

ATTACHMENT 1

U.S. ENVIRONMENTAL PROTECTION AGENCY
REGION 2

Performance Work Statement

Resource Conservation and Recovery Act (RCRA) Data
Processing Support Services

I. BACKGROUND

The Resource Conservation and Recovery Act (RCRA) governs the management of solid and hazardous waste and underground storage tanks. Hazardous waste management is tracked under RCRA Subtitle C. The intention is to follow hazardous waste management from generation to disposal. Procedures are in place to identify and classify this waste. Handlers of hazardous waste are categorized into generators, transporters, recyclers, or treatment, storage, or disposal facilities. They are also categorized by their amount of generation such as Large Quantity, Small Quantity, or Conditionally Exempt. Universal Waste handlers and Used Oil handlers are also tracked under RCRA. A handler of hazardous waste notifies its RCRA regulating government agency of its activity by filing a Notification of RCRA Subtitle C Activity Site Identification form with that agency. Information is gathered into a national database, which EPA utilizes to enforce the regulations under this Act.

In EPA Region 2, which encompasses New York, New Jersey, Puerto Rico and the U.S. Virgin Islands, the State of New Jersey tracks its own RCRA data. However, EPA requires contractor support to track the RCRA data for the State of New York, Puerto Rico, and the U.S. Virgin Islands.

II. SCOPE OF WORK

The data processing support services covered by this Performance Work Statement (PWS) include the following primary functions:

- Provide data entry, data verification, data tracking, and data maintenance of the RCRA national database for EPA Region 2.
- Correspond with handlers and perform other activities in support of the functions related to the data processing requirement.

The contractor shall provide sufficient personnel to perform the aforementioned functions five days a week, Monday through Friday, except on Federal holidays. In the event that any of these holidays occur on a Saturday or Sunday, then such holiday shall be observed on the workday designated for Government employees. The contractor shall ensure sufficient staff coverage during the core hours of 9:00 AM to 4:00 PM. The employees shall work on-site as the documents associated with the functions are not to be taken out of the office. Unless otherwise stipulated, all work will be performed at the following location:

U.S. Environmental Protection Agency, Region 2
290 Broadway
New York, NY 10007-1866

EPA Region 2 has existing standard operating procedures and policies in place. The contractor shall conform with procedures related to identification of contractor office space and staff. The contractor shall keep office space clean, neat and professional. Contractor office space shall be identified as such by clear 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 telephone calls.

The following general requirements apply to all the functions described in this PWS:

1. This PWS describes tasks and task areas that the contractor can be expected to perform under the order. It is not meant to be a detailed list of all possible subtasks that might be considered a part of a task area.
2. The contractor shall not interpret Agency policy as part of any task set forth in this PWS. EPA will make all decisions concerning policy interpretation and implementation. EPA will make final determinations on the content and format of all deliverables.
3. The role of the contractor is to assist the Agency in implementing RCRA data processing in accordance with EPA policies and procedures. Contractor assistance 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.

III. APPLICABLE DOCUMENTS

This section provides the contractor a consolidated listing of all documents cited in the PWS that applies to the work requirement. These forms are also included as attachments to the PWS.

1. Notification of RCRA Subtitle C Activity Site Identification form (EPA Form 8700-12) and Instructions (Attachment A)
2. Non-RCRA Regulated Internal Tracking form (Attachment B)
3. Emergency Situations Internal Tracking form (Attachment C)
4. Data Discrepancy Internal Tracking form (Attachment D)

IV. WORK REQUIREMENTS

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

- A. Provide data entry, data verification, data tracking, and data maintenance of the RCRA national database for EPA Region 2
 1. New handlers of hazardous waste are required to submit RCRA Subtitle C Site Identification forms to the EPA Region 2. The information listed on a five page form shall be directly entered into the RCRA national database by the contractor. The contractor shall confirm that existing data for a location is not already present in the RCRA database before creating a new data record for a handler. When existing data already is present in the RCRA database for a handler who is notifying the EPA of new activity, the contractor shall pull a report of the existing data, and attach it to the form received. The contractor shall call the handler to clarify the discrepancy.

