

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>			1. CONTRACT ID CODE	PAGE 1 OF 2 PAGES
2. AMENDMENT/MODIFICATION NO. <b>004</b>	3. EFFECTIVE DATE <b>October 16, 2009</b>	4. REQUISITION/PURCHASE REQ. NO. <b>4200270570</b>	5. PROJECT NO. (If applicable)	
6. ISSUED BY <b>National Aeronautics &amp; Space Administration George C. Marshall Space Flight Center Procurement Office / PS31 Marshall Space Flight Center, AL 35812</b>		7. ADMINISTERED BY (If other than Item 6) CODE		
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP: Code)			9A. AMENDMENT OF SOLICITATION NO. <b>NNM09270570R</b> 9B. DATED (SEE ITEM 11) <b>February 27, 2009</b> 10A. MODIFICATION OF CONTRACT/ORDER NO.  10B. DATED (SEE ITEM 13)	
CODE		FACILITY CODE		

### 11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☒ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☒ is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning one (1) copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATA SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and data specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

N/A

### 13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

( )	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER Specify type of modification and authority)

E. IMPORTANT: Contractor ☐ is not, ☐ is required to sign this document and return \_\_\_\_ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

SEE PAGE 2 FOR DESCRIPTION OF AMENDMENT

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Harry B. Craig Contracting Officer	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		BY _____ (Signature of Contracting Officer)	

NSN 7540-01-152-8070  
PREVIOUS EDITION UNUSABLE

30-105  
Computer Generated

STANDARD FORM 30 (REV. 10-83)  
Prescribed by GSA  
FAR (48 CFR) 53.243

1. This is an amendment to the solicitation for the MSFC Information Technology Services (MITS) issued by George C. Marshall Space Flight Center. The purpose of this amendment is to:

A. Replace Wage Determination 2005-2008 Revision 9 with Revision 12 and Wage Determination 2005-2234 Revision 9 with Revision 11 ;

B. Change paragraph 1 of the Performance Work Statement (PWS) 4.1.5. to the following:

“The Contractor shall receive, track, and resolve customer service problems for Tier 2 and 3 for MITS PWS areas in paragraphs 5.0-8.0. The Contractor shall provide the service of Tier 1 support and problem routing for all MSFC managed or hosted services including Center unique services not in MITS, like Center Operations services. In performance of this requirement, the contractor shall:...”;

and

C. Add the following to PWS 1.2 b:

Emergency Preparedness and Response

The Contractor’s obligation may include resolution of unusual or emergency situations. The Contractor may be required to assist NASA, within the general scope of work, but in currently unidentified ways, in preparation for, or in response to emergencies. Obligations under this requirement shall only arise when one or more of the criteria at FAR 18.001, enabling NASA to utilize “Emergency Acquisition Flexibilities”, are met. If the emergency preparedness and response requirements result in changes to the contract, all contract adjustments will be processed in accordance with the Changes clause of this contract.

D. As a result of the changes above, the following pages are deleted/added in its entirety:

PAGE(S) DELETED

J-1-21  
J-3-1 through J-3-22

PAGE(S) ADDED

J-1-7(a)  
J-1-21  
J-3-1 through J-3-22

2. Offerors are required to sign this and any and all amendments to this solicitation and submit with Volume IV of the Proposal.
3. All other terms and conditions remain unchanged.

**ATTACHMENT J-3**

**Wage Determinations**

Wage Determinations from the Department of Labor are attached.

**NOTICE TO PROSPECTIVE OFFERORS:**

The various Wage Determinations included in Attachment J-3 includes the individual labor classifications that may or may not apply to the effort specified in Attachment J-1, Performance Work Statement. Therefore, Offerors shall propose against the requirements of the PWS utilizing only those classifications that are relevant to the effort and the locations in which the effort is to occur.

ATTACHMENT J-3

**SPECIAL NOTICE**

**Additional SERVICE CONTRACT ACT WAGE DETERMINATION REQUIREMENTS:**

The following job classifications were conformed by a predecessor contractor and approved by the U. S. Department of Labor (DOL) on February 19, 2004. These additional approved classifications and wage rates, as well as those contained in the Service Contract Act (SCA) wage determination 2005-2008, shall be applicable to the follow-on requirement.

In Addition, the minimum hourly wage rates listed below shall be “indexed” each time a new SCA contract wage determination is incorporated into the resulting contract and options in accordance with Title 29 Code of Federal Regulations Part 4.6(b)(2)(iv)(B). **These indexed rates shall be submitted to the contracting officer and the Contractor Industrial Labor Relations Manager for review and approval. In this regards the successor must furnish full rational for the adjusted rates in accordance with DOL requirements.**

The mandatory minimum wage rates for these classifications are listed below. The mandatory fringe benefits requirements shall be identical to those contained in wage determination No. 2005-2008 (Revision 12), dated 08/15/2009.

[TEXT DELETED]

ATTACHMENT J-3

<p>REGISTER OF WAGE DETERMINATIONS UNDER THE SERVICE CONTRACT ACT</p> <p>By direction of the Secretary of Labor</p>   <p>Shirley F. Ebbesen Division of Director Wage Determinations</p>	<p>U.S. DEPARTMENT OF LABOR EMPLOYMENT STANDARDS ADMINISTRATION WAGE AND HOUR DIVISION WASHINGTON, D.C. 20210</p>  <p>Wage Determination No.: 2005-2008 <b>Revision No.: 12</b> Date of Last Revision: 08/15/2009</p>

States: **Alabama**, Tennessee

Area: Alabama Counties of Colbert, Franklin, Jackson, Lauderdale, Lawrence, Limestone, **Madison**, Marion, Marshall, Morgan, Winston  
Tennessee Counties of Giles, Lawrence, Lincoln, Moore, Wayne

\*\*Fringe Benefits Required Follow the Occupational Listing\*\*

OCCUPATION CODE - TITLE	FOOTNOTE	RATE
<b>01000 - Administrative Support And Clerical Occupations</b>		
01011 - Accounting Clerk I		13 .47
01012 - Accounting Clerk II		14 .65
01013 - Accounting Clerk III		16 .77
01020 - Administrative Assistant		21 .27
01040 - Court Reporter		17 .16
01051 - Data Entry Operator I		11 .95
01052 - Data Entry Operator II		13 .89
01060 - Dispatcher, Motor Vehicle		16 .31
01070 - Document Preparation Clerk		12 .47
01090 - Duplicating Machine Operator		12 .47
01111 - General Clerk I		10 .80
01112 - General Clerk II		11 .78
01113 - General Clerk III		13 .86
01120 - Housing Referral Assistant		19 .14
01141 - Messenger Courier		9 .49
01191 - Order Clerk I		11 .51
01192 - Order Clerk II		15 .27
01261 - Personnel Assistant (Employment) I		13 .93
01262 - Personnel Assistant (Employment) II		15 .59
01263 - Personnel Assistant (Employment) III		17 .38
01270 - Production Control Clerk		19 .18
01280 - Receptionist		11 .02
01290 - Rental Clerk		11 .79
01300 - Scheduler, Maintenance		15 .32
01311 - Secretary I		15 .32
01312 - Secretary II		17 .16
01313 - Secretary III		19 .14

