**U.S. DEPARTMENT OF COMMERCE (DOC)**

**NATIONAL OCEANIC & ATMOSPHERIC ADMINISTRATION (NOAA)**

**NATIONAL MARINE FISHERIES SERVICES (NMFS)**

**SOUTHEAST REGIONAL OFFICE (SERO)**

**STATEMENT OF WORK (SOW)**

**ADMINISTRATIVE AND CLERICAL SERVICES**

***\*Note that this sample has been revised from the source document on the Government Point of Entry as necessary to align formatting and applicable FAR procedures.\****

1. **GENERAL INFORMATION**

**1.1 Introduction**

The National Oceanic and Atmospheric Administration (NOAA) National Marine Fisheries Service (NMFS), also known as NOAA Fisheries, is the federal agency, a division of the Department of Commerce (DOC), responsible for the stewardship of the nations’ living marine resources and their habitats. NOAA Fisheries provides vital services for the nation: productive and sustainable fisheries, safe sources of seafood, the recovery and conservation of protected resources, and healthy ecosystems—all backed by sound science and an ecosystem-based approach to management.

In the 21st century, every aspect of the NOAA mission faces new urgency given the intensifying national needs of the environment, the economy, and public safety. The NOAA role in facing these challenges is to assess and predict environmental changes, protect life and property, provide decision makers with reliable scientific information, manage national living marine and coastal resources, and foster global environmental stewardship.

The purpose of this action is to provide contractor support services with administrative and clerical (which includes, but is not limited to, financial, Freedom of Information Act, and management support) expertise in support of the objectives of the Southeast Regional Office’s (SEROs) various missions.

**1.2 Background**

The SERO relies on scientists and fishery managers working together to ensure sustainable fishing opportunities, protection for endangered species and marine mammals and the conservation of the habitat needed to support marine life. The region includes the South Atlantic, Gulf of Mexico, and the Caribbean. The SERO Office is located in St. Petersburg, FL with Field Offices located in Charleston, SC, Baton Rouge, LA, West Palm Beach, FL, Galveston, TX, Stennis Space Center, MS San Juan, PR, and St. Croix, USVI.

**1.3 Scope**

The Contractor shall provide administrative and clerical support services for NOAA/NMFS/SERO (Directorate Office, Habitat Conservation Division, Protected Resources Division, Sustainable Fisheries Division, and Operations, Management, and Information Division) and the Highly Migratory Species and Office of Sustainable Fishery staff. The Contractor shall provide an administrative support team that works cohesively to provide administrative support for SERO. The specific requirements are defined in Section 3-Tasks of this document. Emphasis should be placed on identifying/tracking the interdependent requirements necessary to sustain NOAA’s mission. The Contractor shall provide a team of highly capable individuals onsite to satisfy deliverables and tasks as required to meet the contractual requirements during each period of performance.

**2. TECHNICAL CONTRACT REQUIREMENTS**

**2.1 Period of Performance**

The period of performance is from September 08, 2020 through September 07, 2021, with four (4) one-year Option Periods.

**2.2 Place of Performance**

The primary place of performance is NMFS/SERO in St. Petersburg, FL, located at 263 13th Avenue South, St. Petersburg, FL 33701, but is not limited to this location. Future requirements may require positions at SERO’s Field Office’s in the Southeastern U.S. (i.e., Baton Rouge, LA, or Charleston, SC).

**2.3 Contract Type**

It is anticipated that this will be a Labor Hour Task Order.

**2.4 Staffing & Work Schedules**

2.4.1 Shall provide all personnel needed to perform the work required.

2.4.2 The Contractor shall provide service Monday through Friday during normal operating hours. However, due to the nature of support services and required deadlines, hours may vary and may require performance. The Contractor shall provide service Monday through Friday during normal operating hours. However, due to the nature of support services and required deadlines, hours may vary and may require performance outside of normal operating hours, including weekends. Any such shift in hours between workdays to fulfill the government's need will not result in an increase in total contract hours within the contract period. *Coordination and concurrence of such shall only be through the Contracting Officer’s Representative (COR) or Contracting Officer.*

Typical duty hours shall be Monday to Friday, 8:00am – 4:30pm with a one/half hour lunch break or 8:00am to 5:00pm with a one-hour lunch break. Lunch periods will be staggered between the administrative positions to provide coverage for phones and visitors. In order to ensure coverage within the office, duty hours may very slightly, but must encompass core hours of 9:00 am to 3:00 pm during the normal 8-hour day. *Coordination and concurrence of such shall only be through the COR or Contracting Officer.*

The Contractor is expected to exercise appropriate management controls to meet the overall staffing objective and organizational mission goals. See Section 4 below for additional requirements.

