

ATTACHMENT 1

**U.S. Environmental Protection Agency
Region 2**

PERFORMANCE WORK STATEMENT

Emergency and Remedial Response Division (ERRD)
Records Management Support

I. BACKGROUND

The Environmental Protection Agency (EPA) compiles information in many forms, nearly all of which are used to interact with the public and the regulated community. To facilitate this interaction, EPA must be able to readily access all available records in order to answer Freedom of Information Act (FOIA) and Congressional requests, and to prepare for various kinds of enforcement, litigation and regulatory activities. This demands that an effective records management system be in place. Such a system provides consistency in the way records are managed, greater efficiency in the filing and retrieval of documents, increased document security, efficient preparation of files for cost recovery and litigation as well as improved utilization of available space.

II. PURPOSE

EPA Region 2 requires Records Management Support Services to be obtained through a contract vehicle in order to preserve the integrity of agency records and documents and to serve its customers and shareholders.

The Records Management Support Services covered by this Performance Work Statement include the following functions or tasks:

- A. Administrative tasks including Project Management, Monthly Reporting, Standard Operating Procedures (SOPs) Updates and Revisions, and Meetings
- B. Maintenance and Operation of four records centers and associated spaces
- C. Support of Superfund Enterprise Management System - Records Management (SEMS-RM) functions
- D. Support of Freedom of Information Act (FOIA) Requests Response, Congressional Inquiries Response, and Enforcement Support
- E. Disposition of Records
- F. Other Records and Information Support

III. GENERAL CONSIDERATIONS

A. Locations

EPA will provide contractor space within the four records centers in New York and New Jersey. All of the services to be performed under this contract will be performed in EPA facilities. Contractor shall keep office space neat and organized to efficiently perform assigned tasks.

The four records centers are at the following locations:

1. ERRD Remedial Records Center: 290 Broadway Room 1828, New York, NY 10007
2. ERRD Active Contracts Records Center: 290 Broadway Room 1824, New York, NY 10007
3. ERRD Removal Records Center: Building 205, 2890 Woodbridge Avenue, Edison, N.J. 08837
4. ERRD Pre-Remedial Records Center: 290 Broadway Room 1930, New York, NY 10007

B. Contractor Identification

The Contractor shall comply with EPA requirements related to identification of contractor space and staff. Contractor office space shall be identified as such by clearly visible signs. Contractor staff shall wear badges at all times that identify their staff as contractor personnel, and shall indicate the company for which they work when interacting with EPA staff and the public or when answering telephones.

C. Technical Direction

Technical Direction Documents (TDD) will be used by the EPA Contract Level Contracting Officer's Representative (COR) when it is necessary to provide technical clarification regarding requirements set forth in the performance of the contract. (see Attachment A)

For Tasks IV. A and B, the contractor will not receive a TDD. These tasks and associated subtasks are considered to be routine non-site specific tasks. Priority level of some routine tasks will be communicated to the contractor from the COR through email. The charges for Tasks IV. A and B shall be itemized in the Labor Hours by Non-Site spreadsheet in the monthly invoice. (See Attachment D)

For Tasks IV. C through F, the contractor will receive a TDD and charges shall be tracked and reported by TDD #, Site Name/EPA ID/SSID, Task, Subtask, Employee, time spent on task in 15 minute increments, and Employee rate. (see Attachment D)

D. Records Center Staffing

The Contractor shall provide sufficient personnel to perform the tasks A, B, and C five (5) days a week, Monday through Friday, except Federal Holidays. These Federal Holidays are identified in the attached Department of Labor wage determination. In the event that any of these holidays occur on a Saturday or Sunday, then such holiday will be observed on the workday designated for Government employees. The contractor shall ensure sufficient staff coverage during core hours as described in Section IV.B.1 except for the Pre-Remedial Records Center which has special staffing considerations discussed below.

Of the four records centers, the Pre-Remedial Records Center has unique and limited staffing needs. While holding approximately 600 shelves with 3,600 site files, these records have been captured electronically and therefore most circulation is handled in the Superfund Enterprise Management System – Records Management (SEMS-RM). However, access to hard copy files shall be provided on a limited basis. There are on average 10 reviews of hard copy site files, 6 updates to current site files and 7 new site files opened per month. The Pre-Remedial site files consist of an average of 8 documents and 600 pages per site (see Section IV.B.1 for more information regarding access to the center).

