

OR&R Cost Recovery Support Services

SECTION 1.0 OVERVIEW

1.1 Statement of Work Purpose

The National Oceanic and Atmospheric Administration's (NOAA) National Ocean Services' (NOS) Office of Response and Restoration (OR&R) requires cost recovery support services for its operation based in and from NOAA's Western Regional Center (WRC) located at 7600 Sand Point Way NE, Seattle, Washington.

1.2 Project Goals and Benefits

The purpose of this project is to provide the Office of Response and Restoration with support in gathering, summarizing, and presenting cost recovery packages for site-specific work performed by the organization in response to environmental injuries.

BASE YEAR SERVICES

SECTION 2.0 PROJECT STATEMENT

2.1 Project Description

The project is in support of the Cost Recovery group of the Business Services Group of the Office of Response and Restoration. The project supports all of OR&R as well as General Counsel for Natural Resources (GCNR) and the National Marine Fisheries Service (NMFS) Restoration Center (RC). This support will be provided in the following areas:

- Receive, review, and act upon requests for cost recovery packages.
- Maintain cost documentation files (backup documentation) and access to files to enable expeditious preparation of cost recovery packages. Backup documentation may include copies of timesheets (both for contractors and federal employees), travel vouchers, invoices, credit card receipts and statements, and other documentation of costs charged to specific project codes for a specific incident. Costs that do not have backup documentation cannot be included in cost packages (i.e. they are a loss to the agency).
- Support cost recovery system enhancements as determined by the Cost Recovery team. NOTE: This includes participation in the development process as subject matter experts but not the actual development of the system.

- Support Office of Response and Restoration cost recovery efforts, including preparation of cost packages in the following categories:
 - Quick Estimate – A cost summary from NOAA financial systems which is not verified against backup documentation for accuracy and completeness. Costs such as contract labor would not be included in this type of estimate. The estimate is typically used in case management and is considered a very rough estimate. We estimate approximately 10 hours of effort for each estimate and approximately 30 estimates per year (about 300 hours of effort per year)
 - Full Estimate – A cost summary from NOAA financial systems which is verified against backup documentation for accuracy and completeness. Costs such as contract labor are included in this type of estimate. The estimate is more precise and is sometimes used by co-trustees or for budget planning purposes. We estimate approximately 20 hours of effort for each estimate and approximately 20 estimates per year (about 400 hours of effort per year)
 - Verified Cost Package – A cost summary in which the costs are examined by and independent CPA firm, matched against supporting documentation, and verified for accuracy. The final product includes all applicable reports, redacted where necessary, and can include labor reports, travel vouchers, and transaction summaries from NOAA financial systems. The package is reviewed for completeness by a GCNR attorney and the lead for the case before it is officially final. Any corrections needed to the package will be communicated through the Contracting Officer's Technical Representative (COTR). The package is not certified by an independent 3rd party. We estimate approximately 40 hours of effort for each package and approximately 30 packages per year (about 1,200 hours of effort per year)
 - Certified Cost Package – A cost summary in which the costs are examined, matched against supporting documentation, and verified for accuracy. The final product includes all applicable reports, redacted where necessary, and can include labor reports, travel vouchers, and transaction summaries from NOAA financial systems. The package is reviewed for completeness by a GCNR attorney and the lead for the case before it is officially final. Any corrections needed to the package will be communicated through the Contracting Officer's Technical Representative (COTR). The package is reviewed and certified by an independent accounting firm. This type of package is typically used for case closure or for costs that will be formally presented for reimbursement to a responsible party (RP) or to the U.S. Coast Guard National Pollution Funds Center (NPFC). We estimate approximately 50 hours of effort for each package and approximately 30 packages per year (about 1,500 hours of effort per year)

- Pollution Removal Fund Authorization (PRFA) – A cost package in which prior authorization is documented, requested, and received from the U.S. Coast Guard National Pollution Funds Center (NPFC). Depending on the breadth of the incident this can be an iterative process or a one-time process. All costs are examined, matched against supporting documentation, and verified for accuracy. The final product includes all applicable reports, redacted where necessary, and can include labor reports, travel vouchers, and transaction summaries from NOAA financial systems. The process includes coordinating with NOAA Finance to generate a bill from NOAA to the Coast Guard. We estimate approximately 120 hours of effort for each package and approximately 20 packages per year (about 2,400 hours of effort per year), keeping in mind that a major event could be significantly more effort.
- Support Office of Response and Restoration (OR&R) cost recovery efforts, outside of normal preparation of cost packages, in the following categories:
 - Other Efforts – Requests for information that is not an estimate or a cost package but requires staff hours to be devoted to it. These requests can involve information used for out-year budget projections, allocation of settlement monies, historical analysis of trends, attendance at meetings or workgroups, or generation of presentation materials. Any information needed will be communicated through the Contracting Officer's Technical Representative (COTR) and will provide clear guidance and deliverable dates. We estimate approximately 2,000 hours of effort per year for all work that falls outside the scope of preparing estimates and/or packages.
- Attend workgroup and other meetings as required by the Cost Recovery team and the Office of Response and Restoration. The vast majority of these meetings are local to the area the work is performed in or via teleconference/videoconference but the contractor should plan for approximately four trips per year of a week-long duration. All requests for travel will be communicated in advance by the COTR.
- Develop strategies for improving package development process in coordination with the Cost Recovery team.
- Coordinate development of and tracking cost packages across OR&R, RC, and GCNR.