ATTACHMENT J-3

01320 - Service Order Dispatcher	13 .83
01410 - Supply Technician	21 .27
01420 - Survey Worker	16 .81
01531 - Travel Clerk I	10 .64
01532 - Travel Clerk II	11 .26
01533 - Travel Clerk III	12 .01
01611 - Word Processor I	13 .12
01612 - Word Processor II	14 .73
01613 - Word Processor III	16 .48
<b>05000 - Automotive Service Occupations</b>	
05005 - Automobile Body Repairer, Fiberglass	17 .50
05010 - Automotive Electrician	17 .94
05040 - Automotive Glass Installer	17 .10
05070 - Automotive Worker	17 .10
05110 - Mobile Equipment Servicer	15 .50
05130 - Motor Equipment Metal Mechanic	18 .77
05160 - Motor Equipment Metal Worker	17 .10
05190 - Motor Vehicle Mechanic	17 .14
05220 - Motor Vehicle Mechanic Helper	13 .43
05250 - Motor Vehicle Upholstery Worker	16 .32
05280 - Motor Vehicle Wrecker	17 .10
05310 - Painter, Automotive	16 .39
05340 - Radiator Repair Specialist	17 .10
05370 - Tire Repairer	12 .75
05400 - Transmission Repair Specialist	18 .77
<b>07000 - Food Preparation And Service Occupations</b>	
07010 - Baker	10 .84
07041 - Cook I	9 .14
07042 - Cook II	10 .27
07070 - Dishwasher	7 .57
07130 - Food Service Worker	8 .09
07210 - Meat Cutter	14 .21
07260 - Waiter/Waitress	7 .50
<b>09000 - Furniture Maintenance And Repair Occupations</b>	
09010 - Electrostatic Spray Painter	17 .56
09040 - Furniture Handler	13 .94
09080 - Furniture Refinisher	17 .56
09090 - Furniture Refinisher Helper	14 .41
09110 - Furniture Repairer, Minor	15 .98
09130 - Upholsterer	17 .56
<b>11000 - General Services And Support Occupations</b>	
11030 - Cleaner, Vehicles	9 .80
11060 - Elevator Operator	9 .44
11090 - Gardener	12 .11
11122 - Housekeeping Aide	9 .44
11150 - Janitor	9 .44
11210 - Laborer, Grounds Maintenance	10 .00
11240 - Maid or Houseman	7 .88
11260 - Pruner	9 .28
11270 - Tractor Operator	12 .08

ATTACHMENT J-3

11330 - Trail Maintenance Worker	10 .00
11360 - Window Cleaner	9 .97
<b>12000 - Health Occupations</b>	
12010 - Ambulance Driver	14 .41
12011 - Breath Alcohol Technician	14 .71
12012 - Certified Occupational Therapist Assistant	21 .24
12015 - Certified Physical Therapist Assistant	21 .24
12020 - Dental Assistant	15 .30
12025 - Dental Hygienist	22 .48
12030 - EKG Technician	23 .45
12035 - Electroneurodiagnostic Technologist	23 .45
12040 - Emergency Medical Technician	14 .41
12071 - Licensed Practical Nurse I	14 .07
12072 - Licensed Practical Nurse II	15 .81
12073 - Licensed Practical Nurse III	17 .71
12100 - Medical Assistant	11 .87
12130 - Medical Laboratory Technician	14 .07
12160 - Medical Record Clerk	12 .41
12190 - Medical Record Technician	14 .96
12195 - Medical Transcriptionist	13 .03
12210 - Nuclear Medicine Technologist	30 .65
12221 - Nursing Assistant I	9 .43
12222 - Nursing Assistant II	10 .61
12223 - Nursing Assistant III	11 .57
12224 - Nursing Assistant IV	12 .99
12235 - Optical Dispenser	15 .05
12236 - Optical Technician	11 .42
12250 - Pharmacy Technician	13 .36
12280 - Phlebotomist	12 .99
12305 - Radiologic Technologist	23 .95
12311 - Registered Nurse I	22 .94
12312 - Registered Nurse II	28 .08
12313 - Registered Nurse II, Specialist	28 .08
12314 - Registered Nurse III	33 .97
12315 - Registered Nurse III, Anesthetist	33 .97
12316 - Registered Nurse IV	40 .70
12317 - Scheduler (Drug and Alcohol Testing)	19 .18
<b>13000 - Information And Arts Occupations</b>	
13011 - Exhibits Specialist I	19 .07
13012 - Exhibits Specialist II	23 .50
13013 - Exhibits Specialist III	28 .73
13041 - Illustrator I	19 .07
13042 - Illustrator II	23 .50
13043 - Illustrator III	28 .73
13047 - Librarian	26 .02
13050 - Library Aide/Clerk	14 .49
13054 - Library Information Technology Systems Administrator	23 .50
13058 - Library Technician	16 .14
13061 - Media Specialist I	16 .95