E. Supervision

The Contractor shall provide an on-site project manager for supervision of the activities under the contract. On-site is defined as in either the New York, NY office or the Edison, NJ office.

Basic duties of the Project Manager are described in Section VI of this Performance Work Statement.

F. Additional General Considerations

The following considerations apply to all of the tasks or activities described in this Performance Work Statement:

1. The Contractor shall not interpret Agency policy as part of any task set forth in this Performance Work Statement. EPA will make all decisions concerning policy interpretation and implementation. EPA will make final determinations on the content and format of all deliverables.
2. The role of the Contractor is to assist the Agency in implementing records management procedures in accordance with EPA policies and procedures. The Contractor shall not make records management decisions under this contract. Contractor assistance in developing procedural and technical documents is limited to recommending to the Agency the best ways to implement policies or to present Agency policy and procedures in formats that make it more meaningful to a particular audience. Contractor assistance in communications is limited to routine administrative dissemination of information.
3. The tasks discussed below are described, in so far as possible, in technology-neutral terms. The records discussed may be in any medium (e.g. paper, microform, optical, electronic, audiovisual, cartographic, etc.). Implementation methods for the functions discussed will be appropriate to the medium on which the records are created, maintained and stored. Also note that the term "information system" as used in this Performance Work Statement can mean either an automated or manual system. This is consistent with the definition of an information system given in OMB Circular A-130.
4. The technology to intellectually and physically control records is also not specified. EPA is increasingly moving towards managing its records holdings using automated systems. Examples include automated cataloging, electronic filing, document control and management systems, inventories, records disposition schedules, and other functions that directly support the records management program. Such work merely continues traditional records management functions in a different medium. Therefore, various functions described in the Performance Work Statement may be performed in either a manual or automated form, which will be dependent upon the exact programmatic requirements for the specific assignment.
5. The Contractor may be called upon to assist in developing procedures, implement those procedures, or implement existing procedures. The exact range of procedures will be specified by the COR in email to the contractor. In all cases, the approach the contractor selects for addressing these tasks shall:

- a. Be consistent with Federal regulations and Agency policies governing records and records management.
 - b. Allow for the possibilities that the program may or may not be currently performing the task, or have contractor support to accomplish the task;
 - c. Recognize that some of the documents may contain confidential business, Privacy Act, or other sensitive information;
 - d. Address quality assurance and reporting requirements.
6. All records management terms used in this Performance Work Statement are defined in the 1993 edition of "A Federal Records Management Glossary" published by the National Archives and Records Administration (NARA).

http://ofmpub.epa.gov/sor_internet/registry/termreg/searchandretrieve/glossariesandkeywords/search.do?details=&glossaryName=Records%20Glossary

IV. TASKS

This Performance Work Statement describes major tasks and task areas that the Contractor can be expected to perform under this contract. It is not meant to be a detailed list of all possible subtasks that might be considered a part of a major task.

The Contractor shall provide supervision and the necessary personnel and materials to perform all work necessary to accomplish the following Tasks:

A. Administrative Tasks: Project Management, Monthly Reporting, Updating SOPs, and Meetings

The Contractor shall:

1. Provide a monthly progress report and invoice in conformance with the Reports of Work section of the contract (including a site specific invoice attachment - as specified on the attached format). (Attachment D); Ensure that all Superfund and Non-Superfund (i.e. all activities related to Brownfields, World Trade Center (WTC), Oil Pollution program, Spill Prevention Control and Countermeasures (SPCC), Incident Command System (ICS), etc.) charges (including ODCs) are separated and invoiced in accordance with site specific invoicing requirements.
2. Maintain an electronic circulation log for each of the four records centers and provide to the COR upon request. (Attachment E);
3. Maintain and routinely update the 4 Records Center inventory reports and make available to the COR upon request (e.g., uncompiled, remedial and removal administrative records (ARs); remedial and removal site files; deletion dockets; and microfiche collection). The inventories are currently maintained in a MS Access database.
4. When tasked by the COR in writing, provide recommendations on improving the Records Center Standard Operating Procedures and provide draft updates to the SOPs. EPA will make

the final determination as to the SOPs for the records centers. Upon EPA approval, the contractor shall finalize SOPs and implement the changes.