2. Additional Site Identification forms are received when information previously submitted to EPA by a handler changes regarding their hazardous waste activity or status. The information from the additional forms shall be tracked in the RCRA national database by the contractor as Subsequent Notifications. The contractor shall verify that the subsequent Site Identification information matches the handler's name and address data already in the RCRA national database for a handler. If the handler's name or address does not match, the contractor shall pull a report of the existing data, and attach it to the form received. The contractor shall call the handler to clarify the discrepancy and confirm whether the existing database information is accurate and the newly received form is for an additional company at the site or confirm whether the existing database information is no longer accurate and the newly received form is for a new operator/owner at the site. Subsequent notifications include forms originally submitted as new notifications which are found to have existing site identification information in the RCRA database. Approximately 40 subsequent forms are received weekly.
3. Data entry of RCRA Subtitle C Site Identification forms will include the assignment of a RCRA ID number for each location (location address must be complete with a street number or a cross street, no P.O. box addresses) according to procedures established under the RCRA database User Guide. Approximately 65-75 total new and subsequent forms are entered weekly.
4. Letters from handlers no longer managing hazardous waste are received by EPA on a regular basis. These are called inactivation requests and may also come in from a State environmental agency. The RCRA national database shall be updated accordingly by the contractor to show notification of this inactive status as well. Approximately 1-5 inactivation requests are received on a weekly basis.
5. EPA Region 2 keeps handler information in the RCRA national database from information gathered at inspections. Many of these inspections result in identifying sites that are not subject to the RCRA regulations. Information on these sites is collected on an internal two-page form by Region 2 and shall be entered to the RCRA national database by the contractor. The contractor shall assign each site an Identification number. Approximately 1-5 of these non-RCRA regulated sites shall be added to the RCRA national database on a weekly basis.
6. On any given site visit, Region 2 inspectors may also find discrepancies between the information that exists in the RCRA national database and the actual situation at a site. This information is collected on an internal one-page form by Region 2, and shall be entered to the RCRA national database by the contractor. Approximately 1-5 Data Discrepancy forms are received weekly.
7. Information on handlers who have emergency situations such as spills of hazardous waste materials or leakage of stored hazardous waste materials is collected at EPA Region 2. This information is gathered on an internal one-page form, and shall be entered into the RCRA national database by the contractor. Quick, same-day processing of a RCRA Identification number is needed in Emergency situations. Approximately 1-5 Emergency Handler records shall be entered in the RCRA national database on a weekly basis.
8. The contractor will research and correct any data quality problems revealed by notification exception reports as necessary. Exception reports may be provided by the RCRA database Systems Analyst or the Contracting Officer's Representative (COR).

- B. Correspond with handlers and perform other activities in support of the functions related to the data processing requirement.
1. Acknowledgement of the receipt of Site Identification forms is provided via a printed letter to every handler who sends EPA Region 2 a form. The contractor shall advise all handlers of their RCRA Identification numbers when assigned in this letter. The contractor shall generate and mail out these letters on a weekly basis. Approximately 75 acknowledgement letters are generated weekly. The contractor shall copy and file the acknowledgment letters in the RCRA file room. The contractor shall call the handlers whose acknowledgement letters have been returned as undeliverable and ask for a corrected mailing address. This new information shall then be entered to the RCRA national database. Approximately 1-5 returned acknowledgement forms are received weekly.
 2. Prior to data entry, proofread the Site Identification forms for accuracy and obtain missing information from the forms. After data entry into the RCRA national database, the contractor will review all input and will research, correct and re-enter rejected transactions, conferring with the COR, when necessary. The contractor will return rejected Site Identification forms to the handlers along with a brief explanation or checklist for each rejected form. The contractor shall communicate with the handler by phone regarding any form deficiencies before returning a rejected Site Identification form.
 3. The contractor shall respond by e-mail, fax, or by phone to inquiries of the status of RCRA ID number assignment and provide instructions (per the Notification of RCRA Subtitle C Activity instructions and form) to the public when needed. Approximately 10 phone calls are handled on a weekly basis.
 4. The contractor shall organize the Site Identification forms along with their corresponding acknowledgement letters into batches that are to be filed in the RCRA file room.

V. DELIVERABLES

The contractor shall provide a combined Monthly & Financial Progress Report outlining the work completed for the previous month. This report will include the number of forms received and the number of forms entered to the RCRA national database. The number of forms entered shall be taken from a standard report stored in the RCRA database. The report shall provide a breakdown of the forms received and entered by type:

RCRA Site Identification form
Non-RCRA Regulated Sites form
Emergency Situations form
Data Discrepancy form
Inactivation letter

The report shall include the number of calls made to handlers that identify the assigned RCRA identification number. The number of phone calls to the RCRA Site Identification hotline handled by the contractor shall be listed on the report as well as the number of acknowledgement letters sent for the filers of the Site Identification forms. Additionally, the report shall describe any difficulties encountered that impacted performance.

The report shall depict a list of the names of the task employees and their labor category titles. The report shall include the hours worked, the rate, and the billable cost for the period. Please note that the Monthly Progress Report clause provides additional information for the financial reporting requirements.

Reports shall be delivered to the Contracting Officer and COR by e-mail on or before the fifteenth business day following the end of each month. The COR will provide written acceptance, comments, and/or change requests, if any, within fifteen business days from receipt by the COR of the required deliverables. Any notifications of rejection will be accompanied by specific reason(s) for rejection. Upon receipt of the COR's comments, the contractor shall have ten business days to rectify the situation and re-submit the deliverables. The COR will review and verify that the original issues have been resolved with the deliverables.