ATTACHMENT J-3

13062 - Media Specialist II	18 .97
13063 - Media Specialist III	21 .15
13071 - Photographer I	14 .72
13072 - Photographer II	17 .00
13073 - Photographer III	20 .36
13074 - Photographer IV	24 .89
13075 - Photographer V	30 .21
13110 - Video Teleconference Technician	16 .95
<b>14000 - Information Technology Occupations</b>	
14041 - Computer Operator I	14 .73
14042 - Computer Operator II	19 .13
14043 - Computer Operator III	20 .49
14044 - Computer Operator IV	26 .16
14045 - Computer Operator V	
14071 - Computer Programmer I	(see 1) 25 .00
14072 - Computer Programmer II	(see 1)
14073 - Computer Programmer III	(see 1)
14074 - Computer Programmer IV	(see 1)
14101 - Computer Systems Analyst I	(see 1)
14102 - Computer Systems Analyst II	(see 1)
14103 - Computer Systems Analyst III	(see 1)
14150 - Peripheral Equipment Operator	14 .73
14160 - Personal Computer Support Technician	26 .16
<b>15000 - Instructional Occupations</b>	
15010 - Aircrew Training Devices Instructor (Non-Rated)	29 .35
15020 - Aircrew Training Devices Instructor (Rated)	35 .52
15030 - Air Crew Training Devices Instructor (Pilot)	36 .76
15050 - Computer Based Training Specialist / Instructor	30 .38
15060 - Educational Technologist	30 .12
15070 - Flight Instructor (Pilot)	36 .76
15080 - Graphic Artist	21 .00
15090 - Technical Instructor	18 .91
15095 - Technical Instructor/Course Developer	23 .11
15110 - Test Proctor	17 .16
15120 - Tutor	17 .16
<b>16000 - Laundry, Dry-Cleaning, Pressing And Related Occupations</b>	
16010 - Assembler	7 .98
16030 - Counter Attendant	7 .98
16040 - Dry Cleaner	10 .03
16070 - Finisher, Flatwork, Machine	7 .98
16090 - Presser, Hand	7 .98
16110 - Presser, Machine, Drycleaning	7 .98
16130 - Presser, Machine, Shirts	7 .98
16160 - Presser, Machine, Wearing Apparel, Laundry	7 .98
16190 - Sewing Machine Operator	10 .60
16220 - Tailor	11 .18
16250 - Washer, Machine	8 .65
<b>19000 - Machine Tool Operation And Repair Occupations</b>	
19010 - Machine-Tool Operator (Tool Room)	22 .22
19040 - Tool And Die Maker	27 .11



ATTACHMENT J-3

**21000 - Materials Handling And Packing Occupations**

21020 - Forklift Operator	14 .82
21030 - Material Coordinator	19 .18
21040 - Material Expediter	19 .18
21050 - Material Handling Laborer	10 .29
21071 - Order Filler	10 .87
21080 - Production Line Worker (Food Processing)	14 .82
21110 - Shipping Packer	12 .98
21130 - Shipping/Receiving Clerk	12 .98
21140 - Store Worker I	11 .36
21150 - Stock Clerk	15 .41
21210 - Tools And Parts Attendant	14 .82
21410 - Warehouse Specialist	14 .82

**23000 - Mechanics And Maintenance And Repair Occupations**

23010 - Aerospace Structural Welder	20 .61
23021 - Aircraft Mechanic I	22 .24
23022 - Aircraft Mechanic II	23 .35
23023 - Aircraft Mechanic III	24 .52
23040 - Aircraft Mechanic Helper	17 .44
23050 - Aircraft, Painter	19 .32
23060 - Aircraft Servicer	19 .34
23080 - Aircraft Worker	20 .27
23110 - Appliance Mechanic	18 .04
23120 - Bicycle Repairer	14 .66
23125 - Cable Splicer	19 .76
23130 - Carpenter, Maintenance	17 .56
23140 - Carpet Layer	17 .29
23160 - Electrician, Maintenance	23 .21
23181 - Electronics Technician Maintenance I	18 .65
23182 - Electronics Technician Maintenance II	25 .55
23183 - Electronics Technician Maintenance III	26 .62
23260 - Fabric Worker	16 .54
23290 - Fire Alarm System Mechanic	18 .79
23310 - Fire Extinguisher Repairer	15 .72
23311 - Fuel Distribution System Mechanic	18 .79
23312 - Fuel Distribution System Operator	16 .80
23370 - General Maintenance Worker	16 .43
23380 - Ground Support Equipment Mechanic	22 .24
23381 - Ground Support Equipment Servicer	19 .34
23382 - Ground Support Equipment Worker	20 .27
23391 - Gunsmith I	15 .12
23392 - Gunsmith II	16 .67
23393 - Gunsmith III	18 .38
23410 - Heating, Ventilation And Air-Conditioning Mechanic	18 .38
23411 - Heating, Ventilation And Air Conditioning Mechanic (Research Facility)	19 .30
23430 - Heavy Equipment Mechanic	20 .22
23440 - Heavy Equipment Operator	17 .87
23460 - Instrument Mechanic	22 .82
23465 - Laboratory/Shelter Mechanic	17 .58

ATTACHMENT J-3

23470 - Laborer	11 .36
23510 - Locksmith	18 .04
23530 - Machinery Maintenance Mechanic	23 .32
23550 - Machinist, Maintenance	18 .59
23580 - Maintenance Trades Helper	14 .41
23591 - Metrology Technician I	22 .82
23592 - Metrology Technician II	23 .80
23593 - Metrology Technician III	24 .74
23640 - Millwright	18 .79
23710 - Office Appliance Repairer	21 .83
23760 - Painter, Maintenance	17 .56
23790 - Pipefitter, Maintenance	18 .90
23810 - Plumber, Maintenance	18 .06
23820 - Pneudraulic Systems Mechanic	18 .79
23850 - Rigger	18 .79
23870 - Scale Mechanic	17 .29
23890 - Sheet-Metal Worker, Maintenance	18 .38
23910 - Small Engine Mechanic	16 .75
23931 - Telecommunications Mechanic I	18 .89
23932 - Telecommunications Mechanic II	20 .21
23950 - Telephone Lineman	19 .60
23960 - Welder, Combination, Maintenance	18 .38
23965 - Well Driller	18 .79
23970 - Woodcraft Worker	18 .79
23980 - Woodworker	16 .43
<b>24000 - Personal Needs Occupations</b>	
24570 - Child Care Attendant	8 .56
24580 - Child Care Center Clerk	10 .68
24610 - Chore Aide	9 .26
24620 - Family Readiness And Support Services Coordinator	12 .61
24630 - Homemaker	13 .55
<b>25000 - Plant And System Operations Occupations</b>	
25010 - Boiler Tender	18 .86
25040 - Sewage Plant Operator	18 .07
25070 - Stationary Engineer	18 .86
25190 - Ventilation Equipment Tender	14 .85
25210 - Water Treatment Plant Operator	18 .07
<b>27000 - Protective Service Occupations</b>	
27004 - Alarm Monitor	12 .57
27007 - Baggage Inspector	10 .85
27008 - Corrections Officer	15 .28
27010 - Court Security Officer	16 .82
27030 - Detection Dog Handler	13 .55
27040 - Detention Officer	15 .28
27070 - Firefighter	16 .82
27101 - Guard I	10 .85
27102 - Guard II	13 .55
27131 - Police Officer I	18 .35
27132 - Police Officer II	20 .41

ATTACHMENT J-3

**28000 - Recreation Occupations**

28041 - Carnival Equipment Operator	9 .52
28042 - Carnival Equipment Repairer	10 .00
28043 - Carnival Equipment Worker	7 .89
28210 - Gate Attendant/Gate Tender	13 .76
28310 - Lifeguard	12 .21
28350 - Park Attendant (Aide)	15 .40
28510 - Recreation Aide/Health Facility Attendant	11 .24
28515 - Recreation Specialist	16 .31
28630 - Sports Official	12 .26
28690 - Swimming Pool Operator	15 .65