2.2 Staffing Skill Knowledge

Knowledge and experience of the following computer hardware/software systems are required or desired to successfully perform this work:

Hardware PC and compatible systems

Operating Sys Windows XP Professional and higher

Software Internet Explorer 6.0 and higher, Microsoft Office 2003 and higher Adobe Acrobat Pro 9.0 and higher, Commerce Business Systems (CBS), including Data Warehouse and Discover, Management Analysis and Reporting System (MARS), and Cost Documentation Reporting Module (CDRM)

Other skills Excellent verbal and written communication, exceptional customer service, creative problem solving, familiarity with the Office of Response and Restoration (OR&R), familiarity with National Ocean Service (NOS) and NOAA system and security requirements.

Training The contractor shall provide fully trained and experienced personnel required for the performance of this contract work. The contractor, at its own expense, shall be responsible for maintaining key personnel training as to keep abreast of industry advances and maintaining proficiency.

2.3 Facilities, Supplies, and Services

The government will furnish equipment, materials, and/or data needed for the performance of the work.

2.4 Project Deliverables

- Production of cost estimates and cost packages as requested within agreed upon timeframes.
- Production of special request items within the agreed upon timeframes.
- Full participation in meetings and planning activities.
- Acceptable performance on all measures of success.
- The following reports shall be delivered to the Government's Project Team Leader, in a format mutually agreed upon:
 - Bi-Weekly Reports – Reports of cost package status and dollar summary in an agreed upon format.

- Monthly Reports - Summary reports of cost recovery activities, including lessons learned and suggestions for improvements to the process.

SECTION 3.0 PERFORMANCE MEASURES

Desired Outcome	Required Services	Minimum Performance Standards	Monitoring Method by COTR	Acceptable Quality Level
Overall customer satisfaction	Customer requests submitted to the Cost Recovery contractor are handled in an efficient and timely manner	Response to BSG survey instruments and/or random interviews based requests for packages submitted to Cost Recovery tracking system	100 % review of Cost Recovery tracking system records and survey data	90% or higher satisfaction level
Participation in meetings and planning activities	Attendance and active participation in group, division, or other meetings	Attendance at all invited meetings	100 % inspection	100 % compliance required
Calls and/or requests answered within acceptable timeframes	Timely response to all support requests	All requests responded to within 30 minutes during business hours	100 % inspection	95 % compliance required
Effective tracking of all requests	Maintain tracking system of all incoming requests	Weekly reports from tracking system submitted to COTR	100 % inspection	100% compliance required
Effective updates to tracking system	Merge new/updated records	All new/updated records merged weekly at a minimum	100 % inspection	100 % compliance required

Escalation of overdue requests	Timely escalation of overdue requests	All overdue requests are escalated to the Cost Recovery Team Lead and/or COTR	100 % inspection	95 % compliance required
Financial compliance	Submission of complete and proper invoices for payment	Invoices received are timely and accurate	100 % inspection	98% compliance required
Contract requirements compliance	Provide sufficient skilled personnel to accomplish work in a timely manner	Percentage of proposed personnel who meet or exceed requirements	100 % inspection	100 % compliance required

SECTION 4.0 PHYSICAL ENVIRONMENT AND OTHER FACTORS

4.1 Project Duration

The project is expected to last through calendar year (CY) 2011 for base services, with options for four (4) additional one-year periods.

4.2 Performance Location

Primary delivery and on-site performance locations will be at the WRC campus in Seattle, Washington, and potentially in the Silver Spring, Maryland office as necessary. The on-site aspect of the support is not negotiable due to security issues.

4.3 Government Furnished Property

Contractor personnel will have office space made available for use. Space arrangements are the responsibility of the COTR and will be dependent on staffing levels. All basic equipment, including computers, software, scanners, printers, photocopiers, and other standard office supplies will be provided by the Government.

4.4 Printing

Most printing required for the performance of this contract should be able to be accomplished using government resources. If any external printing is required in the performance of this work

it will be done through the COTR. The contractor shall provide the COTR a master copy of any materials that may need to be printed. The contractor will not be reimbursed for any outside printing expenses it chooses to incur unless approved in advance by the COTR.

