



Request for Proposal

Solicitation #: 227028

Date Issued: 1/27/2011

This request for proposal (RFP) is issued under the authority of the Department of Energy prime contract DE-AC06-09RL14728.

This RFP is issued by:

Mission Support Alliance, LLC
P.O. Box 650
Richland, WA 99352

Contract Specialist:

Alisha Bott
MSIN H7-08
509-373-3073
Alisha_M_Bott@rl.gov

Proposals are to be prepared in accordance with the instructions and conditions set forth herein. Proposals are to be received by the close of business (4:00 P.M., PST) on Monday, February 21st to the address shown above or via fax or email, attention to the Contract Specialist identified above.

All questions are to be directed to the Contract Specialist identified above. All proposals are subject to the terms and conditions set forth herein. Any exceptions, deviations or omissions may be grounds for rejection of proposals submitted

Proposal should be submitted for qualified candidates that meet the requirements of the position outlined within Statement of Work. Each qualified candidate submitted within a proposal needs to include a resume, labor rate, and travel per diem breakdown of costs if applicable. Submitted proposal will be reviewed and the identified qualified candidates will be asked to participate in an interview to be held at the Hammer Facility in Richland, WA. This position will be available for direct employment with MSA if the chosen candidate can meet the requirements of the job during this preliminary MSA subcontract period.



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A.0 Solicitation

A.1 North American Industry Classification System (NAICS) Code and Size Standard

(A01) Rev 001 11/10/2010

The Buyer has determined that North American Industry Classification System (NAICS) Code 561311 – Employment Placement Agencies applies to this acquisition. Therefore, the size standard for determining whether an Offeror is a small business in regard to this acquisition is \$7.0.

By submitting a quote or an offer to this solicitation, the offeror certifies they are a small business as defined by the above paragraph.

A.2 Required Price Support Information

(A15) Rev. 0 01/27/2010

The seller is required to submit information sufficient to determine that the prices or costs being charged are reasonable, fair and realistic. Such information may include pricing, sales, or cost information that is pertinent to establishing the pricing or costs being charged.

Certified cost or pricing data need not be submitted.

For example:

1. For items where pricing is controlled, by law or regulation, by periodic rulings, reviews, or similar actions of a governmental body; identify and submit the controlling document establishing the price offered.
3. Additional supporting information, to the extent necessary to determine whether the price is fair and reasonable.

The seller grants the Buyer or an authorized representative the right to examine, at any time before award, books, records, documents, or other directly pertinent records to verify the reasonableness of the price.

A.3 Basis of Award

(A86) Rev. 0 1/28/2010

Award shall be made to the Offeror submitting the best proposal in which both qualifications and price will be the basis of award.

A.4 Proposal Preparation

(A94) Rev. 0 4/19/2010

Organize the proposal as outlined in the following paragraph entitled “Proposal Content.” Prepare the proposal simply and economically and provide a straightforward and concise presentation of the information requested in the RFP. Emphasize completeness and clarity. Do



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not submit elaborate brochures or other presentations that are neither required nor desired by the MSA. For additional instruction please see Special Provisions (SP-17) – Instructions for the Preparation of Proposals attached to this RFP.

Proposal Content

Proposals shall include the following elements and be organized in the manner listed below. Each volume of the proposal should be separate and complete. Omit all cost of pricing details from the technical proposal.

- The technical proposal shall include all necessary technical elements from the Statement of Work
- The price proposal shall include all technical and price elements

B.0 Award

B.1 Award Notification

(A95) Rev. 0 4/20/2010

The Contractor is hereby notified that effective on **TBD**, the Contractor is awarded a **Labor Hour Contract** for the delivery/performance of the item(s) above in accordance with all the requirements and conditions set forth or by reference attached herein in an amount of **TBD**. The Contractor shall not exceed this amount without specific written authorization from the Contract Specialist.

C.0 Delivery/Performance

C.1 Term of Contract

(F08) Rev. 0 1/28/2010

The term of this Contract shall commence on the date of award and shall end on **TBD** unless extended by the parties or unless terminated by other provisions of this Contract.