**29000 - Stevedoring/Longshoremen Occupational Services**

29010 - Blocker And Bracer	17 .70
29020 - Hatch Tender	17 .70
29030 - Line Handler	17 .70
29041 - Stevedore I	16 .90
29042 - Stevedore II	18 .56

**30000 - Technical Occupations**

30010 - Air Traffic Control Specialist, Center (HFO)	(see 2)	35 .65
30011 - Air Traffic Control Specialist, Station (HFO)	(see 2)	24 .58
30012 - Air Traffic Control Specialist, Terminal (HFO)	(see 2)	27 .07
30021 - Archeological Technician I		17 .26
30022 - Archeological Technician II		19 .32
30023 - Archeological Technician III		23 .94
30030 - Cartographic Technician		24 .23
30040 - Civil Engineering Technician		22 .83
30061 - Drafter/CAD Operator I		17 .26
30062 - Drafter/CAD Operator II		19 .55
30063 - Drafter/CAD Operator III		21 .11
30064 - Drafter/CAD Operator IV		25 .97
30081 - Engineering Technician I		14 .53
30082 - Engineering Technician II		17 .48
30083 - Engineering Technician III		21 .00
30084 - Engineering Technician IV		28 .62
30085 - Engineering Technician V		33 .81
30086 - Engineering Technician VI		40 .89
30090 - Environmental Technician		23 .45
30210 - Laboratory Technician		18 .92
30240 - Mathematical Technician		24 .23
30361 - Paralegal/Legal Assistant I		18 .54
30362 - Paralegal/Legal Assistant II		22 .98
30363 - Paralegal/Legal Assistant III		28 .11
30364 - Paralegal/Legal Assistant IV		34 .01
30390 - Photo-Optics Technician		24 .23
30461 - Technical Writer I		20 .96
30462 - Technical Writer II		25 .63
30463 - Technical Writer III		31 .02
30491 - Unexploded Ordnance (UXO) Technician I		22 .65
30492 - Unexploded Ordnance (UXO) Technician II		27 .41
30493 - Unexploded Ordnance (UXO) Technician III		32 .85

ATTACHMENT J-3

30494 - Unexploded (UXO) Safety Escort	22 .65
30495 - Unexploded (UXO) Sweep Personnel	22 .65
30620 - Weather Observer, Combined Upper Air Or Surface Programs (see 3)	21 .11
30621 - Weather Observer, Senior (see 3)	23 .45
<b>31000 - Transportation/Mobile Equipment Operation Occupations</b>	
31020 - Bus Aide	10 .71
31030 - Bus Driver	13 .94
31043 - Driver Courier	14 .96
31260 - Parking and Lot Attendant	10 .11
31290 - Shuttle Bus Driver	16 .25
31310 - Taxi Driver	10 .90
31361 - Truckdriver, Light	16 .25
31362 - Truckdriver, Medium	16 .82
31363 - Truckdriver, Heavy	17 .62
31364 - Truckdriver, Tractor-Trailer	17 .62
<b>99000 - Miscellaneous Occupations</b>	
99030 - Cashier	9 .30
99050 - Desk Clerk	7 .94
99095 - Embalmer	22 .65
99251 - Laboratory Animal Caretaker I	8 .61
99252 - Laboratory Animal Caretaker II	13 .46
99310 - Mortician	22 .65
99410 - Pest Controller	12 .65
99510 - Photofinishing Worker	11 .90
99710 - Recycling Laborer	14 .15
99711 - Recycling Specialist	16 .26
99730 - Refuse Collector	12 .79
99810 - Sales Clerk	11 .50
99820 - School Crossing Guard	12 .71
99830 - Survey Party Chief	17 .48
99831 - Surveying Aide	10 .77
99832 - Surveying Technician	14 .74
99840 - Vending Machine Attendant	12 .64
99841 - Vending Machine Repairer	14 .48
99842 - Vending Machine Repairer Helper	12 .64

---

ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

**HEALTH & WELFARE:** Life, accident, and health insurance plans, sick leave, pension plans, civic and personal leave, severance pay, and savings and thrift plans. Minimum employer contributions costing an average of \$3.35 per hour computed on the basis of all hours worked by service employees employed on the contract.

**VACATION:** 2 weeks paid vacation after 1 year of service with a contractor or successor; 3 weeks after 10 years, and 4 after 20 years. Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

ATTACHMENT J-3

**HOLIDAYS:** A minimum of ten paid holidays per year, New Year's Day, Martin Luther King Jr's Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4174)

**1) COMPUTER EMPLOYEES:** Under the SCA at section 8(b), this wage determination does not apply to any employee who individually qualifies as a bona fide executive, administrative, or professional employee as defined in 29 C.F.R. Part 541. Because most Computer System Analysts and Computer Programmers who are compensated at a rate not less than \$27.63 (or on a salary or fee basis at a rate not less than \$455 per week) an hour would likely qualify as exempt computer professionals, (29 C.F.R. 541.400) wage rates may not be listed on this wage determination for all occupations within those job families. In addition, because this wage determination may not list a wage rate for some or all occupations within those job families if the survey data indicates that the prevailing wage rate for the occupation equals or exceeds \$27.63 per hour conformance may be necessary for certain nonexempt employees. For example, if an individual employee is nonexempt but nevertheless performs duties within the scope of one of the Computer Systems Analyst or Computer Programmer occupations for which this wage determination does not specify an SCA wage rate, then the wage rate for that employee must be conformed in accordance with the conformance procedures described in the conformance note included on this wage determination.

Additionally, because job titles vary widely and change quickly in the computer industry, job titles are not determinative of the application of the computer professional exemption. Therefore, the exemption applies only to computer employees who satisfy the compensation requirements and whose primary duty consists of:

- (1) The application of systems analysis techniques and procedures, including consulting with users, to determine hardware, software or system functional specifications;
- (2) The design, development, documentation, analysis, creation, testing or modification of computer systems or programs, including prototypes, based on and related to user or system design specifications;
- (3) The design, documentation, testing, creation or modification of computer programs related to machine operating systems; or
- (4) A combination of the aforementioned duties, the performance of which requires the same level of skills. (29 C.F.R. 541.400).

**2) APPLICABLE TO AIR TRAFFIC CONTROLLERS ONLY - NIGHT DIFFERENTIAL:** An employee is entitled to pay for all work performed between the hours of 6:00 P.M. and 6:00 A.M. at the rate of basic pay plus a night pay differential amounting to 10 percent of the rate of basic pay.