VI. QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

A. Introduction

This QASP outlines the methods to be used by EPA Region 2 personnel in conducting surveillance of the contractor's performance of the requirement during the life of the contract. EPA's surveillance activities focus on the required outcomes, not the process or the *how to* used to produce the outcomes. Specifically, the QASP describes the mechanism for documenting noteworthy accomplishments and/or discrepancies associated with the contractor's deliverables/outcomes.

B. Roles and Responsibilities of EPA Personnel

Below are the roles and responsibilities of EPA personnel performing surveillance activities:

1. RCRA Project Managers who manage permits, corrective action documents, review Part As, and related RCRA paperwork will e-mail any complaints to the COR. The COR will evaluate all complaints and document the progress of the resolution.
2. The COR will review and evaluate contractor-generated Monthly Progress Reports. The COR will also actively participate in monitoring and surveillance activities to oversee the contractor's performance.
3. The COR and the CO will utilize the surveillance methodology mentioned below to determine whether the contractor's performance satisfies the performance standards as set forth in the QASP. Surveillance results will also be the basis for determining whether the contractor has earned award term incentive periods.

C. Surveillance Methodology

EPA personnel will utilize periodic and scheduled inspection quality assurance surveillance methods. Both surveillance methods consist of surveillance for Tasks A and B. Examples of how the surveillance activities will be undertaken are presented below:

Periodic inspection shall consist of running queries against the RCRA national database to ensure that the multiple sources of information received are entered under the correct categories in the RCRA national database. Provisional numbers should be entered under the Emergency Source; Regular numbers should be entered under the Notification Source; Inspections should be entered under the Implementer Source. The COR will run queries of this nature on a quarterly basis or more often, if needed.

The COR will inspect all acknowledgement letters on a scheduled weekly basis. These acknowledgement letters will be printed on a weekly basis by the contractor and are mailed or e-mailed to the filers of the Site Identification forms in response to receipt of their notifications to EPA. The letters depict key data fields, which are used to search for RCRA sites in EPA databases, such as site name, and location address.

D. Process of Evaluation for Consideration of Award Term Incentive Periods

The COR, in consultation with the CO, will collect all EPA surveillance findings and will complete an annual assessment report in the Contractor Performance Assessment Reporting System (CPARS). For further information on EPA’s process for documenting the contractor’s performance, please see <http://www.cpars.gov/>.

The COR will summarize all performance results and prepare an initial analysis of the contractor’s qualification for award term consideration. The contractor must achieve all acceptable quality levels in order to extend the period of performance beyond the two-year base period. For years three through five, EPA may issue one-year award term incentive periods based on the contractor’s performance.

QASP TABLE			
Required Task	Performance Standard	Acceptable Quality Level	Method of Surveillance
Provide data entry, data verification, data tracking, and data maintenance of the RCRA national database for EPA Region 2	Review all forms to verify data accuracy prior to entering data into the RCRA national database.	Contractor shall perform this task so that no more than 10% of data entered in the RCRA national database fail to meet requirements on a quarterly basis.	The COR will randomly inspect data in the RCRA national database entered by the Contractor for accuracy and adherence to the requirements. COR will compare 10 data queries from the RCRA national database to the RCRA Site Identification form every quarter.

	Track and maintain existing data in the RCRA national database to ensure that the information is accurate and updated to reflect new information submitted on the Additional Site Identification form.	Contractor shall perform this task so that no more than 2 incidents of inaccurate data occur in the RCRA database for information submitted on the Additional Site Identification form on a quarterly basis.	The COR will randomly inspect existing data in the RCRA national database for accuracy. COR will compare 10 data queries from the RCRA national database to the Additional Site Identification form every quarter.
Correspond with handlers and perform other activities in support of the functions related to the data processing requirement	The contractor shall generate and send letters that acknowledge the receipt of RCRA Site Identification forms. Proofread the acknowledgement letter for typographical errors.	Contractor shall perform this task so that no more than 4 acknowledgement letters have typographical errors on a weekly basis.	The COR will inspect all acknowledgement letters before they are sent out. COR will review acknowledgement letters to ensure that they are error-free every week.

VII. CONTRACTOR PERSONNEL

The Data Entry Clerks operate personal computers to record a variety of data, review the source data for completion and accuracy, verify data entered, and organize source data for filing. The Lead Data Entry Clerk shall also have at least two years of supervisory experience so as to be able to monitor, oversee, and report on the work flow verbally and in the monthly progress report.

Minimum Qualifications

The personnel must be capable of working independently and possess the skills necessary to support this task.

The candidates shall have at minimum two years of work experience in:

- reviewing documents for completeness and accuracy
- comparing records across fields to identify trends and quality problems
- searching for, categorizing, and entering data from multiple sources
- verifying data inputted into a database
- organizing and arranging documents for filing

The candidates must also be able to provide telephone assistance .

ATTACHMENT B Non-RCRA Regulated Internal Tracking form

ATTACHMENT C Emergency Situations Internal Tracking form

ATTACHMENT D Data Discrepancy Internal Tracking form

ATTACHMENT E Agency Security Requirements for Contractor Personnel