitoring and analyzing the internal Data Tracking System, troubleshooting system glitches, alerting Agency management to problems, and recommending solutions to improve the system. The SP shall maintain responsibility for the re-engineering of the Agency Advisory System and shall continuously evaluate the procedures to ensure efficiency and smooth functionality through recommendations and improvements. The SP shall develop and submit reports indicating which advisories are pending, expired, or outdated.

### **C.5.6.3 Performs Federal Register Functions**

The SP shall contribute to process memorandum detailing SOPs for the development and issuance of Federal Regulations. The SP shall review, prepare and/or process Departmental notices, Paper Work Reduction Act packages, and Solicitation for Grant Announcements/Applications (SGAs) for publication in the Federal Register. The SP shall follow the Department's Federal Register Guidelines and processes in the preparation and review of appropriate materials.

The SP shall assist Program Offices with issues associated with Federal Register notices. The SP shall work with the DGR and, as identified, the Federal Register staff if necessary. The SP shall prepare Federal Register Weekly Report Summaries for the Agency management staff. The SP shall support the development of press release information related to Federal Register notices.

### **C.5.6.4 Supports Agency Strategic Planning and Research**

The SP shall apply knowledge and understanding of the Agency mission, goals and objectives in providing guidance and input on strategic plans such as the Agency's strategic and performance plan, PART, and PMA teams. The SP shall develop and oversee the preparation of internal planning guidance to ensure plans support national goals and objectives in all program areas.

The SP shall support the development of the Agency strategic plan(s) striving to stay attuned to all new guidance and serve as a member/leader on strategic planning teams such as Human Capital, Budget Integration, Performance and Integration, E-Government, and Competitive Sourcing in preparation for the President's Management Agenda and the PART review. The SP shall plan, organize, and lead all team meetings at the direction of the DGR(s). The SP shall prepare information for presentation to DOL Departmental leaders every six (6) months. At the direction of the DGR(s), the SP shall attend DOL Strategic and Performance Work Group meetings.

The SP shall review budget submissions and work with team members to follow up on all agreed upon tasks. The SP shall conduct research outside of meetings including providing oral and written assessments and projections based upon research and extrapolation of data collection of past and current projects, regional and state demographics.

The SP shall work with project team members to create plans to develop means and strategies, output measures, and intermediate and end outcome measures. The SP shall, at the direction of the DGR(s), act as a liaison between with OMB departmental representative and team leaders on all issues related to OMB clearances. In the accomplishment of liaison type functions, the SP shall research the issue, determine the appropriate people to contact, and ensure appropriate paper work is submitted in a timely manner. The SP shall prepare the "Moving to Green" PMA six (6) month plan and work with staff to implement all activities of the plan in order to support the balanced scorecard status and successful ongoing scorecard evaluations. The SP shall coordinate and integrate all graphic and design elements related to the development of new instruments that reflect Agency work such as the Strategic and Performance plan.

#### **C.5.6.5 Performs Outreach Functions**

The SP shall support the development of marketing plans and materials to promote Agency projects and Agency conferences. The SP shall help design templates to capture and put together information from all events including workshop guides, summaries, and follow up reports. The SP shall participate in the planning and implementation of national conferences for the Agency. At Agency conference events, the SP shall formally introduce and recognize participants and partners.

The SP shall accompany the Agency Administrator(s) at functions and meetings. At the direction of the DGR(s), the SP shall represent the Agency at public meetings and briefings for the purpose of obtaining information relevant to the Agency, conveying information, establishing rapport, motivating and persuading persons or groups, and developing contacts on a national level.

The SP shall coordinate and provide support for the DOL Bureau of International Labor Affairs (ILAB) International Visitor Events and/or other international visitors and events. The SP shall receive requests from the ILAB programs regarding International Visitors and support the development of information for international visitor related events such

as fact sheets, speaking notes, and presentations by conducting research and drafting documents. The SP shall develop reports and briefing materials for international organizations and visitors relating to U.S. and Agency policies and shall deliver briefings at the direction of the DGR.

