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GENERAL INFORMATION

Period of Performance is 6 months: 30 SEP 12 - 29 MAR 13

Contractor proposed two (2) candidates.

It is the position of the Government that Ms. Stella Lawson is the first choice candidate. In the event the candidate is unavailable, Ms Mary Richards is the acceptable replacement. Any other replacement candidates must be approved by the contracting officer.

Point of Contact:

Kurt R. Bratzler, Requirements Branch Head

Email: kurt.bratzler@navy.mil Telephone: (228) 871-4270

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SECTION B SUPPLIES OR SERVICES AND PRICES

CLIN - SUPPLIES OR SERVICES

For FFP Items:

Item	Supplies/Services	Qty	Unit	Unit Price	Total Price
5000	WORK RECEPTION ASSISTANT -	1000.0	LH	\$20.50	\$20,500.00
	GULFPORT MS (OTHER)				
5001	OVERTIME AS ALLOWED IN STATEMENT OF WORK (OTHER)	200.0	LH	\$30.75	\$6,150.00

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SECTION C DESCRIPTIONS AND SPECIFICATIONS

WORK RECEPTION ASSISTANT (OA)

STATEMENT OF WORK

WORK RECEPTION ASSISTANT The contractor shall independently provide support services to satisfy the overall operational objectives of the execution of NAVFAC Southeast's broad and diverse mission of facilitating intergovernmental operational requirements. This position shall provide Work Reception Assistant (OA) support to NAVFAC Southeast, PWD Gulfport, MS. The primary objective is to provide contractor services and deliverables through performance of a Work Reception Assistant.

This position is located in the Requirements Branch, Facilities Management Division at Public Works Gulfport, under Naval Facilities Engineering Command, Southeast. The purpose of this position is to receive and review all incoming Emergency/Service (E/S) calls and work requests for proper authorization, adequate description, justification, accuracy, acceptability and urgency, so that the request can be effectively programmed and scheduled for accomplishment. Receives and issues service calls to the proper codes for accomplishment utilizing radio contact, fax machines, e-mails and digital sender. Reviews data files to prevent duplication of requests that have been previously submitted or identified.

ORGANIZATION: Naval Facilities Engineering Command, Southeast, Jacksonville, FL

- (a) TASKS/SERVICES: The Work Reception Assistant:
- (1) Receives and reviews all incoming service calls and work requests for proper authorization, adequate description, justification, accuracy, acceptability and urgency utilizing Single Platform Maximo (SPM) data program.
- (2) Responsible for the function(s) of the service desk. Receives and processes emergency service calls by telephone determining emergency repairs based on pre-assigned priorities, emergency and standard operating procedures. Makes decisions on service priority and assignment by interrogating the caller and applying judgment, experience, and reference to standards. Determines appropriate funding, accounting data, urgency and seriousness of problems, and translates information into descriptions and coding to facilitate shop and contractor accomplishment. Alerts appropriate Production Division personnel and contractor personnel of emergencies. Assigns work to appropriate shops and contractors, prepares E/S chits via computer, complete with engineered performance standards (EPS) and maintains pertinent files and reports. Maintains contact for the Production Division Director, Production Division Branch Managers, Requirements Branch Head,

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and Shop Supervisors.

- (3) Coordinates and resolves discrepancies with requestors thereby minimizing the time required by the Head, Requirements Branch.
- (4) Acts as receptionist and answers a multi-line telephone for various managers, processes all Public Works or Management Information System (PWMIS) reports, branch mail, orders and maintains office supply inventories, operates computers, fax and other office machines and makes radio contacts as occasion requires. Develops forms as necessary. Maintains Facility History Files, establishes and maintains Customer Suspense files, assigns Work Request and Job Order numbers, and maintains work order status for all service calls and work requests entered into SPM from start of project to completion (close-out).
- (5) Collects and monitors information from a variety of sources such as computer reports, master job files, planning schedules, for the purpose of compiling data to be used in detecting errors, determining the status of work and discovering trends or problem areas. Examples of information production include:
- a. Job Status and Progress
- b. Cost Adjustments
- c. Productivity
- d. Backlog Reconciliation
- e. Management Indicators
- f. Work Input data
- (6) Assists Requirements Branch Head and Production Division Managers in formulating and compiling data for the Baseline Facilities Condition Assessment Program (BFCAP), and other management reports. Utilizes existing report generation programs in Single Platform Maximo (SPM) or manipulates data using other commercial report data manipulation programs.
- (7) Types or word processes a variety of material from draft, notes or verbal direction, and from his or her own knowledge of situations with related information.
- (8) Prepares memos to customers relating proposed actions or cancellations regarding their work requests or service calls, or communicates special requirements and/or needs for justification and/or

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funds for requested work.

(9) Attends weekly Work Induction meetings for job planning and work in progress. Reports to Requirements Branch Head for service call status and job status.

(10) Performs other similar tasks assigned by supervisor which will result in smoother work flow and relieve supervisor of tedious, repetitive, time consuming tasks.

(b) DELIVERABLES.

95% of the requirements above will be submitted on time and accurate.