5. Attend and participate in ad-hoc meetings/conference calls with COR as determined by the COR and communicated in email to the contractor. EPA expects no more than 4 ad-hoc meetings/conference calls on average per month.
6. Attend EPA-sponsored conferences/training sessions on Records Management as determined by the COR and communicated in email to the contractor.
 - a. Attendance at conferences/training sessions by the Contractor will require prior approval of the EPA COR. (These conferences/training sessions update those doing records management on the latest Agency procedures and provide Agency specific records management guidelines for resolving specific issues. The Agency will not pay for training in aspects of records management that Contractor personnel are expected to know as part of general records management services.)
 - b. Annual training provided by EPA is required to access specific systems and records. Training may include, but is not limited, to the following:
 - i. Records Management
 - ii. Information Security Awareness
 - iii. FOIA Awareness

B. Maintenance and Operation of four Records Centers and associated spaces

The Contractor shall maintain and operate four records centers by providing appropriate access to Agency records and related documents and information and by ensuring that all appropriate procedures and guidance are followed in the maintenance of the records centers.

The Contractor shall:

1. Provide access to records centers and their holdings:

Remedial Records Center: Provide public access to the Remedial Records Center daily from 9:00 am to 5:00 pm for the general public and other interested parties. All public file reviews in New York shall be conducted in the Public Viewing Room (Room 1828). The EPA Remedial Project Managers (RPM)/On-Scene Coordinators (OSCs)/Site Assessment Managers (SAMs) and Office of Regional Counsel (ORC) staff shall have priority over the general public and other interested parties to access their site files between the hours of 8:30 am and 5:30 pm.

Removal Records Center: Provide public access to the Removal Records Center daily from 9:00 am to 5:00 pm for the general public and other interested parties. All public file reviews in New Jersey shall be conducted in the Removal Records Center public viewing area. The EPA Remedial Project Managers (RPM)/On-Scene Coordinators (OSCs)/Site Assessment Managers (SAMs) and Office of Regional Counsel (ORC) staff shall have priority over the

general public and other interested parties to access their site files between the hours of 8:30 am and 5:00 pm.

Active Contracts Records Center: The Active Contracts Records Center is restricted to Superfund Contract Level CORs and Contracting Officers (COs). The Contract Level COR will provide a list of staff authorized to have access. The contractor shall provide access to the Active Contracts Records Center daily from 8:30 am and 5:30 pm.

Pre-Remedial Records Center: The Pre-Remedial Records Center is restricted to EPA Emergency and Remedial Response Division (ERRD) and Office of Regional Counsel (ORC) staff. All Pre-Remedial site files are available in SEMS-RM. EPA access to the hard copy documents in the Pre-Remedial Records Center shall be on demand between the hours of 9:00 am and 4:00 pm.

2. Provide assistance to EPA staff with retrieval of electronic records stored in SEMS-RM.
3. Retrieve hard copy files for EPA staff and the public and refile documents when returned.
4. Respond to requests for information from or about the record holdings. Requests may come from Agency staff and contractors, the public, and other federal agencies (hereafter referred to as requestor) and may be verbal (in person or by telephone), electronic, or written. Requests may be for records or specific documents, information from records or documents. Some requests may require extensive searches for specific documents or data. The COR or Contracting Officer (CO) will make any necessary determinations concerning who has appropriate access and what documents are appropriate to the response.
5. Serve as attendant/receptionist for records centers in which the public and/or Agency staff review, duplicate discs, and use records.
6. Prepare documents for electronic distribution via Internet, disc or similar mechanism.
7. Provide sufficient cross training to employees to ensure continuity of operations at all times.
8. Maintain Document Control / Inventory Records: The Contractor shall track and record the flow of hard copy documents in and out of the records centers. The Contractor shall maintain (and make available upon request by the COR) a sign-in sheet for all visitors to each of the four records centers.
9. The Contractor shall maintain and update these unique files as part of the assistance provided for all four records centers:
 - a. ARs on microfiche
 - b. Closed-out contracts/work performed microfiche
 - c. CDs/DVDs produced from Superfund Enterprise Management System – Records Management (SEMS-RM)
 - d. NPL docket (as per Technical Direction Document)

10. For Remedial, Removal, Removal Assessments, Pre-Remedial, Federal Facility and Contracts files:

- a. Perform all necessary file maintenance and inventory and acquire needed supplies to maintain the files for long term use and storage.
- b. Filtered Uncompiled Files are defined as Non-Program Required Documents that are dated prior to January 1, 2000.