**3) AIR TRAFFIC CONTROLLERS AND WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY:** If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am. If you are a full-time employed (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

**HAZARDOUS PAY DIFFERENTIAL:** An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard when working with or in close proximity to ordinance, explosives, and incendiary materials. This includes work such as screening, blending, dying, mixing, and pressing of sensitive ordnance, explosives, and pyrotechnic compositions such as lead azide, black powder and photoflash powder. All dry-house activities involving propellants or explosives. Demilitarization, modification, renovation, demolition, and maintenance operations on

### ATTACHMENT J-3

sensitive ordnance, explosives and incendiary materials. All operations involving regarding and cleaning of artillery ranges.

A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard when working with, or in close proximity to ordnance, (or employees possibly adjacent to) explosives and incendiary materials which involves potential injury such as laceration of hands, face, or arms of the employee engaged in the operation, irritation of the skin, minor burns and the like; minimal damage to immediate or adjacent work area or equipment being used. All operations involving, unloading, storage, and hauling of ordnance, explosive, and incendiary ordnance material other than small arms ammunition.

**NOTE:** These differentials are only applicable to work that has been specifically designated by the agency for ordnance, explosives, and incendiary material differential pay.

#### **\*\* UNIFORM ALLOWANCE \*\***

If employees are required to wear uniforms in the performance of this contract (either by the terms of the Government contract, by the employer, by the state or local law, etc.), the cost of furnishing such uniforms and maintaining (by laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces the hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of \$3.35 per week (or \$.67 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations", Fifth Edition, April 2006, unless otherwise indicated. Copies of the Directory are available on the Internet. A link to the Directory may be found on the WHD home page at <http://www.dol.gov/esa/whd/> or through the Wage Determinations On-Line (WDOL) Web site at <http://wdol.gov/>.

#### **REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE {Standard Form 1444 (SF 1444)}**

Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnished the fringe benefits as are determined.

**ATTACHMENT J-3**

Such conforming process shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. {See Section 4.6 (C) (vi)} When multiple wage determinations are included in a contract, a separate SF 1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

- 1) When preparing the bid, the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).
- 2) After contract award, the contractor prepares a written report listing in order proposed classification title(s), a Federal grade equivalency (FGE) for each proposed classification(s), job description(s), and rationale for proposed wage rate(s), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.
- 3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b) (2) of Regulations 29 CFR Part 4).
- 4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.
- 5) The contracting officer transmits the Wage and Hour decision to the contractor.
- 6) The contractor informs the affected employees.

Information required by the Regulations must be submitted on SF 1444 or bond paper.

When preparing a conformance request, the "Service Contract Act Directory of Occupations" (the Directory) should be used to compare job definitions to insure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination.

ATTACHMENT J-3

WD 05-2234 (Rev.-11) was first posted on www.wdol.gov on 07/28/2009

```

*****
REGISTER OF WAGE DETERMINATIONS UNDER | U.S. DEPARTMENT OF LABOR
THE SERVICE CONTRACT ACT | EMPLOYMENT STANDARDS ADMINISTRATION
By direction of the Secretary of Labor | WAGE AND HOUR DIVISION
| WASHINGTON D.C. 20210
|
|
|
| Wage Determination No.: 2005-2234
Shirley F. Ebbesen Division of | Revision No.: 11
Director Wage Determinations | Date Of Revision: 07/22/2009
|
-----
State: Louisiana

```

Area: Louisiana Parishes of Jefferson, Lafourche, Orleans, Plaquemines, Saint John The Baptist, St Bernard, St Charles, St Tammany, Terrebonne, Washington

```

**Fringe Benefits Required Follow the Occupational Listing**
OCCUPATION CODE - TITLE FOOTNOTE RATE
01000 - Administrative Support And Clerical Occupations
  01011 - Accounting Clerk I 12.10
  01012 - Accounting Clerk II 14.23
  01013 - Accounting Clerk III 15.92
  01020 - Administrative Assistant 21.77
  01040 - Court Reporter 19.08
  01051 - Data Entry Operator I 10.88
  01052 - Data Entry Operator II 12.64
  01060 - Dispatcher, Motor Vehicle 17.93
  01070 - Document Preparation Clerk 13.09
  01090 - Duplicating Machine Operator 13.09
  01111 - General Clerk I 10.32
  01112 - General Clerk II 11.26
  01113 - General Clerk III 13.26
  01120 - Housing Referral Assistant 19.89
  01141 - Messenger Courier 12.11
  01191 - Order Clerk I 10.91
  01192 - Order Clerk II 12.99
  01261 - Personnel Assistant (Employment) I 13.09
  01262 - Personnel Assistant (Employment) II 16.10
  01263 - Personnel Assistant (Employment) III 17.95
  01270 - Production Control Clerk 19.41
  01280 - Receptionist 8.99
  01290 - Rental Clerk 12.40
  01300 - Scheduler, Maintenance 15.96
  01311 - Secretary I 15.96
  01312 - Secretary II 17.72
  01313 - Secretary III 19.89
  01320 - Service Order Dispatcher 15.85
  01410 - Supply Technician 21.77
  01420 - Survey Worker 13.07
  01531 - Travel Clerk I 11.47
  01532 - Travel Clerk II 12.17
  01533 - Travel Clerk III 12.84
  01611 - Word Processor I 12.70
  01612 - Word Processor II 15.07
  01613 - Word Processor III 17.13
05000 - Automotive Service Occupations
  05005 - Automobile Body Repairer, Fiberglass 19.97
  05010 - Automotive Electrician 18.40
  05040 - Automotive Glass Installer 17.20
  05070 - Automotive Worker 17.20
  05110 - Mobile Equipment Servicer 14.80
  05130 - Motor Equipment Metal Mechanic 19.45