(c) CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS, OR OTHER EXPERTISE REQUIRED:

The incumbent must have the knowledge, skills, experience and ability to use automated data processing equipment systems for input and retrieval or records. Must possess a working knowledge of SPM, Microsoft Word and Excel programs. Monitor and track many simultaneous jobs, each of which will have several elements. Experience and ability is also required in the various communication skills; incumbent must be effective in speaking, writing, receiving and evaluating information in explaining problems, reports, etc. to others. The position requires initiative and willingness to take direct action (without supervision) when required.

The incumbent must possess the knowledge to read and apply guidelines include written materials covering Navy-wide and local policies, technical manuals governing the programs of the Public Works Department, and directives and instructions governing the specific Naval Base Activity. The incumbent must use judgment in selecting the appropriate instruction or guide to fit the presenting problem/request for information/referral, and to recommend to Supervision whether to handle the situation on the spot, refer to a professional, or refer to another agency.

Specific Qualities

a. Ability to professionally work with customers daily while maintaining superb customer service no matter the issue or situation. At all times remember "the customer is always right".

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b. Ability to use automated data processing equipment/systems such as SPM, Microsoft Word and Excel. Perform numerous diverse tasks under rapidly changing priorities.

- c. Ability to keep precise, coordinated records, and to prepare complete, easy to understand reports, status sheets and progress reports.
- d. Personality and characteristics required to function in a work situation which is a mixture of office work and field work.
- e. Must be a qualified typist.
- (d) **PERIOD OF PERFORMANCE**. The period of performance is 30 SEP 12 29 MAR 13.
- **(e) PLACE OF PERFORMANCE.** The place of performance is NAVFAC PWD, Gulfport. MS.
- **(f) OPERATIONAL HOURS.** Work shall be performed 40 hours per week during normal business hours, Monday-Friday, excluding Federal holidays. Weekend work may be required. Alternate work schedules may be authorized in the position.
- (g) **OVERTIME.** Overtime is authorized. The number of overtime hours allowed is 200.
- (h) GOVERNMENT-FURNISHED EQUIPMENT, BADGE, KEYS AND/OR FACILITIES PROVIDED. Government will furnish government badge, hard hat and safety shoes.
- (i) **REIMBURSABLE EXPENSES**. Travel is NOT required. Prior to incurring any travel expenses, the Work Reception Assistant must obtain written authorization from the Contracting Officer that approves approximate travel, dates, expected duration, origin and destination, purpose, estimated costs and the number and names of personnel traveling. Expense reports will be prepared and processed in accordance with the Federal Travel Regulation (FTR).
- (j) SECURITY CLEARANCE/POLICE CHECK/DRIVING RECORD CHECK. Use of government vehicle in the execution of duties In accordance with Federal Acquisition Regulation (FAR), contractors cannot use government vehicles unless contractor has motor vehicle liability insurance to cover bodily injury and property damage to protect the contractor and the Government against third-party claims arising from the use of GSA Fleet vehicles. Contractor shall provide to the Contracting Officer any required documents as set forth in FAR Subpart 5 1.2 prior to operating a government vehicle.

Work under this task order is UNCLASSJFIED. The contractor shall comply with all applicable Department of Defense security regulations and procedures during the performance of this task order. The contractor shall not disclose and must safeguard procurement sensitive information,

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computer systems and data, privacy act data, and Government personnel work products that are obtained or generated in the performance of this task order. If necessary, the contractor shall be required to provide clearances for personnel requiring access to Government computers and work stations.

(k) TASK TYPE. Firm Fixed / Labor-Hour

- (I) NON-PERSONAL SERVICE STATEMENT: Contractor employees performing services under this order shall be controlled, directed and supervised at all times by management personnel of the contractor. Contractor employees shall perform independent of and without the supervision of any Government official. Actions of contractor employees may not be interpreted or implemented in any manner that results in any contractor employee creating or modifying Federal policy, obligating the appropriated funds of the U.S. Government, overseeing the work of Federal employees, providing direct personal services to any Federal employee or otherwise violating the prohibitions set forth in Parts 7.5 and 37.1 of the Federal Acquisition Regulation (FAR). The Government will perform the final inspection and acceptance of the completed work.
- (m) GOVERNMENT PROJECT OFFICER. The Government Project Officer will provide general instructions on limitations and deadlines, and is responsible for administration of the task order in compliance with the contract to include inspection and acceptance of deliverables.

Technical Representative:

Kurt R. Bratzler, Requirements Branch Head

Email: kurt.bratzler@navy.mil Telephone: (228) 871-4270

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SECTION D PACKAGING AND MARKING

N/A

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SECTION E INSPECTION AND ACCEPTANCE

N/A

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SECTION F DELIVERABLES OR PERFORMANCE

CLIN - DELIVERIES OR PERFORMANCE

The periods of performance for the following Items are as follows:

5000 9/15/2012 - 3/14/2013 5001 9/15/2012 - 3/14/2013

Services to be performed hereunder will be provided at PWD Gulfport, MS.