11. Removal Site File Kits

Removal site file kits are utilized by EPA OSCs to develop and maintain an organized file structure while the OSCs are working at a removal site. Documents placed in the Removal Site File Kits are ultimately incorporated into SEMS-RM through the Removal Records Center. Approximately twenty-five (25) site file kits are created annually on an as-needed basis as requested by OSCs. The Contractor shall prepare Removal Site File Kits for the EPA OSCs, as requested and according to the standard specifications below:

Hanging file folders with index tabs for the following sections:

- a. Removal - five (5) hanging folders for Uncontrolled files and two (2) Red hanging folders for Controlled files
- b. Enforcement - five (5) hanging folders for Uncontrolled files and two (2) Red hanging folders for Controlled files
- c. Community Involvement - five (5) hanging folders for Uncontrolled files and two (2) Red hanging folders for Controlled files
- d. Site Support - Contracts Management - five (5) hanging folders for Uncontrolled files and two (2) Red hanging folders for Controlled files

C. Support of Superfund Enterprise Management System – Records Management (SEMS-RM) Functions

The primary SEMS-RM tasks will be to maintain records in a certified electronic records management system in a consistent and effective manner.

Region 2 ERRD has begun an effort to process all newly created / received documents into SEMS-RM as the document is finalized or received. The Contractor shall continue to support this effort in order for EPA staff to utilize, share and publish these documents as their projects demand. Depending on program needs, the Contractor's work shall include:

1. Document Preparation: Prepare documents for input into SEMS-RM. Subtasks include document organization, identifying document boundaries, identifying duplicate documents, verifying document completeness and other similar document organization processes. Preparation will include removing any binding material, staples, paperclips, etc. The Contractor shall identify oversize or unscannable documents for special handling and flag documents which may present difficulties in the scanning process.

2. **Cataloging:** Catalog documents in SEMS-RM according to EPA Region 2 specified standard operating procedures. Document cataloging shall be performed utilizing either the Cataloging Module within SEMS-RM or the Batch Upload Tool for uploading catalog metadata captured in the MS Excel Catalog Template. The Contractor shall utilize the most efficient cataloging method for the group of documents ready for input into SEMS-RM. The Contractor shall consider the specific task, priority level, and system functionality to accomplish the most efficient cataloging method.

The Contractor shall capture required SEMS-RM metadata fields and any additional metadata fields identified by the COR; develop and adhere to indexing standards and ensure consistency of data within the system; perform quality assurance reviews of the cataloging metadata upon completion of scanning/importing. Cataloging includes capturing the Document Subject metadata code for Program Required Documents. (See Attachment B.2)

Currently, there are 11 Cataloging Metadata Required Fields for Region 2: Region ID, SEMS-RM Document ID, Document Date, Title, Program Area, Access Control, Site Information, Resource Type, Author/Addressee, Status, and Media Type.

3. **Scanning/Importing:** The Contractor shall scan documents utilizing EPA provided scanning equipment and software. The Contractor shall scan the documents into SEMS-RM adjusting contrast and paper-size settings as needed. The Contractor shall perform quality assurance reviews of the scanned images to ensure that the images are legible, of proper orientation and are not skewed.

Scanning output file specifications include: PDF file format; 300 dpi; black and white unless color provides significant content detail; text searchable; SEMS-RM DocID barcode label on first page.

Electronic file specifications for importing include: PDF file format; 300 dpi; text searchable; SEMS-RM DocID electronic barcode label on first page; native format files attached in PDF file whenever value will be added. Examples of native file formats that have added value and shall always be attached in the PDF file: MS Excel, MS Access database files, MS Word files, various format video files and other similar native format files. Examples of native file formats that do not add value and shall not be attached in the converted PDF file are JPEG files, tiff files and other similar image files).

4. **Final Quality Assurance / Quality Control (QA/QC)**

The Contractor shall perform a final QA/QC on the cataloging metadata and PDF file in SEMS-RM for each document.