2.4.3 Shall provide service during the core Government working hours he purpose of necessary coordination with COR, Project Leads, and other Government staff members and affiliates, in order to effectively accomplish mission objectives.

2.4.4 May be required to provide support via off-site, on an as-needed basis, during hazardous weather or unscheduled government closures in respective work area. All off-site work must be approved by the COR prior to performance.

**2.5 Travel**

Travel is notanticipated under this Order. In the event there is travel, all travel expenses shall be approved by the COR, prior to travel.

**2.6 Government Furnished Property (GFP)**

Government Furnished Property will be issued to the Contractor for use under the Task Order. A copy of the completed inventory list will be provided to the Contractor upon award. The Contractor and the COR or other designated Government representative shall review the condition of all equipment and document their findings in the inventory. The Contractor shall work with the COR to provide any updates to this list no later than ten (10) calendar days after the start of the period of performance of the contract.

**2.7 Security**

2.7.1 Contractor shall adhere to Commerce Acquisition Regulation (CAR) 1352.237-71, Security Processing Requirements – Low Risk Contracts requirements. All Security and background requests must be sent thru the COR, and Department of Commerce, Western Region Security Office will coordinate with the COR. The final approval notification for any contractor to be placed on the contract must come from the COR.

2.7.2 All contractor personnel must complete the NOAA Cybersecurity Awareness & Privacy Training, within five (5) days of contract award, and thereafter, annually. The contractor shall certify in writing to the COR that its employees, in performance of the contract, have completed the IT security training.

**2.8 Training**

The COR will provide a list of government and task related required training courses within five (5) days after contract award. The COR will also provide the Contractor with a list of required training during the onboarding process. The COR will also notify the Contractor when new training requirements are identified.

**2.9 Observing Agency Procedures**

The Contractor shall follow and adhere to appropriate administrative policies on safety and procedural requirements of operation. The Contractor shall support Equal Employment Opportunity activities and goals of each facility and the NMFS. The Contractor shall follow all safety and security regulations in force by NOAA and the SERO Office. Also, the Contractor shall keep all work areas in a safe, neat and organized manner at all times.

**2.10 Use of Government Vehicles**

A Government vehicle will be provided and shall be used for individual task orders when necessary. The Contractor’s staff shall comply with the requirements of the NMFS Vehicle Operations Safety Policy, document number NMFSPD 35-103. In cases where Government vehicles are not available, the Contractor’s staff may be required to use their personal vehicle (POV).

**2.11 Telework**

Telework may be authorized for task order performance provided that: the dates are mutually agreed upon based on the needs of the required activity; a written Telework Plan is prepared and prior concurrence is received from the Contract Project Manager and the COR; and a daily log of activities and work completed is maintained and submitted to the Contract Program Manager for every telework day. Daily logs shall be available to the Government upon request. By authorizing an employee to telework, the Contractor Program Manager is agreeing that there is a means in place to monitor work progress. Request for reimbursement of expenses related to home offices (e.g., phone, internet, and electricity) will not be authorized.

**3. Tasks**

The Contractor shall provide all personnel, supervision, training, travel, and other items and services necessary to perform administrative and clerical services

**3.1 Administrative Support Services**

The Contractor shall perform the following duties:

**3.1.1. Administrative General Support Services**

**Time and Attendance**

· Shall enter time and attendance records in WebTA.

· Fulfill processing and filing procedures in the management of federal employee time and attendance records.

· Enter/upload Deepwater Horizon (DWH) oil spill related time and attendance records/documents into SharePoint (or current system).