The SP shall coordinate the establishment of Agency program staff presentations to international visitors, working in conjunction with ILAB. The SP shall serve as an Agency representative during visits. The SP shall prepare drafts for talking points for ILAB presentations and greetings. The SP shall prepare and send memorandum to program Administrator(s) requesting specific personnel to conduct the briefing on the requested program. The SP shall establish deadlines for request responses and shall follow up to obtain staff names for briefings. The SP shall forward to ILAB the Agency information regarding speakers.

The SP shall attend international conference events in support of the DGR(s). As identified by the DGR(s), the SP shall serve as a presenter at international conferences. At the direction of the DGR(s), the SP shall set up and support the conduct of briefings. As identified by the DGR(s), the SP shall meet with individual international visitors and foreign delegations to discuss issues on topics related to the work of the Agency and other policy and legal issues affecting the Agency constituents.

#### **C.5.6.6 Supports Project Management Functions**

The SP shall support project management efforts to include but not limited to performing project planning, development, implementation, evaluation, project marketing, and project replication.

**Conducts Project Planning Functions:** The SP shall conduct extensive research and prepare concept papers, white papers, and/or issue papers for major Agency demonstration projects that reflect Agency priorities, goals, and objectives as well as address all relevant demographics and Departmental and Federal-wide policy, legal, and programmatic issues. The SP shall work with national office and regional office staff to develop Agency projects and approaches that reflect priorities, goals, and objectives. Functions related to project planning include but are not limited to conducting preliminary research and convening meetings, forums, and listening sessions with customers and partners. The SP shall analyze research data and findings from customer sessions and support project design efforts based on research findings and executive direction.

The SP shall develop evaluations plans when demonstration projects are developed. The SP shall perform project planning related reporting that includes Agency database updates. The SP shall work with regional staff to demonstrate project concepts that address the Agency's goals and objectives by developing charts and supporting efforts related to shipping materials to regional staff. The SP shall perform extensive research for, and prepare briefing books on, major Agency demonstration and grant projects. The SP shall establish a pre-briefing book prior to the start of a project that includes elements such as research statistics. Upon project commencement, the SP shall

develop a working briefing book containing copies of all materials stored there as well as on the Agency shared electronic data files. The SP shall design project logos. The SP shall go on occasional travel related to project/contract activities.

The SP shall work with the Agency office staff in determining and developing planning goals and specific program objectives. The SP shall formulate program plans, planning guidance and related materials to achieve program enforcement, compliance assistance, education and outreach goals and objectives. The SP shall devise methods and procedures that will identify significant compliance trends and progress toward goals. The SP shall recommend and oversee actions involving industry employers considering violations, rates of recidivism and other factors related to initiative performance.

**Performs Project Development Functions:** The SP shall participate in internal and external meetings and conference calls. The SP shall propose and obtain clearance for fact sheets on project-related topics. The SP shall develop and/or adapt products (including project website, toll kits, and curriculums) to support local projects. The SP shall provide research materials for demonstration project website links. The SP shall ensure all written research materials, such as concept papers, white papers, and issue papers, are incorporated into briefing books and shall oversee all work pertaining to the maintenance and updating of project information contained in briefing books. The SP shall perform project development related reporting that includes Agency database updates. The SP shall develop uniform guidelines and formats for data collection efforts on Agency projects. The SP shall go on occasional travel related to project/contract activities.

**Performs Project Implementation Functions:** As identified by the DGR(s), the SP shall serve as Team or co-Team leader for projects that reflect Agency priorities, goals, and objectives pertaining to Agency constituent issues. The SP shall plan and assign work to team members and shall review work to ensure it complies with and meets the requirements of the project. The SP shall determine project goals and timelines and develop standard statements of work for regional contractors. The SP shall host monthly meetings with staff and contractors to discuss project status and any pertinent issues. The SP shall work with staff from each region and people at each site to ensure project objectives continue to be met.

The SP shall develop and maintain a tracking system for major projects and grants. The SP shall review demonstration project reports and shall support the consolidation of report information into a combined quarterly report. The SP shall draft, review, and edit letters to Agency project mentors and project supporters regarding their project involvement. The SP shall generate project implementation related reporting that includes Agency database updates, ongoing periodic reports, progress reports, and output/outcome data.

