



Title of Scope: Document Control Services

Date: 1/11/2018

Revision Number: 0

1.0 INTRODUCTION / BACKGROUND

Mission Support Alliance, LLC (MSA) is the U. S. Department of Energy, Richland Operations Office's (DOE-RL) prime contractor performing the Hanford Site's Mission Support Contract (MSC). Under the MSC, MSA provides direct support to DOE and its prime contractors for infrastructure and site services integral and necessary to accomplish the Hanford Site environmental cleanup mission.

MSA is responsible for the Content & Records Management (CRM) Program at Hanford. Document Control is an integral part of the CRM program. MSA CRM considers the Subcontractor a critical partner in providing Document Control that adds value to the Site business process while securely and efficiently providing access to the needed information.

The Subcontract is required to provide staff augmentation support as set forth herein.

2.0 OBJECTIVE

The Subcontractor shall provide adequate staffing with the skills and expertise to provide Document Control as set forth in this statement of work. The Subcontractor shall provide appropriate resources for specific records support services in a timely, cost effective, and safe manner.

3.0 DESCRIPTION OF WORK – SPECIFIC

MSA requires various clerical and professional resources to support the Document Control function within the CRM Program. The Subcontractor shall provide the following support to include, but is not limited to:

- Processing engineering and administrative documents for Document Release into the appropriate document control system
- Vendor Information Processing—Process, maintain, and provide information copies of submitted and approved vendor information consisting of, but not limited to, performance specifications, component data, parts numbers, fabrication and installation drawings.
- Provide Document Release Services—Provide document release and configuration status accounting for technical information, including completeness reviews; posting to the status control system; distribution, research database as requested, change status verification, accountability reporting, and change incorporation support:



- Review the documents for errors
- Approve the documents
- Essential and Support Drawings—Ensure the Essential and Support Drawing files are maintained and current through inspection of the files and by placing new or revised Essential and Support drawings into the files.
- Providing files management (QA support), as necessary
- Ensuring Essential and Support Drawings are maintained and current through inspection of the files and by placing new or revised Essential and Support drawings into the files.
- Participating in audits/assessments, when requested
- Provide document and record files management support to requesting organizations (e.g., QA, Engineering).
- Provide distribution of controlled documents to identified personnel. Provide support in the receipt, review and processing of controlled distribution of identified documents.

This work will include, but is not limited to:

- Receive notification that a document/changes need to be distributed.
- Perform reproduction of the document as required by the identified distribution
- Send the document to identified distribution
- Remove any copy holders that do not require the documents after notification
- Maintain the log books that are returned for the assigned retention period.
- Work with other groups to move hard copy to electronic distribution.
- Providing project files records management support, including receipt, distribution to satellite locations, maintenance, retrieval of associated records, and providing copies of requested information for project personnel
- Providing Office of Civilian Radioactive Waste Management records management support
- Participate in the process relative to Document Control and Records Management corrective actions (e.g., audit/assessment responses, Required Reading, etc.).
- Ensure changes to software inventory are accurately captured as record through Hanford Information Systems Inventory (HISI).



The subcontractor systems used to provide support are comprised of the following:

- Document Management and Control System (DMCS)
- Smart Plant Foundation (SPF)
- Hanford Document Numbering System (HDNS)
- Integrated Document Management System (IDMS) for searching Records and Information Management (RIM) databases to find Hanford documents, records, and related information from the Intranet.

Examples of documents that require control include, but are not limited to:

- Drawings
- Specifications
- Supporting documents
- Report
- Studies
- Plans
- Policies
- Directives
- Administrative and technical Procedures
- Requirement documents
- Speech articles
- Data Release form

4.0 QUALIFICATIONS

This position is responsible for providing document control support in release of drawings, supporting documents, and other technical and administrative data. Perform high volume releasing and the processing and indexing of electronic documents acceptable for retention as federal electronic records in accordance with regulatory requirements. Meet customer expectations and ensure that work is performed in accordance with regulatory and programmatic requirements. Must be able to complete the full range of assigned tasks. Must be able to demonstrate reliable, consistent, and quality results. Must be able to index, and verify multiple



document types; and have good understanding of the processes for configuration management of engineering and administrative documentation. Must have good writing skills to create status reports, and identify process improvements when necessary. Will be responsible for compliance with governmental requirements for records maintenance, storage, retrieval, and access of records as applicable. Will review operating procedures/desk instructions relative to operations. Will communicate with customers on regular basis.

Subcontractor shall ensure that its personnel meet and maintain the appropriate training, qualifications, and certification requirements as applicable.

Required Qualifications

- Minimum 3 year experience in records and configuration management requirements or related field
- High School Diploma or equivalent
- Excellent keyboarding skills
- Work independently with minimal supervision
- Organized and attentive to detail
- Make judgments and decisions
- Work effectively and efficiently in a teaming environment
- Must have strong people skills and demonstrated ability to work with customers
- Must be able to multi-task
- Possess strong oral and written communication skills
- Professional appearance and behavior, a positive attitude, and the ability to learn quickly are a must

Desired Qualifications

- Knowledge of SharePoint and Microsoft Office applications
- Knowledge of DMCS, SmartPlant, IDMS
- Hanford experience preferably in the area of document control

Subcontractor shall ensure that its personnel meet and maintain the appropriate training, qualifications, and certification requirements as applicable



5.0 REQUIREMENTS

5.1 General

Subcontractor shall operate to MSA policies, procedures, and processes. MSA will supervise and direct the day to day work activities of the Subcontractor’s personnel.