· Monitor, track, and maintain all time and attendance records and DWH activity logs and immediately notify the Project Lead and COR, in writing, of any identified discrepancies.

**Travel**

· Utilize E2 Solutions software and procedures to prepare Travel Authorizations and process Travel Vouchers.

· Coordinate with SERO staff and Invitational Travelers in scheduling travel and following procedural requirements for domestic, foreign, and group travel.

· Fulfill processing and filing procedures in the management of federal employee travel records.

· Assist with the preparation of travel projections as needed.

· Enter/upload DWH oil spill related travel records/documents into SharePoint (or current system).

**Clerical**

· Perform office automation functions using software and equipment to carry out secretarial, clerical and other office functions that support administrative functions and transactions. Specific duties shall include but not be limited to: word processing, database entry and management, spreadsheet formulation, record keeping, stenographic note taking, mail handling (including delivery and distribution), file keeping (including updating records), desk-top publishing, graphics creation, administrative procedures compliance, visitor reception, telephone answering, scanning, and other office support activities.

· Provide administrative support to ensure effective operations to include maintaining office files; organizing files; typing correspondence, reports and other documents; prepare and distribute mailings through the UPS and FedEx online systems; schedule meetings; make photocopies; scan documents; fax documents; and assist in selecting, procuring, and controlling inventory for office supplies; and etc.

**Equipment and Supply Procurement**

· Assist with the procurement of equipment and supplies and assist with managing government property, program equipment, and daily log books.

**Data Entry**

· Perform computer data entry, analysis, and maintenance of databases.

· Prepare materials for scientific meetings and presentations.

· Enter data into databases, proof data sheets and reports, proof/verify data entry and correct errors, and file data sheets. The Contractor shall copy, scan, and file survey forms.

· Contact and be contacted by permit or other constituents to clarify survey information, as needed.

· Assist with processing scientific reports that include tables, graphs, charts, or multiple columns using different word processing and spreadsheet packages.

· Assist with answering incoming phone calls and routing, as necessary.

· Work independently or with others to complete tasks and resolve problems.

**Mail**

· Check the mailroom daily for outgoing mail to be metered.

· Meter outgoing mail as needed.

· Receive all incoming mail packages and distribute to SERO Offices.

· Check the level of paper in the shredder and empty as needed.

· Complete a chain of custody form for any packages marked “Samples” (DHW Oil Spill related).

**Outreach**

· Prepare documents, assist with handouts, and attend and participate in annual outreach events (e.g. Science Fest).

**Property Accountability**

· Provide assistance to the Property Accountability Officer and the Property Custodian with handling non-accountable property, office setup with property, office moves, performing property inventories (annual, quarterly, and random); utilize life cycle asset management systems such as Sunflower and software including data input, processing adjustments and corrections and downloading reports; perform electronic record searches, input data, identify errors and update property accountability records to ensure that they are current and accurate; review and verify the accuracy of the Unreconciled Payment Report (UPR) transactions on a weekly basis, to include but not limited to, inventory asset additions, changes, retirement as well as the User Defined Field (UDF) changes and asset value dollar changes, and review uploaded source documentation supporting these actions for accuracy and acceptability. Monitor UPR for payments made against specified accountable object class codes (e.g. 31-XX-XX-XX); process the UPR weekly reports on any purchase that remains un-reconciled and email the Property Custodian (PC) and Property Accountability Officer (PAO); successfully complete annual Property, Ethics Rules, IT Security and Safety and Environmental Compliance training.

**3.1.2 Data Entry Support Services**

· Perform computer data entry, analysis, and maintenance of databases.

· Prepare materials for scientific meetings and presentations.

· Enter data into databases, proof data sheets and reports, proof/verify data entry and correct errors, and file data sheets.

· Copy, scan, and file survey forms.

· Contact and be contacted by permit applicants to clarify survey responses, as needed.

· Assist with processing scientific reports that include tables, graphs, charts, or multiple columns using different word processing and spreadsheet packages.

· Work independently or with others to complete tasks and resolve problems.