D.0 Contract Administration

D.1 Authorized Personnel

(G03) Rev. 0 1/28/2010

Only the following named Contract individuals are authorized to make changes to this document:

Contract Specialist, **Alisha Bott** – 509-373-3073 – Alisha_M_Bott@rl.gov

Contracts Manager, **Dana Worthington** – 509-376-9831



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D.2 Contractor Invoices

(G06) Rev. 0 1/28/2010

The following process shall be used on Invoices submitted to Mission Support Alliance. Failure to do so may result in Delayed Payment or Returned Invoices.

General Requirements (Contracts and Purchase Orders)

- Submittal of an invoice constitutes Contractor's certification that materials, work and/or services have been provided, and invoiced amounts are, in accordance with the contract provisions.
- Invoices may be submitted electronically in a format acceptable to Buyer (this is preferred).
NOTE when electronic invoices are to be used, contact the Contract Specialist for the proper format and submittal information (reference clause G036)
- Each Contract, Release and Purchase order must be invoiced separately.
- The invoice must clearly & legibly identify the **Contractor's Name and Invoice Number as well as, Contract, Contract Release and/or Purchase Order Number.**
- Each invoice should include the name and telephone number of a company representative available to respond to invoice questions.
- Remittance will only be made to the remittance address on file for the contractor. Invoices from third parties or with different remittance instructions or addresses will not be processed.
- Questions or requests for exceptions should be addressed to the Contract Specialist.
- The Contractor shall submit an original invoice and supporting documentation to the Buyer's Accounts Payable organization at the address below (unless otherwise directed in the contract)

Mission Support Alliance, LLC
Accounts Payable Mail Stop: G1-80
P.O. Box 650
Richland, WA 99352

Contracts for Services:

- Unless otherwise authorized in the contract, invoices for services may not be submitted more than once per calendar month.
- The total amount due for the billing period must be clearly identified on all invoices (this amount should be set apart from any cumulative amounts or subtotals included on the invoice).



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- The Contractor shall indicate the labor rate, number of hours, and period of performance being billed on each invoice, when applicable.
- Invoiced rates, travel, or other direct charges must be specifically defined in the contract to be allowable for reimbursement (unauthorized deviations may result in disapproval of such charges).
- Travel expenses (if authorized) must be itemized and supported with receipts in accordance with the requirements set forth under clause H21, "Reimbursement of Travel Expenses" or as otherwise stated within the Contract.

D.3 Electronic Mail Capability

(G11) Rev. 0 1/28/2010

The Contractor shall provide and maintain Internet and electronic mail capability for the duration of the Contract. The Contractor email account shall be able to send and receive attached documents of up to 1/2 megabyte in size. Correspondence and Administrative messages concerning this contract will be conducted via email in current versions of Microsoft Office applications, ASCII text, RTF, PDF, ZIP and other commonly used file formats. In addition, information, data and forms may be posted on the Buyer's Internet web site for downloading by the contractor.

D.4 Closeout Certification

(G19) Rev. 0 07/7/2010

Contractor shall properly execute and mail to the Buyer a final release, in a format acceptable to the Buyer, within five working days from the last date services are provided hereunder and/or the date of the last shipment made hereunder. Final payment will not be made until a final release is properly executed and received by the Buyer.

Ref.: http://www.hanford.gov/pmm/files.cfm/Final_Release_MSA.pdf.

D.5 Electronic Funds Transfer of Invoice Payments

(G33) Rev. 0 1/28/2010

Electronic funds transfer of invoice payments is an available optional method of invoice payment by the Buyer. An "Authorization for Electronic Funds Transfer of Invoice Payments" form must be completed and returned before payments can be made. A copy of the form is available for downloading from the Buyer's Web page or from the Buyer.

<http://www.hanford.gov/pmm/files.cfm/eft.pdf>



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D.6 Invoices and Payments (Electronic)

(G36) Rev. 0 1/28/2010

Invoices shall be submitted electronically via e-mail to both Mission Support Alliance Accounts Payable (MSA AP) at the following e-mail address: msa_invoices@rl.gov (msa_invoices@rl.gov) **and (in the same email)** to the Contract Specialist. The company name, invoice number, and the contract and release numbers must be shown in the subject line of the e-mail message used to submit an electronic invoice. The suggested format for the subject line is: Contractor Name, Invoice XXXXX, Contract XXXXX-X.