The SP shall provide assistance to team members such as researching and analyzing data and technical information related to demonstration projects and Agency initiatives for both National and Regional Offices. The SP shall provide guidance to Regional

Administrator(s) as identified by the DGR(s). The SP shall adapt financial education materials to be used at the events and shall support efforts to get these posted on the Agency Web site. The SP shall support liaison efforts for demonstration projects by performing data collection, generating and providing copies of correspondence/reports, and participating in meetings and teleconference calls. The SP shall participate in conference calls related to the project and shall also go on occasional travel for the purpose of supporting site visits. The SP shall provide technical assistance to recruited partners and participants for projects.

At the direction of the DGR(s), the SP shall lead team planning for and carry out monthly teleconference calls associated with demonstration project. The SP shall plan tailored topics, support the identification and recruitment of speakers, conduct pre-call related efforts with speakers, and collect biographical information. The SP shall develop descriptive fliers and shall publicize/market the call within DOL and with external customers. The SP shall facilitate the call to include making opening remarks and mediating questions and answers, review and edit transcripts of the call, and send thank you notes to speakers. The SP shall organize the registration list and conduct comparisons of people who registered to the people who participated. The SP shall support special projects related to the mission of the Agency including the development of oral histories and conducting historical research.

**Conducts Project Evaluation Functions:** The SP shall evaluate regional projects, which includes but is not limited to working in collaboration with the project evaluation team and following Agency and DOL policies regarding the development and implementation of the project evaluation plan. The SP shall provide training to the staff on project evaluation and shall hold meetings with team members to determine challenges, successes, and best practices and to make recommendations on adjustments.

The SP shall help write and review all customer service surveys and ensure they are in sync with the Paperwork Reduction Act and departmental requirements. The SP shall produce final evaluation reports that include recommendations for the Agency to consider. The SP shall perform any additional evaluation reporting that may include Agency database updates, internal summary reports, and ongoing periodic reports.

The SP shall serve as a liaison between independent contractors, the FPO, and project team leaders for the purpose of facilitating independent evaluations by outside parties. Liaison efforts may include but are not limited to conducting meetings with contractors, doing follow up work on action items, contacting regions for data, obtaining more information by reviewing and analyzing reports, and talking to team leaders. The SP shall write up requests for proposal to secure an independent evaluator and shall interview and evaluate potential contractors to conduct independent evaluations of Agency programs. The SP shall work with evaluators to determine timelines and project goals. The SP shall participate in internal and external project and planning meetings and conference calls related to evaluations. The SP shall review contractor drafts of findings and reports, checking all information before it goes to DOL Office of Policy and



OMB. The SP shall support liaison functions between the Agency national office and regions who implement the project, reviewing information such as letters to contractors and participants. The SP shall support efforts related to ensuring that Agency and OMB policies are followed and shall provide quarterly updates on the status of evaluations.

**Supports Project Replication:** The SP shall develop plans with team leaders and the team regarding the expansion/replication of Agency projects and materials. The SP shall make recommendations to the Agency Administrator(s) and other senior-level managers regarding outreach, public relations, and meetings, sharing findings of success rates and the establishment of new partnerships. Activities related to the replication of projects includes but is not limited to developing templates to ensure consistency, providing information for the project, and meeting with potential and existing partners in the regions to share information about programs and lessons learned. Lessons Learned meetings are conducted with the goal of encouraging and convincing people to adopt or adapt the project. The SP shall generate replication related reporting documents that may include Agency database updates, status reports, and ongoing periodic reports. Occasional travel in support for project activities, specifically in support of generating new projects among Agency constituency groups may occur.

**Supports Project Marketing:** The SP shall support project marketing efforts for which activities include but are not limited to developing and implementing a marketing plan targeting the project population, general public, and partners for targeted project areas. Project marketing also includes participation in internal and external meetings and conference calls, creating and disseminating related materials such as E-news, fact sheets, and other publications supporting the project. The SP shall update the Agency data resource list for e-mail and mass mailing efforts, conduct networking and promotional activities to include networking with media contacts and perform marketing related reporting.

