Statement of Work
For
Staff Augmentation Support

Title of Scope:  MSA Information Management Project Specialist
Date:  2/12/2020
Revision Number:  0
Requisition Number: 336425
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<td><strong>BTR</strong>*</td>
<td>Carla Combs</td>
<td><strong>Asset Suite</strong></td>
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1.0 INTRODUCTION / BACKGROUND

The Mission Support Alliance (MSA) requires staff augmentation services related to the Information Management work scope at Hanford. This position is responsible and accountable for providing Project Specialist support to the Information Management work group.

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

2.0 OBJECTIVE

Provide support to the Information Management – Business Office (IMBO) Management team and staff on an ongoing basis.

This position requires an analytical mindset, accuracy, attention to detail and creative problem solving abilities. This individual will be responsible for ensuring the accurate application and management of the MSA Information Management processes and customer service requirements related to Information Technology (IT) business at the Hanford Site. This candidate will be working with the IMBO team leveraging proven industry standards and/or best practices to assist in the accurate delivery of IT and Business related services.

3.0 DESCRIPTION OF WORK – SPECIFIC

The Project Specialist will report to the Information Management Business Office Manager and provide support, coordination, tracking and processing of various service requests and related business administration for Site Forms and Print Reproduction services on the Hanford Site. This position will be responsible to ensure accurate information and status are provided in various IT business systems; ensure successful delivery of customer requests on assigned tasks, and follow up to make sure all customer deliverables are reached within any identified time/resource/planning constraints. The project specialist will require a working knowledge of tools and processes required by the role, will receive on the job training for specific applications and systems required for performing work scope, and must be able to handle moderately complex assignments as a capable performer.

Specific technical job duties include:

- Proficiently use Microsoft Office applications including Microsoft Office software such as Outlook, Word, Excel and Access.
- Establish and maintain department and/or project files via hardcopy and electronically
- Operate various office machines used in department such as personal computer, convenience copiers, scanners, etc.
• Customer service including answering telephone and assisting with customer requests; and excellent follow up with customers and vendors; including face-to-face meetings
• Work with a variety of customers and coworkers while managing multiple assignments on a regular basis; including under time constrained due dates
• Monitor service area mailbox accounts; and use web based ticketing system(s) for monitoring and tracking customer requests
• Assist with reports from various data tracking systems
• Create electronic, hardcopy and automated forms design using MSA’s site forms application
• Support various tasks and resource back-up activities in the IMBO as identified/needed.

Site Forms Support includes:
• Design/revise Word and/or Adobe form types in a timely manner per MSA procedures and DOE standards and process approved forms to electronic files and web based systems
• Maintain database with entries for new/changed/cancelled forms and other revised screen data.
• Create, provide metadata, and maintain Site Forms record material in Site records repository - Integrated Document Repository System (IDMS)
• Process new designs or revisions for design and implementation on the network.
• Provide graphics and form specifications to other organizations when requested
• Create form matrix each month, as necessary
• Maintain and update design instructions for both Adobe and Word forms, and the database
• Conduct annual automated Forms Audit; and retire canceled forms following processes including associated records management actions.

Reproduction/Print Services Support includes:
• Prepare print orders and review requests for accuracy; and stage incoming/outgoing jobs for Site courier services
• Scan documentation into IDMS
• Close out tickets in web based ticketing system and other data repositories (i.e., Microsoft Access)
• Understands and comply with the expectations in the job-specific performance goals
• Follow all MSA policies, procedures and guidelines
• Perform all work safely and in compliance with environmental obligations using the core functions and core elements of the Integrated Safety Management System (ISMS).

4.0 QUALIFICATIONS
Minimum requirements include:
• High school diploma with 3-5+ years’ experience supporting multiple team members with business related tasks and direction
• Customer service experience with excellent phone and personal interaction skills
• Requires intermediate computer skills using a variety of system platforms with keyboarding/data entry accuracy critical
• Must have ability to communicate well (spelling, writing and verbal), ability to work with minimal supervision, analytical and problem resolution skills. This may involve going to alternate sources for additional information and guidance
• 3+ years’ experience with intermediate/advanced skills in Microsoft Word creating templates, formatting documents and using Word tools proficiently
• General understanding of creating reports from data in Microsoft Excel and Access and knowledgeable in Microsoft Office 2016; experience managing multiple mailboxes in Microsoft Outlook
• Basic math, excellent English/grammar/punctuation, and well-organized with ability to manage fluctuating workloads with multiple tasks on a regular basis

Preferred skills include:
• AA Degree with 5+ years’ experience supporting multiple team members with business related tasks and direction
• Knowledgeable in Microsoft Office 365, including Word, Excel, Access and PowerPoint with excellent English/grammar/punctuation
• Experience working with a variety of customers and coworkers in high pressure situations using tact and diplomacy while giving outstanding customer service; Must be able to multi-task
• Hanford site experience
• Experience in forms design

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 activates 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

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.

5.3 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.

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(s) are required:

- Hanford General Employee Training (HGET) and/or MSA General Employee Training (MGET) is required.
- List below additional Hanford site specific training, if applicable:
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 (2) 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 begin 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
Primary work location will be at 2261 Stevens Drive, Richland, WA

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.

7.0 MEETINGS AND SUBMITTALS
Subcontractor shall participate in all meetings as required by the Buyer’s Technical Representative (BTR).