If payments will be made via Electronic Funds Transfer (EFT), an "Authorization for Electronic Funds Transfer of Invoice Payments" form must be completed and returned before payments can be made. <http://www.hanford.gov/pmm/files.cfm/eft.pdf>

Each invoice must have a unique invoice number and, as a minimum, shall identify the:

- Billing company;
- Blanket Order or Basic Ordering Agreement (if applicable),
- Task order (release) number
- Name of the worker(s);
- Hourly rate(s);
- Work hours and date performed;
- Brief statement describing the work performed.

Submittal of an invoice constitutes certification that services have been delivered and invoice rates are in accordance with the task order. An electronically submitted invoice will be accepted as an original invoice when authorized by the Contract and received by MSA AP. Unauthorized deviations will result in disapproval of the invoice.

E.0 Special Requirements

E.1 Reimbursement of Travel Expenses

(H21) Rev. 0 1/28/2010

Only when authorized as part of the workscope on this contract, will travel expenses incurred in performance be reimbursed. Expenses must be in accordance with the Federal Travel Regulations (FTR) in effect at the time of travel, this clause, and any other contract provisions agreed upon in advance.

Current FTR information is available on GSA internet web site. www.gsa.gov (look for links to Travel Policy and Federal Travel Regulations)

The travel expenses must be:



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1. Allowable under the FTR and the provisions of this contract
2. Reasonable
3. Allocable and necessary to performance of the Contract.

Submittal of an invoice to the Buyer that includes travel expenses signifies Contractor's certification to the above. Failure to comply with these provisions may cause any request for reimbursement to be denied.

Expense reimbursement requests must be submitted in a timely manner, and must identify the name of the traveler, destination, purpose of the travel and days worked under the contract as well as document any required Buyer pre-approval.

The contractor is expected to take reasonable steps to minimize the amount of travel expenses. Unless agreed in advance by the buyer, invoices for travel expenses must include original or legible copies of receipts, to support:

1. Actual airfare or other public conveyance expenses
2. Car rental expenses for each rental day - Car rental must be for compact or intermediate size
3. Lodging, meals and incidental expenses – must not exceed the GSA CONUS guidelines for the area.

When work assignments are such that travel for any one employee would exceed a short term (typically more than 30 days), the contractor is expected to propose and implement lower cost alternatives to per-diem travel expenses (such as long term lodging, temporary relocation, long term car rental, etc.).

Some information about local travel is posted on the buyer's web site at

<http://www.hanford.gov/pmm/page.cfm/Travel>

E.2 Facility Closure Notice; Holiday and Work Schedules

(H22) Rev. 0 1/28/2010

NOTICE: Daily work schedules and facility operations are **NOT** consistent on the Hanford Site. Many organizations and facilities **observe alternate Friday closures.**

Accordingly, BEFORE scheduling deliveries or site work, the Contractor shall make specific schedule arrangements with the Buyer, BTR, Facility Manager, Delivery Warehouse Manager, Building Manager, or other cognizant Mission Support Alliance organization.

The Buyer will not be liable for the cost of any delays, demurrage, layover, extra travel days, etc. which result from Contractor's failure to obtain a specific delivery or work schedule in advance.



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E.3 Key Personnel

(H23) Rev. 0 1/28/2010

Contractor agrees those individuals determined to be key individuals will not be reassigned without the written agreement of the Buyer. Whenever, for any reason, one or more of these individuals are unavailable for assignment for work under this Contract the Contractor, with the approval of the Buyer, shall replace such individual with an individual substantially equal in abilities or qualifications.

The following named individuals have been determined to be key personnel assigned to the performance of this Contract. **TBD**

E.4 Designation of Technical Representative

(H38) Rev. 0 1/28/2010

The Buyer hereby designates the following as the Buyer's Technical Representative, (BTR) for this Contract: Name/phone/mail stop: **Debbie Mensinger – 509- 376-4574.**

The BTR is responsible for monitoring and providing technical guidance for this Contract and should be contacted regarding questions or problems of a technical nature. The BTR is also responsible for appropriate surveillance of the Contractors representative while on site. In no event, however, will an understanding or agreement, modification, change order, or any deviation from the terms of this Contract be effective or binding upon the Buyer unless formalized by proper Contract documents executed by the Contract Specialist prior to completion of this Contract. On all matters that pertain to Contract terms, the Contractor shall contact the Contract Specialist specified within this Contract. When in the opinion of the Contractor, the BTR requests or directs efforts outside the existing scope of the Contract, the Contractor shall promptly notify the Contract Specialist in writing. The BTR does not possess any explicit, apparent or implied authority to modify the contract. No action should be taken until the Contract Specialist makes a determination and/or modifies the contract.

