

ATTACHMENT A

STATEMENT OF WORK "STAFFING SUPPORT SERVICES"

2/25/2021

1.0 BACKGROUND

The National Renewable Energy Laboratory ([NREL](#)), located in Golden, Colorado, is a national laboratory of the U.S. Department of Energy's ([DOE](#)) [Office of Science](#) and [Office of Energy Efficiency and Renewable Energy](#). NREL is the only federal laboratory dedicated to research, development, commercialization, and deployment of renewable energy and energy efficiency technologies. NREL is managed and operated by the Alliance for Sustainable Energy, LLC ([Alliance](#)), the "M&O Contractor".

NREL frequently has a need for external staffing services to support specific projects and program activities. In addition to NREL, there are sixteen (16) DOE laboratories with potential external staffing support needs. Together, all of these DOE laboratories comprise a federal research system providing the Nation with strategic scientific and technological capabilities (DOE Laboratories: [link](#)).

DOE's Integrated Contractor Purchasing Team (ICPT) is a group of procurement and contracting professionals employed by their respective laboratory working in collaboration to identify and purchase, collectively, commonly required goods and services. In 2020, staffing services had been identified as a commonly required service throughout the DOE laboratory community (hereafter referred to as the 'lab complex'). As such, a Basic Ordering Agreement (BOA) shall be issued and managed by NREL but available for the DOE's lab complex to utilize at their discretion.

2.0 OBJECTIVE

Based on the background provided above, the objective of the BOA is to provide a mechanism to meet the varied needs for additional staffing services support. To do that, specific work to be performed under this agreement will be defined and funded in individual orders issued to the Subcontractor by the using Lab. Depending on the nature of the work to be performed, orders may be fixed price or labor hour agreements; the terms will be included in the individual orders.

The nature of the services needed to support project and program activities and technical staff supplementation cover a broad range of projects and operational services as well as varied durations. Some examples of support areas that may be involved with these activities include but are not limited to:

- business analysis,
- project management,
- applications development,
- software quality assurance and testing, business intelligence,
- website/User Interface design/development,
- database design/administration,

- storage architecture and management,
- systems engineering and administration (Windows and Linux environments),
- data center operations,
- Information technology (IT) risk management analysis,
- cyber operations and forensics analysis (e.g. network monitoring, malware eradication, log analysis),
- network operations,
- desktop support,
- configuration management,
- technical documentation, and
- communications and outreach.

3.0 SCOPE OF WORK

This BOA will serve as a primary vehicle for acquiring the subcontract support for entire spectrum of staffing support services in the following areas:

- (1) Business and Project Management (BP) – This work includes functions such as accounting, procurement, finance, training, project management, project controls, etc.
- (2) Communications and Outreach- This work includes functions such as using various media for internal and external communications, social media management, technical writing and editing, conference support, videography, etc.
- (3) <RESERVED- NOT INCLUDED IN THIS SOW>
- (4) Information Technology (IT)– This work includes functions such as programming in many specialized codes or product-specific languages, cyber security, software engineering, hardware support, software support, implementation and system integration, etc.
- (5) <RESERVED- NOT INCLUDED IN THIS SOW>
- (6) <RESERVED- NOT INCLUDED IN THIS SOW>

Services acquired under the BOA may include short and long-term staffing services involving specialized skills, contracted functions, managed services, as well as short term task-based engagements involving a specific technical area of focus to address a particular issue or project need. All work awarded under this BOA will be through individual “orders” issued by the individual sites. No work is committed, issued, or funded under the BOA.

The Subcontractor shall bring industry best practices to all aspects of work performed under the BOA and shall proactively suggest ways to streamline day-to-day operational activities, demonstrate continuous improvement, and help increase overall process maturity. The Subcontractor is expected to suggest areas where there is opportunity for modernizing and increasing the value and scope of services delivered within reasonable budgetary constraints.

Work performed on all orders will be expected to:

- Demonstrate the use of effective project management skills,
- Deliver results/outcomes that support the task mission,
- Maintain effective cost and schedule control,
- Measure/monitor the degree of customer satisfaction,
- Exhibit a pursuit to partner strategically by sharing methods that could introduce innovation or bring best business practices to the delivery of services.

4.0 TASKS

Tasks at the BOA level will generally include providing a resource in one of two ways: (1) the site will provide the name of a known resource and the Subcontractor(s) will provide competitive proposals to provide that known resource to the lab, or (2) the site will provide a need for a resource and Subcontractor(s) will provide competitive proposals to provide a resource identified by the Subcontractor(s) to fill that need. Not all orders will be 'competed' among Subcontractor(s), but they all *may* be and it is expected that every proposal will be competitive in price and technical offer.

The tasks and work to be performed under the BOA by the resources will be more specifically defined in the written orders issued to the Subcontractor. Orders may be Fixed Price or Labor Hour types and may be fully or incrementally funded. All orders will include:

- A technical description of the work.
- The BOA number and the unique, lab specific order number.
- The fixed or ceiling price of the order.
- The period of performance for the order.
- The order type (labor hour vs. fixed price).
- Site specific terms, conditions, and/or clauses applicable to the order.
- Required deliverables.
- Other pertinent information.

5.0 REVIEW MEETINGS AND TRAVEL REQUIREMENTS

Travel may be required for the specific tasks and work as outlined in individual orders. Scope and pricing details relating to required travel will be addressed therein.

6.0 DELIVERABLES

The specific deliverables required will be outlined in each individual order.

In addition, as indicated in the ICPT BOA, the Subcontractor shall submit a spend and savings report to the ICPT Chair for each quarter of the fiscal year.