```



**ATTACHMENT J-3**

05160 - Motor Equipment Metal Worker	17.20
05190 - Motor Vehicle Mechanic	19.45
05220 - Motor Vehicle Mechanic Helper	13.61
05250 - Motor Vehicle Upholstery Worker	16.02
05280 - Motor Vehicle Wrecker	17.20
05310 - Painter, Automotive	18.40
05340 - Radiator Repair Specialist	17.20
05370 - Tire Repairer	11.51
05400 - Transmission Repair Specialist	19.45
07000 - Food Preparation And Service Occupations	
07010 - Baker	10.70
07041 - Cook I	9.87
07042 - Cook II	11.48
07070 - Dishwasher	7.55
07130 - Food Service Worker	7.46
07210 - Meat Cutter	11.54
07260 - Waiter/Waitress	7.86
09000 - Furniture Maintenance And Repair Occupations	
09010 - Electrostatic Spray Painter	14.81
09040 - Furniture Handler	10.80
09080 - Furniture Refinisher	14.81
09090 - Furniture Refinisher Helper	10.95
09110 - Furniture Repairer, Minor	12.89
09130 - Upholsterer	14.81
11000 - General Services And Support Occupations	
11030 - Cleaner, Vehicles	8.91
11060 - Elevator Operator	8.78
11090 - Gardener	11.15
11122 - Housekeeping Aide	9.63
11150 - Janitor	8.91
11210 - Laborer, Grounds Maintenance	9.63
11240 - Maid or Houseman	8.67
11260 - Pruner	8.78
11270 - Tractor Operator	10.74
11330 - Trail Maintenance Worker	9.63
11360 - Window Cleaner	9.99
12000 - Health Occupations	
12010 - Ambulance Driver	15.93
12011 - Breath Alcohol Technician	17.20
12012 - Certified Occupational Therapist Assistant	21.49
12015 - Certified Physical Therapist Assistant	19.82
12020 - Dental Assistant	12.20
12025 - Dental Hygienist	29.85
12030 - EKG Technician	20.58
12035 - Electroneurodiagnostic Technologist	20.58
12040 - Emergency Medical Technician	14.94
12071 - Licensed Practical Nurse I	14.77
12072 - Licensed Practical Nurse II	17.20
12073 - Licensed Practical Nurse III	18.75
12100 - Medical Assistant	10.53
12130 - Medical Laboratory Technician	17.46
12160 - Medical Record Clerk	13.28
12190 - Medical Record Technician	16.38
12195 - Medical Transcriptionist	14.04
12210 - Nuclear Medicine Technologist	29.20
12221 - Nursing Assistant I	9.39
12222 - Nursing Assistant II	10.56
12223 - Nursing Assistant III	11.51
12224 - Nursing Assistant IV	12.92
12235 - Optical Dispenser	14.76
12236 - Optical Technician	12.46
12250 - Pharmacy Technician	13.41
12280 - Phlebotomist	12.92
12305 - Radiologic Technologist	21.60
12311 - Registered Nurse I	21.63

**ATTACHMENT J-3**

12312 - Registered Nurse II	29.92
12313 - Registered Nurse II, Specialist	29.92
12314 - Registered Nurse III	36.08
12315 - Registered Nurse III, Anesthetist	36.08
12316 - Registered Nurse IV	43.23
12317 - Scheduler (Drug and Alcohol Testing)	18.05
13000 - Information And Arts Occupations	
13011 - Exhibits Specialist I	18.40
13012 - Exhibits Specialist II	22.61
13013 - Exhibits Specialist III	27.58
13041 - Illustrator I	18.40
13042 - Illustrator II	22.61
13043 - Illustrator III	27.58
13047 - Librarian	22.41
13050 - Library Aide/Clerk	13.00
13054 - Library Information Technology Systems Administrator	20.21
13058 - Library Technician	14.21
13061 - Media Specialist I	14.59
13062 - Media Specialist II	16.31
13063 - Media Specialist III	18.19
13071 - Photographer I	13.59
13072 - Photographer II	16.73
13073 - Photographer III	20.55
13074 - Photographer IV	25.07
13075 - Photographer V	30.40
13110 - Video Teleconference Technician	16.13
14000 - Information Technology Occupations	
14041 - Computer Operator I	13.97
14042 - Computer Operator II	15.71
14043 - Computer Operator III	18.13
14044 - Computer Operator IV	20.12
14045 - Computer Operator V	22.32
14071 - Computer Programmer I	(see 1) 21.09
14072 - Computer Programmer II	(see 1) 23.21
14073 - Computer Programmer III	(see 1)
14074 - Computer Programmer IV	(see 1)
14101 - Computer Systems Analyst I	(see 1)
14102 - Computer Systems Analyst II	(see 1)
14103 - Computer Systems Analyst III	(see 1)
14150 - Peripheral Equipment Operator	13.97
14160 - Personal Computer Support Technician	20.12
15000 - Instructional Occupations	
15010 - Aircrew Training Devices Instructor (Non-Rated)	25.32
15020 - Aircrew Training Devices Instructor (Rated)	33.42
15030 - Air Crew Training Devices Instructor (Pilot)	36.40
15050 - Computer Based Training Specialist / Instructor	25.56
15060 - Educational Technologist	20.52
15070 - Flight Instructor (Pilot)	36.40
15080 - Graphic Artist	19.58
15090 - Technical Instructor	18.81
15095 - Technical Instructor/Course Developer	23.02
15110 - Test Proctor	15.17
15120 - Tutor	15.17
16000 - Laundry, Dry-Cleaning, Pressing And Related Occupations	
16010 - Assembler	7.91
16030 - Counter Attendant	7.91
16040 - Dry Cleaner	10.10
16070 - Finisher, Flatwork, Machine	7.91
16090 - Presser, Hand	7.91
16110 - Presser, Machine, Drycleaning	7.91
16130 - Presser, Machine, Shirts	7.91
16160 - Presser, Machine, Wearing Apparel, Laundry	7.91
16190 - Sewing Machine Operator	10.84
16220 - Tailor	11.57