E.5 Contract Options

(H54) Rev. 0 1/28/2010

The buyer retains the sole right to exercise the option(s) included in this contract. The inclusion of the option(s) does not represent a commitment, financial or otherwise, on the part of the Buyer to exercise any or all of the option(s) nor extend the contract beyond the end date specified by the contract or most current contract amendment. Buyer may exercise one or more options by providing written notice to the contractor prior to the most current contract end date. Lacking written notice by the Buyer, the option(s) will expire with the contract.

Options

Option No. 1. - April 30th – June 30th, 2011

Option No. 2. - July 1st – September 30th, 2011



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F.0 Terms and Conditions

The terms and conditions set forth or referenced in the body of this document by the Buyer shall apply and the Buyer objects to and shall not be bound by any additional or different terms and conditions.

F.1 Limitation of Liability - Services

(I36) Rev. 0 1/29/2010

1. Except as provided in paragraphs 2 and 3 below, and except to the extent that the Contractor is expressly responsible under this Contract for deficiencies in the services required to be performed under it (including any materials furnished in conjunction with those services), the Contractor shall not be liable for loss of or damage to property of the Government that (1) occurs after Buyer acceptance of services performed under this Contract and (2) results from any defects or deficiencies in the services performed or materials furnished.
2. The limitation of liability under paragraph 1 above shall not apply when a defect or deficiency in, or the Buyer's acceptance of, services performed or materials furnished results from willful misconduct or lack of good faith on the part of any of the Contractor's managerial personnel. The term "Contractor's Managerial Personnel", as used in this clause, means the Contractor's directors, officers, and any of the Contractor's managers, superintendents, or equivalent representatives who have supervision or direction of:
 - a. All or substantially all of the Contractor's business;
 - b. All or substantially all of the Contractor's operations at any one plant, laboratory, or separate location at which the Contract is being performed; or
 - c. A separate and complete major industrial operation connected with the performance of the Contract.
3. If the Contractor carries insurance, or has established a reserve for self-insurance, covering liability for loss or damage suffered by the Government or the Buyer through the Contractor's performance of services or furnishing of material under this Contract, the Contractor shall be liable to the Government or the Buyer, to the extent of such insurance or reserve, for loss of or damage to property of the Government occurring after Buyer's acceptance of, and resulting from any defects and deficiencies, in services performed or materials furnished under this Contract.



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F.2 General Provisions

(Revision 006, December 02, 2010)

<http://www.hanford.gov/pmm/page.cfm/Provisions>

F.3 General Provisions for Contracted Labor

(Revision 004, November 8, 2010)

<http://www.hanford.gov/pmm/page.cfm/Provisions>

F.4 Special Provisions - On-Site Services

(SP-5 Revision 004, December 13, 2010)

<http://www.hanford.gov/pmm/page.cfm/Provisions>

F.5 Special Provisions - Organizational Conflict of Interest

(SP-9 Revision 001, November 8, 2010)

<http://www.hanford.gov/pmm/page.cfm/Provisions>

F.6 Special Provisions - Representations and Certifications

(SP-16 Revision 000, August 24, 2009)

<http://www.hanford.gov/pmm/page.cfm/Provisions>

F.7 Special Provisions - Instructions for the Preparation of Proposals

(SP-17 Revision 001, December 13, 2010)

<http://www.hanford.gov/pmm/page.cfm/Provisions>

G.0 List of Attachments

G.1 Statement of Work (SOW)

The attached Statement of Work: Oversee Technology Applicants for Hammer/Hanford Training Dated: 0 Revision: 1/10/2011 identifies the scope and performance expectations of the contract. The SOW is incorporated into and made a part of this contract along with all of the other clauses and terms identified herein.



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G.2 Conflict of Interest Disclosure and Representation

(L07) Rev. 1 4/15/10

It is Buyer's policy to avoid situations, which place a contractor in a position wherein it may not be able to compete on an equal basis for Buyer-controlled work with other qualified contractors. To address this matter, the Contractor shall provide Buyer a statement which describes in a concise manner, all relevant facts concerning any past, present, or currently planned interest (financial, contractual, organizational, or otherwise) relating to the work described in the statement of work of this solicitation. This representation can be accessed via the following link:

<http://www.hanford.gov/pmm/page.cfm/Provisions>

A signed copy is to be provided with the Contractor's proposal.