For any work performed on the Hanford Site or any MSA controlled facility, the provisions of the On-Site Services Special Provisions will apply to Subcontractor personnel.

5.2 Engineering Requirements

Engineering requirements applicable: No

Applicable Engineering Codes and Standards

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5.3 Environmental, Safety, and Health Requirements

The Subcontractor shall perform work safely, in a manner that ensures adequate protection for employees, the public, and the environment, and shall be accountable for the safe performance of work. The Subcontractor shall comply with, and assist the Buyer in complying with environmental and safety requirements of all applicable laws, regulations, and directives.

The subcontractor shall exercise a degree of care commensurate with the work and the associated hazards. The Subcontractor shall ensure that management of environmental and safety functions and activities is an integral and visible part of the Subcontractor’s work planning and execution processes. As a minimum, the Subcontractor shall:

- Thoroughly review the defined scope of work;
- Identify hazards and environmental and safety requirements;
- Analyze hazards and implement controls;
- Perform work within controls; and
- Provide feedback on adequacy of controls and continue to improve safety management.

The Subcontractor shall flow down all environmental and safety requirements to the lowest tier Subcontractor performing work on the Hanford site commensurate with the risk and complexity of the work.

Applicable ES&H Requirements



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Quality Assurance Requirements

The work activities for this Staff Augmentation Statement of Work has been designated as a Quality Level G - Q Level 0 - GS. The subcontractor shall be responsible for performing quality workmanship and shall conduct the quality control measure necessary to ensure work conforms to referenced codes and standards, and other requirements defined in this SOW.

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6.0 PERSONNEL REQUIREMENTS

6.1 Training

- A. Hanford site-specific general training requirements to safely perform this work will be designated by the Buyer’s Technical Representative (BTR).
- B. The following types of training qualification are required:
 - Hanford General Education Training (HGET) and/or MSA General Education Training (MGET) is required.
 - Other site specific training may be required as determined during performance of this scope of work.

6.2 Security and Badging Requirements

- A. For any on-site work, see On-Site Services Special Provisions for details.
- B. The subcontractor shall wear a Buyer issued security badge identifying themselves. A minimum of two working days advance notice is needed for site badging.
- C. Subcontractor employees will be required to submit to vehicle searches and not personally carry or transport certain prohibited articles.
- D. If the Subcontractor under this scope of work will be required an access authorization (security clearance), then the following will apply.



- A security clearance is required for all Subcontractors who will have: (1) access to classified matter, (2) access Special Nuclear Material (SNM), and/or (3) require frequent, unescorted access to secured areas.
 - A facility clearance must be in place at Hanford for the individuals' employer (facility), before a security clearance may be granted Facility Clearance (FCL). Approval will be required for a facility to be eligible to (1) access, handle, or possess classified information, (2) SNM, or other hazardous material presenting a potential sabotage threat, or (3) responsibilities for safeguarding \$5M plus of government property. If any of these criteria apply to the SOW, the Contract Specialist needs to be notified immediately, in order to process clearance paperwork. The work cannot be in until an FCL is in place. A new FCL is required for each subcontract meeting the criteria.
- A subcontractor that will not possess classified information or matter, or SNM at the subcontractor's place of business and will only access such security activities at other cleared facilities must be cleared as a "non-possessing facility."

6.3 Work Location / Potential Access Requirements

Work will be performed primarily at 2620 Fermi, however could be performed anywhere on the Hanford site as directed by the BTR.

6.4 Site Access and Work Hours

Hanford personnel at the Hanford Site work a standard 4/10 schedule. The standard work week consist of ten (10) hours of work between 6:00 a.m. and 4:30 p.m. with one-half hour designated as an unpaid period for lunch, Monday through Thursday.

Work performed outside normal operating hours shall be coordinated and/or approved through the BTR and/or the contract Specialist prior to performing the work.

6.5 Telecommuting

The Subcontractor shall have the ability to telecommute based on the following conditions:

- Subcontractor must have a telecommute policy that has been provided to the MSA BTR or Manager, and the scope of work allows for the ability to telecommute.
- Subcontractor shall provide a written requests with a valid reason to telecommute to their MSA BTR or Manager.
- Subcontractor shall obtain written approval from their MSA BTR or Manager.
- Subcontractor has the resources to perform the scope of work while telecommuting.
- Subcontractor provides day(s) and time(s) telecommuting in the comments section of CLTR.



- Any other BTR/Manager requirements as requested.

7.0 MEETINGS AND SUBMITTALS

Subcontractor shall participate in all meetings as required by the Buyer's Technical Representative (BTR).

8.0 SCHEDULE REQUIREMENTS

Basic Term of Service:

Start date: 1/29/2018 Completion date: 9/30/2019

Option Term One:

Start date: 10/01/2019. Completion date: 09/30/2020.

Option Term Two if applicable:

Start date: 10/01/2020. Completion date: 09/30/2021.

Option Term Three if applicable:

Start date: 10/01/2021. Completion date: 09/30/2022.