**3.1.3 General Clerical Support Services**

· Perform office automation functions using software and equipment to carry out secretarial, clerical and other office functions that support administrative functions and transactions. Specific duties shall include but not be limited to: word processing, database entry and management, spreadsheet formulation, record keeping, 508 Compliance Reporting, stenographic note taking, mail handling, file keeping (including updating records), desk-top publishing, graphics creation, administrative procedures compliance, visitor reception, telephone answering, scanning, and other office support activities.

· Provide administrative support to ensure effective operations to include maintaining office files; organizing files; typing correspondence, reports and other documents; prepare and distribute mailings through the UPS online system; schedule meetings; make photocopies; scan documents; fax documents; and assist in selecting, procuring, and controlling inventory for office supplies; and etc.

· Prepare documents, assist with handouts, and dissemination of information to the public, including at public outreach events.

**3.2 Freedom of Information Act (FOIA)**

Specific work shall include, but not be limited to the following tasks.

**3.2.1 Freedom of Information Act Program Coordination**

· Provide FOIA, Information Quality Act (IQA) and Privacy Act (PA) coordination services and support to SERO in order to accomplish Program Office goals and responsibilities. The work involves coordinating and processing of FOIA and PA requests pursuant to the Freedom of Information Act and the Department of Commerce FOIA regulations (NOAA NAO 205-14).

· Ensure consistency with the guidelines and policy requirements of NOAA Fisheries, and all other applicable laws.

· Prepare documents, assist with handouts, and attend annual outreach events (i.e., Science Fest).

**3.2.2 Freedom of Information Act Clerical Assistance**

· Assist and support the SERO FOIA activities by performing clerical and administrative duties in support of the FOIA, PA, Information Quality Act (IQA), and records management.

· Prepare documents, assist with handouts, and attend annual outreach events (i.e., Science Fest).

**4. Contract Discrepancy Meetings**

The Government will issue a written Contract Discrepancy Report when the Contractor’s performance is found to be unacceptable for any contract service. The COR will, within two workdays of discovery of a discrepancy, call a meeting between the Contractor, and any others, as appropriate, to address the unacceptable performance. Within two workdays of the meeting, the Government will prepare a Discrepancy Report that explains the problem and documents the meeting discussion. This report will be sent to the Contractor and to the Contracting Officer.

Within three workdays of receipt of the Discrepancy Report, the Contractor shall provide, to the COR and the Contracting Officer, a written statement of the planned corrective action. The Contractor shall take corrective action within two workdays after providing the written statement of corrective action. If the Contractor disagrees with the Discrepancy Report, the Contractor shall explain, in writing, areas of disagreement to the COR and Contracting Officer within three workdays of Discrepancy Report receipt. Upon receipt of the contractor’s written disagreement, the Contracting Officer will recommend action.

**5. Contract Innovation**

The Contractor is encouraged to remain alert to possible improvements in methods and procedures used to provide products and services under this contract. The Contractor shall propose such improvements to the government and receive concurrence by the government prior to implementing a change.

**6. Deliverables and Surveillance Chart**

Duties shall be performed in accordance with guidelines provided in the SOW. Satisfactory performance of the contract shall be deemed to occur upon the performance of the work described herein and upon delivery and acceptance by the Contracting Officer, or the duly authorized representative, of the following items in accordance with the stated delivery schedule (and any specific deliverables noted in individual task orders issued).

The Government shall evaluate the deliverables submitted and determine their acceptability in accordance with the performance standards and measures contained in the following chart. Positive or negative performance will be documented in the past performance report that will be executed at the end of the contract performance period.