5. **SEMS-RM In-Filing**

The Contractor shall file the original hard copy documents that have already been processed into SEMS-RM in a logical, systematic, consistent manner. The Contractor shall be able to retrieve original hard copy documents upon request from EPA staff.

6. Administrative Record Collections: The Contractor shall compile and finalize Administrative Records (AR) in a timely manner according to the priority level established by the COR on a site and operable unit basis. Finalizing the Administrative Record includes creating the AR Index and ensuring that all documents specified by EPA staff have been included.

The Contractor shall build and maintain Administrative Records in SEMS-RM utilizing the Administrative Record Collection Type. Once finalized and complete, the AR Collection will be published to the Internet for public availability. The finalized AR may also be submitted to local repositories on disc(s). The Contractor shall prepare the finalized AR disc(s) and submit to EPA by deadline specified by the COR.

7. Compile Deletion Docket:

EPA may delete a site from the National Priorities List (NPL) if it determines that no further response action is required to protect human health and the environment. As part of this process, EPA must prepare a deletion docket which contains all pertinent information supporting the Region's deletion recommendation.

The Contractor shall:

- Create a collection of electronic documents as selected by EPA to be incorporated into the deletion docket;
 - Prepare an index of documents. A disc copy shall be retained in the Remedial Records Center;
 - The Deletion Docket collection will also be posted by the COR to the EPA's online repository;
 - Provide a copy of the Deletion Docket disc to EPA for the site repository, as requested by the COR;
 - Provide additional copies of the Deletion Docket disc, as requested by the COR.
8. Besides site specific file collections the Contractor shall build and maintain several standard collections of records.
- a. Records of Decision, ESDs and ROD Amendments;
 - b. Five-Year Reviews;
 - c. Administrative Records and Deletion Dockets;
 - d. Administrative Orders and Consent Decrees;
 - e. Action Memos and POLPREPS;
 - f. Work performed documents in support of cost recovery;
 - g. Documents in response to Freedom of Information Act (FOIA) requests;
 - h. Documents in support of on-going litigation.

9. The Contractor shall perform electronic bates numbering as needed.
 10. Maintain the integrity of controlled (aka non releasable) documents in SEMS-RM; redact documents as necessary; allow access to authorized personnel only. EPA will determine who will have access to SEMS-RM and redactions.
 11. Transfer images to CDs/DVDs as requested by the COR; maintain a library of master CDs/DVDs and provide copies as needed to the COR; assist users with accessing and reading documents on CDs/DVDs.
 12. Provide on-site technical support for SEMS-RM; coordinate with SEMS developers, RTP and Region 2 LAN administrators to ensure continued smooth operation of the system; work with SEMS staff to resolve any problems/bugs in the code and develop enhancements to SEMS-RM.
 13. Update and revise SEMS-RM training materials as needed to help both EPA and ERRD Records Center staff catalog, scan/import, and retrieve documents. All training materials must be reviewed and approved by EPA before being made available to staff.
 14. Hold training sessions for SEMS-RM users. The training seminars may include the following topics: logging into the system; an overview of the indexing and scanning process; accessing images in SEMS-RM; managing images in SEMS-RM; demonstration of the redaction, annotation and collection features; printing images and collections. These sessions may be conducted in small groups, one-on-one, as recorded videos and other accessible methods. A specific method may be requested and scheduled by the COR as needed.
 15. Assist all SEMS-RM users in accessing the system, performing searches, creating, maintaining, and downloading collections.
- D. Support of FOIA Requests Response, Congressional Inquiries Response, and Enforcement Support

The Contractor shall assist the COR in responding to Freedom of Information Act requests consistent with Agency and program policy and procedures and/or preparing records for judicial review, with limitations as stated in EPA policies and procedures. Except for the list of excluded activities below, contractor FOIA support may include retrieval of records, copying of records and verification of document filing. EPA will review incoming request letters and instruct the contractor concerning the nature of records to be retrieved. The COR will provide written technical direction to the Contractor as to what task to perform (e.g. to provide an estimate of the number of images requested and/or to provide the documents requested). EPA staff will make all determinations regarding whether documents are responsive to the request and if information requires redaction.