The SP shall assess Agency requirements and develop effective, targeted approaches to disseminate Agency information, utilizing appropriate public information marketing concepts and issue-oriented approaches to audience identification. Such efforts may include complex issues and may be multi-media in format. The SP shall develop and maintain media lists, utilizing them in the development of efforts to further the strategic goals of the Agency, and establish and maintain effective working relationships with representatives of the printed, as well as broadcast media, and national and state-level organizations interested in promoting the efforts of the Agency.

The SP shall receive all media calls, document, and forward calls to the appropriate people. The SP shall provide direction and expert technical advice in communicating Agency programs and policies to those in a position to contribute directly to the success of the Agency mission and goals. The SP shall develop and monitor tracking systems for publications in progress, including budget, status, and distribution. The SP shall write releases for Agency photo and image use and track and maintain release files. The SP shall manage and maintain all photo files, both current and historic and arrange

and manage loans of photos, film, and other media for outreach purposes, including photo and/or negative reproduction.

The SP shall coordinate and handle content approval and review of website revisions and upgrades and shall review e-mail maintenance procedures and recommend changes to the DGR(s). The SP shall ensure project information and all relevant materials are placed upon the Agency webpage accurately and in a timely manner. The SP shall assist in the development of online programs (such as the online registration process for conferences and similar Agency activities that aid in the collection, retrieval, and distribution of information that supports the mission and goals of the Agency). The SP shall support liaison functions with the Division of Audiovisual Communications and is responsible for all Agency projects involving graphics, layout/design, photography, video, audio, and related areas.

#### **C.5.6.7 Performs Special Projects and AD Hoc Review and Analysis**

The SP shall provide support to special projects, reviews, and analysis as identified by the Agency, and assist with the preparation of responses to information inquiries from various other sources. The complexity of the projects, reviews, and analyses may vary. The workload for this particular function illustrated in the workload technical exhibit will be quantified utilizing the definition of Complexity in Section 2.0 as a supporting factor.

The SP shall perform or participate in a variety of special assignments and projects which cross program lines of authority and which may be of a sensitive or high-priority nature. This includes recommending action steps for standardizing procedures, assessing and analyzing requested information, organizing staff participation, coordinating workshops, arranging staff participation, preparing PowerPoint presentations and briefing materials. The SP shall participate in special studies, short-term program projects, research efforts, and investigations.

#### **C.5.6.8 Supports Contract/Grant Management**

The SP shall provide support for grants management efforts. The SP shall provide support for grants solicitation development and grantee selections. The SP shall participate in all DOL e-Government activities related to grants i.e. data input/upload into the e-grants system. The SP shall review the applicable legal authorities prior to the start of the grant process to ensure that grant and contract awards and solicitations are consistent with the law.

The SP shall prepare, review, and edit SGAs for publication in the Federal Register and in compliance with all Federal Registration Requirements. At the direction of the DGR(s), the SP shall chair, co-chair, or participate on review panels for SGAs or Requests for Proposals when necessary following the FAR and other legal authorities. The SP shall summarize for the CO all scores and scoring rationale for each grant application or proposal following CO guidelines. The SP shall support efforts related to preparing sole source justifications. The SP shall support efforts related to developing the Request for Recommendation memo to the DOL Procurement Review Board and shall support the DGR(s) at the DOL Procurement Review Board meetings.

At the direction of the DGR, the SP shall support provide support for grants monitoring functions. The SP shall assist the DGR in reviewing performance of grantees by reviewing quarterly reports for technical content and developing and maintaining a tracking log and grant monitoring matrix. In coordination with the DGR, the SP shall support site visits and conducting site visit monitoring efforts including the provision of technical assistance to ensure that the grantees efforts are indeed in support of the Agencies Performance and Strategic Plan. As directed by the DGR the SP shall work with grant contractors/grantees to ensure strategic objectives are met that respond to program requirements, Departmental policies, and Agency priorities. From a technical perspective, the SP shall review and make recommendations for edits to the DGR regarding grant related work products including handbooks with statistical data.