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| --- | --- | --- | --- | --- | --- |
| **Deliverable** | **Deliverable Content** | **Due Date** | **Distribution** | **Performance Standard** | **Performance Measure** |
| Kick Off Meeting and Staffing | Identify assigned contractor staff.  Meeting or conference call. | Within 10 business days after contract award. | §NOAA CO  §NOAA COR  §NOAA Project Lead(s) | §Contractor discussions accurately reflect the scope, objectives, and deliverables.  §Demonstrates a high level of expertise | §Contractor support is accurate, comprehensive, and complete.  §Support reflects contractor value-added expertise to ensure that work accomplishes intended objectives. |
| Progress Meetings | Meeting | Bi-monthly, or as agreed upon between NOAA and Contractor | §NOAA CO  §NOAA COR  §NOAA Project Lead(s) | §There is no slippage in delivery schedule.  §Accuracy and completeness problems are minor.  §Contractor reports and plans accurately reflect the status and progress of all tasks and deliverables under this contract. | §Meetings are conducted as scheduled.  §Performance under the contract is satisfactory. |
| Administrative General Support Services | · Task dependent  Oral/written communication    Utilization of software applications or equipment | Support is required on a daily basis with task specific due dates | §Project Lead and/or specific divisional staff member  §NOAA COR | §Support and analysis demonstrate a high level of expertise  §Accuracy and completeness problems are minor  §There is no slippage in delivery schedule | §Support reflects required expertise to accomplish intended objectives.  §Tasks accomplished by scheduled due date.  §Verbal/written communications are effective and demonstrate tact, diplomacy, and professionalism  §Work products are accurate and complete |
| Data Entry Support Services | · Task dependent  Oral/written communication.    Utilization of software applications or equipment. | Support is required on a daily basis with task specific due dates. | §Project Lead  §NOAA COR | §Data Entry Specialist shall provide data entry support and analysis for ECO, Permit Application Systems, and demonstrate a high level of expertise  §Accuracy and completeness problems are minor  §There is no slippage in delivery schedule | §Data Entry Specialist support reflects required expertise to accomplish intended objectives  §Tasks accomplished by scheduled due date.  §Verbal/written communications are effective and demonstrate tact, diplomacy and professionalism  §Work products are accurate and complete |
| General Clerical Services | · Task dependent  Oral/written communication    Utilization of software applications or equipment | Support is required on a daily basis with task specific due dates. | §Project Lead  §NOAA COR | §General Clerk support provide clerical support using Microsoft software, Laserfiche or similar scanning software, data entry and compliance for NOAA’s ECO system, and various other NOAA systems.  §General Clerk support also includes answering incoming calls, retrieving mail, processing mass mail-outs, and scanning documents.  §Accuracy and completeness problems are minor.  §There is no slippage in delivery schedule | §Clerical Administrative support reflects required expertise to accomplish intended objectives  §Tasks accomplished by scheduled due date.  §Verbal/written communications are effective and demonstrate tact, diplomacy and professionalism  §Work products are accurate and complete |
| FOIA Coordination | · Task dependent    § Coordinates the review and analysis scanned records, updates FOIA Onlne, works with Clearwell to create FOIA cases with divisional Points of Contacts. The FOIA Coordinator reviews scans, duplicates copies, quality checks records entered by the FOIA Clerk. The FOIA Coordinator also coordinates SERO’s Information Quality Act requests with subject matter experts and federal employees with responsive records. | Support is required on a daily basis. Monthly status reports of active FOIA requests. Any other data requests shall be provided within the tasks specific due dates. | §Project Lead  §General Counsel staff members  §NOAA COR | §FOIA Coordination support is provided at high level of expertise and professionalism  §Accuracy and completeness problems are minor  §There is no slippage in delivery schedule | §FOIA Coordinator support requires expertise to accomplish intended objectives  §Tasks accomplished by scheduled due date.  §Coordination provided by effective communication and achieve the objectives across functional areas. management.  §Work products are accurate and complete |
| FOIA Clerical Support | · Task dependent    § Provides clerical support to the FOIA Coordinator by reviewing, analyzing records, scanning FOIA/IFQ records, entering FOIA data into Clearwell and FOIA Online. reviews scans, duplicates copies, quality checks records entered by the FOIA Clerk. The FOIA Coordinator also coordinates SERO’s Information Quality Act requests with subject matter experts and federal employees with responsive records. | Specified due dates applicable to various tasks | §CFO  §Finance and Budget Office Directors  §CFO, Finance, or Budget staff  §NOAA COTR | § There is no slippage in meeting delivery dates  § Accuracy and completeness problems are minor; errors are identified and corrected  § Products are complete and comprehensive | §Documents are delivered by scheduled due dates  §Documentation is accurate and complete  §Products are comprehensive and acceptably conveys the applicable data |