1. The Contractor shall:

- a. Determine if the requested records exist in SEMS-RM or the records center(s);
 - b. Estimate the effort required to retrieve and provide the requested information (e.g. number of images requested and number of hours required to provide the requested documents);
 - c. Monitor on-site reviews by non EPA staff as part of the FOIA response;
 - d. Present the FOIA response material to the COR. Provide documentation to support the Bill for Collection (search time, computer time, number of images, and number of CD/DVDs etc.);
 - e. Re-file original hard copy documents if needed.
2. During the performance of FOIA support, the Contractor shall not:
- a. Interpret the FOIA request letter;
 - b. Determine where to look for responsive records, except with respect to those files under the contractor's control;
 - c. Decide what records are releasable;
 - d. Sign correspondence.

E. Disposition of Records:

The Contractor shall assist the Agency in the implementation of all phases of a records disposition program including records identification, retirement to inactive storage, recall from inactive storage and destruction. The specific activities identified below are typical of those that would be performed in implementing a records disposition program. Depending on program needs, the Contractor shall perform some or all of the tasks as directed by the COR:

1. Review records and documentary materials and match them to entries in the Agency and NARA Records Disposition Schedules to determine disposition. The purpose is to identify records suitable for purging, destruction or retirement to inactive storage. Any questions concerning proper applications of a Records Disposition Schedule will be brought to the attention of the COR.
2. Transfer records to a Federal Records Center (FRC) or other storage areas including Agency records centers, central records centers or file rooms, the National Archives or commercial storage that has been secured by the Agency. The Contractor shall perform functions such as organizing records as required in the procedures for records retirement, placing in folders or labeling as necessary, boxing records, preparing an index, preparing the boxes for shipment, shipping or locally transporting the boxes to the FRC or a storage center in the metropolitan area, completing the necessary paperwork for signature by EPA.
3. Retrieve transferred records. The Contractor shall perform functions such as using finding aids to locate records for retrieval, completion of forms for retrieval for EPA signature, and pick-up and delivery of documents when necessary.

4. Assist in implementing the records disposition process. Using approved Records Disposition Schedules; the Contractor shall collect and supply the approved documents for purging and/or destruction.

F. Other Records and Information Support:

1. For Non-Superfund files and documents (Brownfields, WTC, Oil Pollution program, SPCC, Off-Site Rule Records, Resource Conservation and Recovery Act (RCRA), and others as named by the COR), the Contractor will receive a TDD. All major tasks A through E listed above may be tasked by the COR for Non-Superfund documents.
2. The Contractor shall ensure that all Non-Superfund (i.e. all activities related to Brownfields, WTC, Oil Pollution program, SPCC, Off-Site Rule Records, RCRA, and others as named by the COR) charges (including ODCs) are separated and invoiced in accordance with project and site specific invoicing requirements.
3. The Contractor shall process Non-Superfund documents into SEMS-RM as tasked by the COR. Many of the current standard SEMS-RM processes and procedures will be similar for Non-Superfund document processing. However, specific standard procedures for processing Non-Superfund documents into SEMS-RM will be communicated by the COR as the task occurs until system standards are established.

V. **QUALITY ASSURANCE SURVEILLANCE PLAN**

The Quality Assurance Surveillance Plan (QASP) outlines the methods to be used by the COR in conducting surveillance of the records management contractor's performance during the life of the contract. EPA's quality assurance surveillance activities focus on the required outcomes, not on the process that was used to produce the outcomes. Specifically, the QASP describes the mechanism for documenting noteworthy accomplishments and/or discrepancies associated with the records management contractor's deliverables/outcomes. (see attachment G.1)

A. Surveillance Methodology

The COR will utilize two quality assurance surveillance methods: (1) Periodic Monitoring and (2) Customer Feedback.

1. Periodic Monitoring

This surveillance method consists of monthly, semi-annually, annual or random surveillance of contract deliverables for tasks A through E and the Reports of Work (Monthly Status Reports). (see Attachment G.2)

An example of how the surveillance activities will be undertaken is presented below: For the Monthly Status Reports, the Contractor will provide summary tables presenting information describing current or forthcoming deliverables with date delivered and/or due dates. Any outstanding issues/problem resolution associated with a Task Order will be

reported along with cost information by site, task and/or activity. The COR will review and verify information in the Monthly Status Reports.