Statement of Work

Title: Oversee Technology Applications for HAMMER/Hanford Training

Revision Number: 0

Date: January 10, 2011

Contract Requisition: 227028

1.0 INTRODUCTION / BACKGROUND

Mission Support Alliance (MSA), in support of its prime contract with the U. S. Department of Energy (DOE), Richland Operations Office (RL), and HAMMER/Hanford Training are responsible for providing Hanford Site training. The Volpentest HAMMER Training and Education Center (HAMMER) is a U.S. Department of Energy training facility specializing in hands-on training for the Hanford Site and the nation's Homeland Security mission. The Mission Support Alliance (MSA) and HAMMER/Hanford Training are responsible for providing Hanford Site-wide training.

2.0 DESCRIPTION OF WORK – GENERAL

MSA requires a contractor to provide a staff member capable of overseeing all technology applications for HAMMER/Hanford Training at the HAMMER facility, 2890 Horn Rapids Road, Richland, Washington.

3.0 DESCRIPTION OF WORK – SPECIFIC

3.1 Task 1 Description

The Contractor staff member shall:

Oversee all technology applications for HAMMER/Hanford Training.

Maintain an awareness of industry trends in information technology. Investigate emerging digital technologies for their potential for improving training effectiveness and efficiency. When determined to be beneficial, develop and present the business case for adoption.

Guide vendors and subcontractors in the development and administration of information technology applications for HAMMER/Hanford Training.

Coordinate the introduction of information technology applications among the different HAMMER/Hanford Training programs and into the Hanford Local Area Network infrastructure.

Facilitate the incorporation of training technology applications among the Hanford



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contractors, especially among the Mission Support Alliance customers. As necessary, train and assist contractor staff in their development of training applications.

Serve as the lead engineer for the HAMMER Learning Management System: engineer system modifications, program interfaces with the primary training records system and HAMMER's media servers, write templates for training developers, etc.

Design, program, and maintain a variety of training utilities to assist the organization in performing its mission. Comply with normal industry practices in security, user-interfaces, system testing, documentation, etc.

3.2 Acceptance Criteria for Task 1

Successful completion of the requested task and deliverables noted in Section 3.1.

3.3 Site Conditions and Known Hazards

No special access requirements or hazardous conditions exist at the HAMMER facility.

3.4 Site Coordination Requirements

None identified.

4.0 TECHNICAL REQUIREMENTS

For any work performed on the Hanford Site or any MSA controlled facility, Special Provisions – On Site Services, [SP-5](#), shall apply to Contractor personnel.

4.1 ESH&Q Requirements

The Contractor 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 Contractor shall comply with, and assist the Contract Specialist in complying with Environmental, Safety, Health, and Quality (ESH&Q) requirements of all applicable laws, regulations and directives.

The Contractor shall exercise a degree of care commensurate with the work and the associated hazards. The Contractor shall ensure that management of ES&H functions and activities is an integral and visible part of the Contractor's work planning and execution processes. As a minimum, the Contractor shall:

- Thoroughly review the defined scope of work;
- Identify hazards and ES&H requirements;



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- Analyze hazards and implement controls;
- Perform work within controls; and
- Provide feedback on adequacy of controls and continue to improve safety management

The Contractor shall flow down ESH&Q requirements to the lowest tier Subcontractor performing work on the Hanford site commensurate with the risk and complexity of the work.

All work performed on the Hanford site shall be accomplished safely in accordance with Environmental, Safety and Health Requirements (Reference Special Provisions – On Site Services, [SP-5](#)). The Contractor is required to apply the guiding principles and core functions of ISMS as referred to in the Special Provisions.

The Contractor and its subcontractors shall be responsible to comply with State, Federal, and DOE requirements or regulations. Where there is a difference in regulations or requirements, the most stringent shall apply.

The Contractor shall perform work in compliance with facility-specific procedures and requirements documents applicable to the work area.

The Contractor shall take appropriate action, up to and including stopping work, and immediately notify the Buyer's Technical Representative if an unplanned risk or hazard is discovered that is not covered by directions provided by the Buyer. The Buyer will then determine whether to modify the safety requirements of this statement of work.