4.5 Work schedule

Work schedules will be conducted during the normal working hours of the facility, excluding legal and federal holidays. Contractors shall not perform duties on site if the facility is not open for business to federal employees, i.e., inclement weather, power outages, holidays, etc. The Seattle OR&R maintains core work hours of 8:00 am to 4:30 pm. The contractor shall be available for work during these hours. Deviations from this schedule may be allowed with mutual agreement between the contractor and the Government's Project Team Leader, as long as the contractor's work hours do not total more than 40 hours per week.

4.6 Contracting Officer's Technical Representative (COTR)

(Provided after award) is the Contracting Officer's Technical Representative (COTR) for the Cost Recovery team, Business Services Group, and the contact point for technical instruction and clarification for this work. They can be reached at_____.

4.7 After Hours Support

We do not anticipate that after hours support will be necessary in performance of this contract.

4.8 Travel

It is anticipated that some travel may be required for training and/or to conduct briefings. As associated travel costs are undeterminable at this point, the Government estimates those costs not-to-exceed \$5,000 per year. Travel costs will be reimbursed in accordance with Paragraph H.16 Associated Travel.

4.9 Option Year(s) 1-4 Services

Option year(s) services may be required to be provided by the Contractor. Exercise of any option year(s) will be at the sole discretion of the Government for the amount noted in Section B, the Schedule. Performance of the OR&R Cost Recovery Support Services work as described under the Base Year Services above, will be continuous throughout each option year as may be exercised by the Government.

SECTION 5.0 DESCRIPTION OF DIRECT LABOR QUALIFICATIONS

5.1 Labor Categories

All direct labor categories required to perform tasks issued under this contract are described in a generic manner. Each person designated for a labor category is required to have the minimum background, experience and education as required below.

The Contractor shall designate a Project Manager as the primary contact point for the Government's Contracting Officer, Contracting Officer's Technical Representative and the Contractor's employees designated as key personnel.

5.2 Labor Duties and Qualifications

Project Manager (PM)

Duties: The Contractor shall designate a PM who shall be responsible for administrative supervision of the contract provisions, including cost accounting, project scheduling and completion of deliverables. The project manager shall be the Contractor's primary administrative representative having full authority to act on matters pertaining to the performance of the services required under this contract.

Education: A Bachelor's degree or 4 years work experience in directing and/or performing cost recovery activities is required.

Experience: The individual shall have technical experience or training in cost tracking, compilation, and reporting and other disciplines directly related to and commensurate with the requirements of this contract. Experience shall also include a demonstration of managerial capacity, including fiscal management of activities similar to those specified in the Statement of Work.

Estimated Level of Effort: We estimate 600 hours per year for this labor category at approximately \$80 per hour. (\$48,000)

Cost Recovery Technician (CRT)

Duties: The CRT is primarily responsible for the day to day gathering, organization, summarization, and reporting of costs related to a particular incident/case.

Education: A Bachelor's degree or 2 years work experience in performing cost recovery activities is required.

Experience: Experience shall include planning, conducting, and gathering documentation from financial, travel management, and timekeeping systems and organizing and reporting on them.

Estimated Level of Effort: We estimate 1,800 hours per year for this labor category at approximately \$40 per hour. (\$72,000)

Cost Recovery Specialist (CRS)

Duties: Responsible for higher level review and coordination of cost recovery efforts, including quality assurance/quality control for CRT work products.

Education: A Bachelor's degree or 1 year work experience in performing cost recovery activities is required.

Experience: Experience shall include planning, conducting, and gathering documentation from

financial, travel management, and timekeeping systems and organizing and reporting on them. Experience reviewing the work of others and/or quality assurance/quality control.

Estimated Level of Effort: We estimate 1,200 hours per year for this labor category at approximately \$50 per hour. (\$60,000)

6.0 IT Security Requirements

The contractor is required to meet the DOC IT Security Program Policy (http://home.commerce.gov/CIO/ITSITnew/IT_Security_Program_Documentation.html).

The government will provide the necessary computer equipment and information to perform this contract. All work must be performed upon government furnished equipment and if addition hardware and/or software is needed, the contractor must request the additional requirements from the Contracting Officer Representative (COR).

The contractor must use government furnished equipment (GFE), which is currently covered by an existing government Certification and Accreditation (C&A) package.

The Certification and Accreditation (C&A) or Assessment and Authentication (A&A) requirements of Clause 48 CFR 1352.239-72 do not apply, and a Security Accreditation Package is not required.

The contractor must consider IT Security controls throughout the lifecycle of this contract as outlined in NIST Special Publication 800-64 (<http://csrc.nist.gov/publications/nistpubs/800-64/NIST-SP800-64.pdf>).

The contractor shall guarantee strict confidentiality of the information/data that it is provided by the Government during the performance of the task order. The Government has determined that the information/data that the contractor will be provided during the performance of the task order is of a sensitive nature.

Disclosure of the information/data, in whole or in part, by the contractor can only be made after the contractor receives prior written approval from the Contracting Officer. Whenever the contractor is uncertain with regard to the proper handling of information/data under the contract, the contractor shall obtain a written determination from the Contracting Officer.