#### **C.5.6.9 Provides Support for Call Center Oversight**

The SP shall provide support of the oversight of the Agency call center for which functions include but are not limited to serving as a liaison with the call center, establishing guidelines for call center activities including updating and/or changing activities, and writing/updating call center scripts using the standard questions and answers format of Datatrac Call Guide. The SP shall work along with the DGR(s) in drafting strategies to include requested information in the Agency call center scripts. The SP shall follow up on any concerns and questions that the call center personnel may have.

The SP shall conduct call center monitoring functions to include but not limited to collecting and providing to Datatrac staff up-to-date information regarding Agency programs, projects and initiatives and preparing feedback concerning inquiries. As requested and as alerted of impending website changes, the SP shall revise call center scripts with latest information regarding Agency programs, projects and initiatives. The SP shall advise the call center of the start date for the revised script(s).

The SP shall review monthly reports generated by Datatrac for any anomalies in data and maintain accurate and sufficient call center statistical data for Agency management to use including call statistics by region and information on call trends. The SP shall recommend changes to enhance and improve the productivity and responsiveness to matters and trends that relate to the types of programs that the Agency monitors and reports on. The SP shall ensure receipt of the weekly mailing list and the Automatic Call Distribution Report, Monthly Agency Category, Topic and Issue Reports.

The SP shall anonymously call the Call Center with an Agency related issue as a form of quality assurance. The SP shall coordinate activity between customers and the call center via the Customer Quality Assurance System to ensure that inquiries are addressed. The SP shall monitor and survey telephone calls to ensure that the general public receives good customer service from the customer representatives on behalf of the Agency i.e., accurate information and adherence to call center SOPs.

#### **C.5.6.10 Performs Writer Editor Functions**

The SP shall write, rewrite or edit copy for news/press releases, feature articles, promotion materials, correspondence, newsletters (e-news), web site submissions, brochures, handbooks, publications, fact sheets, speeches, talking points, reports, how-to guides, Training and Employment Notices, international visitor requests, and other written documents for the Agency. This includes printed, electronic, audio, and visual mediums and may consist of statistical and quasi legal documents. The SP shall conduct detailed research and fact checking for use in the development of written/audio materials to ensure that material reflects the policies, priorities, goals, and objectives of the Agency. The SP shall write and edit reports, to include but not limited to compliance assistance reports, for the Agency for publication or posting to the Agency website. The SP shall review all written documents created for the Agency, both for internal and external use to ensure compliance with DOL, GPO, and other guidelines as determined by the Agency and/or DOL. The SP shall review materials for accuracy and consistency. The SP shall review reports and publications for technical accuracy, perform copy reading and proofing functions, and shall develop paperwork to get these reports published. The SP shall maintain adherence and consistency with respect to current Agency tone and style.

The SP shall provide support for the formulation and editing of policy and programmatic initiatives. The SP shall coordinate the regular review and revision of SOPs to match current Agency activities. The SP shall write, review, and edit SOPs for internal and external Agency work such as correspondence, clearance procedures, and privacy issues related to photographs and their use in the promotion of Agency programs and activities. The SP shall develop, monitor, and coordinate standards and formats for informational materials. The SP shall identify and resolve problems relating to the development, clearance, production, and distribution of Agency written and audio/visual materials.

The SP shall support the development of audiovisual medium by designing, developing, and organizing all electronic, audio, and visual mediums. The SP shall write, edit, and rewrite audiovisual materials, including publication covers and conference give-aways. The SP shall prepare requisitions for audiovisual graphic designs. The SP shall coordinate the development of artwork for Agency publications. The SP shall serve as the Agency liaison to internal and external offices such as the Division of Printing, the Division of Audiovisual Communications, and the Government Printing Office, regarding publications and related topics. The SP is responsible for coordinating and monitoring the layout, design, typesetting, and printing of all Agency publications and printed materials. The SP shall identify and resolve problems relating to the development, clearance, production, and distribution of Agency written and audio/visual materials. The SP shall be responsible for coordinating, monitoring, and implementing Agency printing and audiovisual requirements and requirements based on budget allocations and anticipated requirements.