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SECTION G CONTRACT ADMINISTRATION DATA

Contracting Officer Representative Lisa L Noble, PWD 2401 Upper Nixon Ave Gulfport, MS 39564 lisa.noble@navy.mil 228-871-2026

Contracting Officer:
Dawn M. Brown
Bldg 902 PO Box 30
NAS Jacksonville FL 32212-0030
dawn.m.brown@navy.mil
904-542-6156

SUBMISSION OF INVOICES

In accordance with DFAR CLAUSE 252.232-7003 (JAN 2004) the contractor shall submit invoicing electronically through Wide Area Work Flow (WAWF). Facsimile, e-mail, and scanned documents are not acceptable electronic forms.

Invoices will be submitted on a once-a-month basis.

- (f) WAWF payment instructions. The Contractor must use the following information when submitting payment requests and receiving reports in WAWF for this contract/order N00178-12-D-7060 JM01;
 - (1) Document type. The Contractor shall use the following document type(s).

Navy Construction/Facilities Management Invoice

(2) *Inspection/acceptance location*. The Contractor shall select the following inspection/acceptance location(s) in WAWF, as specified by the contracting officer.

Inspection - N69450

Acceptance - N69450

(3) Document routing. The Contractor shall use the information in the Routing Data Table below only to fill in applicable fields in WAWF when creating payment requests and receiving reports in the system.

Routing Data Table*

Field Name in WAWF
Pay Official DoDAAC
Issue By DoDAAC

Data to be entered in WAWF N68732 N69450

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Admin DoDAAC	N69450		
Inspect By DoDAAC	N69439		
Ship To Code	N/A		
Ship From Code	N/A		
Mark For Code	N/A		
Service Approver (DoDAAC)	N/A		
Service Acceptor (DoDAAC)	N/A		
Accept at Other DoDAAC	N/A		
LPO DoDAAC	N69450		
DCAA Auditor DoDAAC	N/A		
Other DoDAAC(s)			
	N69450		
Accept By			

- (4) Payment request and supporting documentation. The Contractor shall ensure a payment request includes appropriate contract line item and subline item descriptions of the work performed or supplies delivered, unit price/cost per unit, fee (if applicable), and all relevant back-up documentation, as defined in DFARS Appendix F, (e.g. timesheets) in support of each payment request.
- (5) WAWF email notifications. The Contractor shall enter the e-mail address identified below in the "Send Additional Email Notifications" field of WAWF once a document is submitted in the system.

Acceptor: Onica James Onica.James@navy.mil

Inspector: Lisa Noble <u>lisa.noble@navy.mil</u> _

- (g) WAWF point of contact.
- (1) The Contractor may obtain clarification regarding invoicing in WAWF from the following contracting activity's WAWF point of contact.

Dawn M. Brown dawn.m.brown@navy.mil

(2) For technical WAWF help, contact the WAWF helpdesk at 866-618-5988.

(End of clause)

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Accounting Data

SLINID PR Number Amount

5000 20500.00 LLA:

AA 17 12121804 52FA 0252 00052 0 068732 2D C090LD 626042FP408Q

5001 6150.00

LLA :

AA 17 12121804 52FA 0252 00052 0 068732 2D C090LD 626042FP408Q

BASE Funding 26650.00 Cumulative Funding 26650.00

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SECTION H SPECIAL CONTRACT REQUIREMENTS

SECURITY REQUIREMENT

The following is required for all DoD contractor employees working in Government facilities.

DOD 5200.08-R/C3.3: "The CAC shall be the principal identity credential for supporting interoperable access to installations, facilities, buildings, and controlled spaces".

DOD 5200.08-R/C3.3.1.2: "A National Agency Check with Inquiries (NACI) or equivalent national security clearance (e.g. National Agency Checks including credit check (NACLC)) is required for permanent issuance of the credential. The credential may be issued upon favorable return of the FBI fingerprint check, pending final favorable completion of the NACI/equivalent, based on a commander/director risk management decision. An individual holding a valid national security clearance shall not require an additional submission of the NACI/equivalent."

SECNAV M-5510.30/9-24,6: "Commands will include the FAD (facility access determination) program requirements in contract specifications when trustworthiness determinations will be required on the contractor employees". In this case the FAD program requirement is a CAC now required by the regulation above.

The contractor shall comply with all applicable Department of Defense (DoD) security regulations and procedures during the performance of this task order. The contractor shall not disclose and must safeguard procurement sensitive information, computer systems and data, privacy act data, and Government personnel work products that are obtained or generated in the performance of this task order.

The contractor shall be required to provide clearances for personnel requiring access to Government computers and workstations.

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SECTION I CONTRACT CLAUSES

STANDARD CLAUSES CONTAINED IN BASIC MAC SHALL APPLY

09RA 52.217-9 -- OPTION TO EXTEND THE TERM OF THE CONTRACT. (MAR 2008)

- (a) The Government may extend the term of this contract by written notice to the Contractor within 30 days prior to completion of the base period; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 60 days before the contract expires. The preliminary notice does not commit the Government to an extension.
- (b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

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SECTION J LIST OF ATTACHMENTS