**ATTACHMENT J-3**

16250 - Washer, Machine	8.64
19000 - Machine Tool Operation And Repair Occupations	
19010 - Machine-Tool Operator (Tool Room)	17.52
19040 - Tool And Die Maker	21.37
21000 - Materials Handling And Packing Occupations	
21020 - Forklift Operator	13.56
21030 - Material Coordinator	19.41
21040 - Material Expediter	19.41
21050 - Material Handling Laborer	14.29
21071 - Order Filler	10.32
21080 - Production Line Worker (Food Processing)	13.56
21110 - Shipping Packer	12.16
21130 - Shipping/Receiving Clerk	12.16
21140 - Store Worker I	8.63
21150 - Stock Clerk	12.47
21210 - Tools And Parts Attendant	13.56
21410 - Warehouse Specialist	13.56
23000 - Mechanics And Maintenance And Repair Occupations	
23010 - Aerospace Structural Welder	23.40
23021 - Aircraft Mechanic I	22.35
23022 - Aircraft Mechanic II	23.40
23023 - Aircraft Mechanic III	24.45
23040 - Aircraft Mechanic Helper	15.63
23050 - Aircraft, Painter	17.35
23060 - Aircraft Servicer	18.39
23080 - Aircraft Worker	19.78
23110 - Appliance Mechanic	15.53
23120 - Bicycle Repairer	11.51
23125 - Cable Splicer	19.92
23130 - Carpenter, Maintenance	17.28
23140 - Carpet Layer	14.97
23160 - Electrician, Maintenance	20.53
23181 - Electronics Technician Maintenance I	23.27
23182 - Electronics Technician Maintenance II	24.50
23183 - Electronics Technician Maintenance III	25.94
23260 - Fabric Worker	13.84
23290 - Fire Alarm System Mechanic	17.57
23310 - Fire Extinguisher Repairer	13.65
23311 - Fuel Distribution System Mechanic	20.39
23312 - Fuel Distribution System Operator	15.07
23370 - General Maintenance Worker	14.74
23380 - Ground Support Equipment Mechanic	22.35
23381 - Ground Support Equipment Servicer	18.39
23382 - Ground Support Equipment Worker	19.78
23391 - Gunsmith I	13.65
23392 - Gunsmith II	16.06
23393 - Gunsmith III	18.50
23410 - Heating, Ventilation And Air-Conditioning Mechanic	18.50
23411 - Heating, Ventilation And Air Contditioning Mechanic (Research Facility)	19.70
23430 - Heavy Equipment Mechanic	18.40
23440 - Heavy Equipment Operator	16.88
23460 - Instrument Mechanic	18.82
23465 - Laboratory/Shelter Mechanic	17.28
23470 - Laborer	10.44
23510 - Locksmith	17.28
23530 - Machinery Maintenance Mechanic	20.93
23550 - Machinist, Maintenance	20.50
23580 - Maintenance Trades Helper	10.95
23591 - Metrology Technician I	18.82
23592 - Metrology Technician II	19.76
23593 - Metrology Technician III	20.75
23640 - Millwright	22.01
23710 - Office Appliance Repairer	17.35

**ATTACHMENT J-3**

23760 - Painter, Maintenance	17.28
23790 - Pipefitter, Maintenance	18.50
23810 - Plumber, Maintenance	17.50
23820 - Pneudraulic Systems Mechanic	18.50
23850 - Rigger	16.88
23870 - Scale Mechanic	16.06
23890 - Sheet-Metal Worker, Maintenance	16.88
23910 - Small Engine Mechanic	15.93
23931 - Telecommunications Mechanic I	20.95
23932 - Telecommunications Mechanic II	22.04
23950 - Telephone Lineman	20.06
23960 - Welder, Combination, Maintenance	16.88
23965 - Well Driller	18.50
23970 - Woodcraft Worker	18.50
23980 - Woodworker	13.99
24000 - Personal Needs Occupations	
24570 - Child Care Attendant	8.82
24580 - Child Care Center Clerk	11.57
24610 - Chore Aide	7.54
24620 - Family Readiness And Support Services Coordinator	10.77
24630 - Homemaker	14.78
25000 - Plant And System Operations Occupations	
25010 - Boiler Tender	17.40
25040 - Sewage Plant Operator	16.29
25070 - Stationary Engineer	18.50
25190 - Ventilation Equipment Tender	12.43
25210 - Water Treatment Plant Operator	16.29
27000 - Protective Service Occupations	
27004 - Alarm Monitor	12.46
27007 - Baggage Inspector	8.68
27008 - Corrections Officer	11.96
27010 - Court Security Officer	14.64
27030 - Detection Dog Handler	12.46
27040 - Detention Officer	11.96
27070 - Firefighter	13.65
27101 - Guard I	8.68
27102 - Guard II	12.46
27131 - Police Officer I	16.21
27132 - Police Officer II	18.02
28000 - Recreation Occupations	
28041 - Carnival Equipment Operator	9.86
28042 - Carnival Equipment Repairer	10.73
28043 - Carnival Equipment Worker	7.25
28210 - Gate Attendant/Gate Tender	12.73
28310 - Lifeguard	11.01
28350 - Park Attendant (Aide)	14.24
28510 - Recreation Aide/Health Facility Attendant	10.09
28515 - Recreation Specialist	12.20
28630 - Sports Official	11.34
28690 - Swimming Pool Operator	14.73
29000 - Stevedoring/Longshoremen Occupational Services	
29010 - Blocker And Bracer	16.85
29020 - Hatch Tender	18.07
29030 - Line Handler	18.07
29041 - Stevedore I	15.05
29042 - Stevedore II	17.28
30000 - Technical Occupations	
30010 - Air Traffic Control Specialist, Center (HFO) (see 2)	33.96
30011 - Air Traffic Control Specialist, Station (HFO) (see 2)	23.42
30012 - Air Traffic Control Specialist, Terminal (HFO) (see 2)	25.79
30021 - Archeological Technician I	14.84
30022 - Archeological Technician II	16.58
30023 - Archeological Technician III	22.39
30030 - Cartographic Technician	23.82

**ATTACHMENT J-3**

30040 - Civil Engineering Technician	21.48
30061 - Drafter/CAD Operator I	17.19
30062 - Drafter/CAD Operator II	19.46
30063 - Drafter/CAD Operator III	21.46
30064 - Drafter/CAD Operator IV	25.76
30081 - Engineering Technician I	15.87
30082 - Engineering Technician II	17.53
30083 - Engineering Technician III	19.69
30084 - Engineering Technician IV	23.86
30085 - Engineering Technician V	29.19
30086 - Engineering Technician VI	32.57
30090 - Environmental Technician	22.92
30210 - Laboratory Technician	21.81
30240 - Mathematical Technician	25.67
30361 - Paralegal/Legal Assistant I	17.05
30362 - Paralegal/Legal Assistant II	22.52
30363 - Paralegal/Legal Assistant III	27.56
30364 - Paralegal/Legal Assistant IV	33.36
30390 - Photo-Optics Technician	24.56
30461 - Technical Writer I	20.11
30462 - Technical Writer II	24.59
30463 - Technical Writer III	32.00
30491 - Unexploded Ordnance (UXO) Technician I	21.58
30492 - Unexploded Ordnance (UXO) Technician II	26.11
30493 - Unexploded Ordnance (UXO) Technician III	31.30
30494 - Unexploded (UXO) Safety Escort	21.58
30495 - Unexploded (UXO) Sweep Personnel	21.58
30620 - Weather Observer, Combined Upper Air Or	(see 3) 19.59
Surface Programs	
30621 - Weather Observer, Senior	(see 3) 21.78
31000 - Transportation/Mobile Equipment Operation Occupations	
31020 - Bus Aide	9.00
31030 - Bus Driver	13.80
31043 - Driver Courier	12.64
31260 - Parking and Lot Attendant	7.31
31290 - Shuttle Bus Driver	13.79
31310 - Taxi Driver	8.95
31361 - Truckdriver, Light	13.79
31362 - Truckdriver, Medium	15.10
31363 - Truckdriver, Heavy	15.66
31364 - Truckdriver, Tractor-Trailer	15.66
99000 - Miscellaneous Occupations	
99030 - Cashier	8.53
99050 - Desk Clerk	8.82
99095 - Embalmer	19.16
99251 - Laboratory Animal Caretaker I	8.42
99252 - Laboratory Animal Caretaker II	9.25
99310 - Mortician	25.81
99410 - Pest Controller	12.19
99510 - Photofinishing Worker	11.34
99710 - Recycling Laborer	11.54
99711 - Recycling Specialist	14.76
99730 - Refuse Collector	10.52
99810 - Sales Clerk	11.06
99820 - School Crossing Guard	9.76
99830 - Survey Party Chief	19.34
99831 - Surveying Aide	14.29
99832 - Surveying Technician	17.57
99840 - Vending Machine Attendant	11.07
99841 - Vending Machine Repairer	13.99
99842 - Vending Machine Repairer Helper	11.07