2. Customer Feedback (Immediately and/or Annually)

This surveillance method consists of immediate and/or annual performance customer feedback from EPA personnel involved in the utilization or management of the Records Management Support Contract. (see Attachment G.3)

Immediate customer feedback on a noteworthy accomplishment or a discrepancy is usually provided by the RPM and/or the OSC during the normal course of business. This feedback will be reported to the COR and CO for evaluation and appropriate action (if necessary) and will be documented in the Customer Feedback Surveillance Activity Checklist. The COR will promptly notify the Contractor of noteworthy accomplishment or discrepancy. For all discrepancies in Contractor performance, corrective action will be determined and administered on a case-by-case basis by the Contracting Officer.

For example, if while reviewing administrative records, a site RPM encounters difficulties identifying areas of concern because a) files were not organized in accordance with Regional file structures, or b) new relevant files have not been added to the records, the RPM would indicate to the COR that documents are not being properly maintained. A suitable correction may be an increase surveillance activity on a given deliverable or a requirement that the Contractor enhance its own quality control on a specific deliverable. The COR would notify the Contractor immediately of this event and call for corrective measures to be implemented. The COR may also initiate a spot check of a number of documents.

In addition, the COR, in consultation with the CO, may use the information collected from all EPA surveillance activity checklists submitted throughout the year to complete an annual Contractor Performance Evaluation in the Contractor Performance Assessment Reporting System (CPARS). For further information on EPA's process for documenting the contractor's performance, please see <https://www.cpars.gov/>.

VI. STAFF DESCRIPTIONS:

PROJECT MANAGER/SUPERVISOR

The on-site Project Manager shall be responsible for supervision of all activities contained in this Performance Work Statement for the New York office and New Jersey office. On-site is defined as the physical office location which shall be EPA provided space in either the New York, NY office or the Edison, NJ office. The Project Manager's primary office location can be in the New York, NY office or the Edison, NJ office. The Project Manager shall routinely visit the other physical office location, which is not their primary office location. The Project Manager shall designate a point of contact in his/her absence from each physical location, New York office and New Jersey office.

The Project Manager shall be responsible for planning, organizing, directing, controlling, and coordinating this function, including the Monthly Progress Reports and Monthly Invoices and serve as the single point of contact for any questions related to the Contractor's work. The Project Manager shall work with the COR to define work tasks, assign work tasks, and resolve problem areas. The Project Manager shall schedule on-going work and specific work orders for miscellaneous tasks in an efficient, responsive manner, ascertaining EPA priorities designated by the COR. The Project Manager shall review the performance of his/her employees, making recommendations to the COR on changes that would improve efficiency of the contract operation.

Minimum Qualifications: The Project Manager shall have a minimum of three years of demonstrated relevant experience in the management of projects of a similar scope and complexity as detailed in the Performance Work Statement. The Project Manager/Supervisor shall have either a Masters Degree in Library Science, Masters in Business Administration or a related advanced degree in a related business field or a combination of a bachelor's degree with a minimum of 5 years of relevant management experience.

LIBRARIAN

The librarian shall be responsible for all activities related to the management and maintenance of documents and records, ensures that records are organized and classified in the applicable file structures, develops index for administrative records, indexing, scanning and importing of files, assists individuals in locating and obtaining materials, responds to requests for information from or about the record holdings, and maintains and updates databases/inventories of documents.

LIBRARIAN TECHNICIAN

The Librarian Technician shall be responsible for indexing, scanning and importing of files, assists individuals in locating and obtaining materials, responds to requests for information from or about the record holdings, and maintains and updates databases/inventories of documents.

DOCUMENT CONVERSION CLERK (GENERAL CLERK I)

The Document Conversion Clerk shall be responsible for converting hard copy and digital documents into a standard format and importing into a records database. Additional responsibilities may include: Preparation of hard copy paper documents for scanning, performing clerical duties associated with filing hard copy documents in appropriate file structure after conversion, duplication of CDs/DVDs, and assist with disposition of hard copy documents.

LIST OF ATTACHMENTS

| | |
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| ATTACHMENT B.1: | EPA REGION 2 ERRD FILE STRUCTURES |
| ATTACHMENT B.2: | SPIM GUIDANCE – PROGRAM REQUIRED DOCUMENTS |
| ATTACHMENT C: | ADMIN RECORD MEMO Revised March 18, 2013 |
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| | MATERIAL |
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