4.2 Radiological Requirements

This work scope has no radiological component.

4.3 Nuclear and Criticality Safety

Not applicable to this work scope.

4.4 Quality Assurance and Control

Not applicable to this work scope.

4.5 Quality Assurance / Inspection Requirements

This is a Level 0 QA requirement.



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4.6 Codes and Standards

Not applicable to this work scope.

4.7 Specifications

Not applicable to this work scope.

4.8 Electrical Safety Requirements

Not applicable to this work scope.

4.9 Software Products and / Or Services Where Software Is Used

This work scope does not involve a software purchase.

4.10 Government Property Requirements

The Contractor shall be responsible for managing the Government-owned property as required in the Contract Special Provisions.

5.0 PERSONNEL REQUIREMENTS

5.1 Training and Qualifications

Contractor shall ensure that its personnel meet and maintain the appropriate training, qualification, and certification requirements. Hanford site-specific general training requirements to safely perform this work will be designated by the Conduct of Training Manager.

Basic Qualifications:

This position requires significant expertise in training design and development, in information technology, and skill in dealing with customers, clients, training management, network analysts, vendors, programmers, and sales staff. Ability to communicate technical information to non-technical staff in an understandable fashion.

Specifically needed are:

Five years of experience in the design, development, and delivery of training; knowledge of and ability to apply a systematic approach to training in an industrial environment.

Five years of experience in programming applications in a high level language. HAMMER/Hanford Training uses several languages for its applications; as necessary, the incumbent will be expected to learn languages with little formal instruction.

Five years of experience in engineering networked applications: programming the timely transfer of information among databases, client machines, and networked services. Monitor applications to ensure operability and meeting design goals.

Demonstrated skill in advising collaborators on technology development, assisting with solving application problems, coordinating technology modifications, etc.

Demonstrated skill in presenting to non-technical audiences the benefits of a new technology and



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assisting with user training.

HAMMER/Hanford Training achieves goals as a team. The Contractor will show evidence of success in such an environment, i.e., facilitating productivity through fostering good-will among team members.

Desired Qualifications:

Masters Degree in applicable field. Ten years experience in design and development of computer applications. Strong understanding of a Systematic Approach to Training and the “ADDIE” (analysis, design, development, implementation, and evaluation) model.

5.2 Security and Badging Requirements:

For any onsite work, see Special Provisions – On Site Services, [SP-5](#) for details. Contractor employees will be required to submit to vehicle searches and not personally carry or transport certain prohibited articles.

The HAMMER facility is a non-badged site. However, if a security badge is required, MSA will provide as necessary.

5.3 Work Location/Potential Access Requirements:

This work scope shall be completed at the HAMMER Facility.

5.4 Site Access and Work Hours:

Access to the HAMMER facility shall be from 6:30 a.m. to 5:30 p.m. Monday through Friday unless previous arrangements have been made with the program manager or HAMMER operations. HAMMER operates on the Site standard 8/9's schedule.



6.0 MEETINGS, SUBMITTALS

6.1 Meetings:

Meetings with HAMMER/Hanford Training management will be required on an as needed basis.

Prior to the start of training, the Contractor shall be required to attend a facility safety meeting. This is to be coordinated with the Hanford Training Technical POC.

6.2 Submittals:

There are no submittals required for this contract except those noted in Section 3.0.

7.0 DELIVERABLES, PROJECT CONTROLS, MILESTONES AND PERFORMANCE SCHEDULE REQUIREMENTS

7.1 Deliverables

Provide support as defined in Section 3.0.

7.2 Schedule

Start Date: **TBD** Completion Date: April 29, 2011*

*If deemed necessary, this completion date may be extended at the discretion of the Conduct of Training Manager through the Contract Specialist exercising contract options.

8.0 SPECIAL REQUIREMENTS

Travel expenses may be incurred for this work scope. Please reference <http://www.gsa.gov/portal/category/100120> for guidance on Per Diem and <http://www.gsa.gov/portal/content/101518> for guidance on Meals & Incidental Expenses.

9.0 ORGANIZATIONAL INTERFACES

MSA Buyer's Technical Representative is Debbie Mensinger at 509-376-4571.

MSA HAMMER Conduct of Training Manager is Patricia Aldridge at 509-373-7972.