The SP shall field publication requests via email and by monitoring the automated publication order line. The SP shall research and/or identify the requested information to send to the requestor, and then prepare the publication order.

## **C.5.7 Procurement and Accounting Support**

### **C.5.7.1 Provides Budget and Accounting Services**

**Accounting Services:** The SP shall provide support for researching efforts. The SP shall oversee and ensure information is entered into the system in a timely and accurate manner. The SP shall download payments and perform reconciliation functions between Agency financial systems and JP Morgan accounts to ensure that monies are credited to the proper accounts. The SP shall track status of activity in the financial systems and provide reports to the DGR. The SP shall provide technical assistance as required pertaining to accounting related matters. The SP shall research and processes reports.

The SP shall attend and participate in task forces or other groups at financial systems seminars. The SP shall provide training to Regional and District Office staff on financial systems. The SP shall support the administration of the Agency financial management system and conduct presentations to external groups as required.

The SP shall participate in conference calls to help recognize and solve system problem areas. The SP shall use available computer based information and tracking systems to identify and resolve problems. The SP shall support the development of new and improved financial systems.

**Budget Services:** The SP shall provide assistance in management planning, policy and decision-making sessions. The SP shall monitor budget formulation, execution, and forecasting. The SP shall recommend actions or commitments, which reflect the goals, objectives, and views of the Agency. The SP shall conduct analysis on and manage budgets to include but not limited to the travel, training, supply, and award budget. The SP shall conduct data collection efforts regarding travel budget factors to plan for budget expenditures. The SP shall work with the Agency personnel to develop the travel budget for the year. The SP shall develop and maintain a standardized budget tracking system as well as establish/maintain SOPs for all budget tracking elements.

The SP shall develop budget status reports for review by the Agency Administrator(s) and senior Agency staff. The SP shall examine the status of office expenditures and provide recommendations on how to balance and move the money to suit requirements of all offices. The SP shall recommend the movement of budgetary funds and ensure that expenditures do not exceed allocated funds. The SP shall develop memos for additional funding requests to Agency officials.

The SP shall evaluate requests to expend funds in comparison to the budget plans submitted, reconcile differences, and make recommendations to the DGR for adjustments in budget plans to ensure that expenditures do not exceed allocated funds.

### **C.5.7.2 Provides Purchasing and Procurement Services**

The SP shall write resource documents for SOW, budgets, and contracts to include but not limited to preparing draft statements of work, draft evaluation criteria, and cost or

price estimates at the direction of the DGR(s). The SP shall support the DGR with activities associated with contract application review. Functions may include but are not limited to accepting proposals for review, performing proposal technical reviews, evaluating the applicant's work plan, coordinating and/or participating on the panel reviews, consolidating panel scoring, and drafting justifications for a contractor selection for review and approval by the DGR. At the direction of the DGR(s) the SP shall perform activities associated with awarding contracts as well as activities associated with closing a contract.

The SP shall prepare supporting documents for establishing and renewing maintenance agreements, purchasing supplies, and purchasing other materials or equipment. The SP shall receive and evaluate requests for purchases and provide recommendations to the DGR. The SP supports the DGR with functions to include but not limited to securing the most cost effective options, researching equipment companies to find the most competitive price for the purchase of services, materials, supplies, and/or equipment, obtaining quotes, initiating shopping carts through the Electronic Procurement System for purchase order requests, reviewing invoices received for requisitions, and recommending the processing of payments. The SP shall review that payments to vendors are accurate and complete, perform budget reconciliation activities, and reconcile credit cards statements to include but not limited to finding all related requisitions, reviewing them against the statements, documenting any discrepancies for review by the DGR, and mitigating any billing discrepancies as identified by the DGR.

## **SECTION C-6 — APPLICABLE LAWS, DIRECTIVES, AND REGULATIONS**

Section C-6 provides a list of applicable laws, directives, regulations and other authoritative guidance and requirements that may impinge on the work to be performed under this contract. Other documents may exist or be issued before or during the contract period that affect the performance of the work contemplated in this contract. Please see Attachment 1a for the listing of applicable laws, directives, and regulations and Attachment 1b for the listing of publications and forms pertinent to the accomplishment of this PWS.