---

ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

ATTACHMENT J-3

HEALTH & WELFARE: Life, accident, and health insurance plans, sick leave, pension plans, civic and personal leave, severance pay, and savings and thrift plans. Minimum employer contributions costing an average of \$3.35 per hour computed on the basis of all hours worked by service employees employed on the contract.

VACATION: 2 weeks paid vacation after 1 year of service with a contractor or successor; 3 weeks after 8 years, and 4 weeks after 15 years. Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

HOLIDAYS: A minimum of ten paid holidays per year, New Year's Day, Martin Luther King Jr's Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4174)

THE OCCUPATIONS WHICH HAVE NUMBERED FOOTNOTES IN PARENTHESES RECEIVE THE FOLLOWING:

- 1) Does not apply to employees employed in a bona fide executive, administrative, or professional capacity as defined and delineated in 29 CFR 541. (See CFR 4.156)
- 2) APPLICABLE TO AIR TRAFFIC CONTROLLERS ONLY - NIGHT DIFFERENTIAL: An employee is entitled to pay for all work performed between the hours of 6:00 P.M. and 6:00 A.M. at the rate of basic pay plus a night pay differential amounting to 10 percent of the rate of basic pay.
- 3) AIR TRAFFIC CONTROLLERS AND WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am. If you are a full-time employed (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

HAZARDOUS PAY DIFFERENTIAL: An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard when working with or in close proximity to ordnance, explosives, and incendiary materials. This includes work such as screening, blending, dying, mixing, and pressing of sensitive ordnance, explosives, and pyrotechnic compositions such as lead azide, black powder and photoflash powder. All dry-house activities involving propellants or explosives.

Demilitarization, modification, renovation, demolition, and maintenance operations on sensitive ordnance, explosives and incendiary materials. All operations involving regrading and cleaning of artillery ranges.

A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard when working with, or in close proximity to ordnance, (or employees possibly adjacent to) explosives and incendiary materials which involves potential injury such as laceration of hands, face, or arms of the employee engaged in the operation, irritation of the skin, minor burns and the like; minimal damage to immediate or adjacent work area or equipment being used. All operations involving, unloading, storage, and hauling of ordnance, explosive, and incendiary ordnance material other than small arms ammunition. These differentials are only applicable to work that has been specifically designated by the agency for ordnance, explosives, and incendiary material differential pay.

\*\* UNIFORM ALLOWANCE \*\*

If employees are required to wear uniforms in the performance of this contract (either by the terms of the Government contract, by the employer, by the state or local law, etc.), the cost of furnishing such uniforms and maintaining (by

ATTACHMENT J-3

laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces the hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of \$3.35 per week (or \$.67 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations", Fifth Edition, April 2006, unless otherwise indicated. Copies of the Directory are available on the Internet. A link to the Directory may be found on the WHD home page at <http://www.dol.gov/esa/whd/> or through the Wage Determinations On-Line (WDOL) Web site at <http://wdol.gov/>.

REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE {Standard Form 1444 (SF 1444)}

Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnished the fringe benefits as are determined. Such conforming process shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. {See Section 4.6 (C) (vi)} When multiple wage determinations are included in a contract, a separate SF 1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

- 1) When preparing the bid, the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).
- 2) After contract award, the contractor prepares a written report listing in order proposed classification title(s), a Federal grade equivalency (FGE) for each proposed classification(s), job description(s), and rationale for proposed wage rate(s), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.
- 3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor,

**ATTACHMENT J-3**

for review. (See section 4.6(b)(2) of Regulations 29 CFR Part 4).

4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.

5) The contracting officer transmits the Wage and Hour decision to the contractor.

6) The contractor informs the affected employees.

Information required by the Regulations must be submitted on SF 1444 or bond paper.

When preparing a conformance request, the "Service Contract Act Directory of Occupations" (the Directory) should be used to compare job definitions to insure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination.



**ATTACHMENT J-1**

**Emergency Preparedness and Response** - The Contractor's obligation may include resolution of unusual or emergency situations. The Contractor may be required to assist NASA, within the general scope of work, but in currently unidentified ways, in preparation for, or in response to emergencies. Obligations under this requirement shall only arise when one or more of the criteria at FAR 18.001, enabling NASA to utilize "Emergency Acquisition Flexibilities", are met. If the emergency preparedness and response requirements result in changes to the contract, all contract adjustments will be processed in accordance with the Changes clause of this contract.

**ATTACHMENT J-1**

- a. Provide monthly reports in accordance with DRD 1292MA-008 to COTR designated personnel that explain status of service requests.
- b. Close each service request only after customer notification and acceptance.

**4.1.3 Customer Satisfaction Measurement / Customer Surveys**

The contractor shall develop, conduct, analyze, and report customer satisfaction surveys. Customer satisfaction attributes to be measured include, but are not limited to: timeliness and responsiveness, communications, professionalism, knowledge, ease of use of the service request system, and satisfaction with the trouble resolution process. In support of this requirement, the contractor shall:

- a. Ensure that surveys are automatically distributed to the customer when each service request is completed and at least once a quarter to a random sample of 25% of closed trouble tickets.
- b. Capture and compile the responses in an online database. The contractor shall summarize the number of surveys sent, responses received, action taken, and results in accordance with DRD 1292MA-008. The COTR and designated OCIO management team personnel shall be provided access to the online database.
- c. Execute and report an annual customer satisfaction/customer experience survey for major IT projects and services.
- d. Ensure that all solid utility measures, trusted supplier measures, and mission enabling measures of customer experience and customer satisfaction are solicited, assessed, integrated, and reported regularly as part of the OCIO performance scorecard.
- e. Provide services to plan, develop, test, deploy, and analyze customer surveys as requested by any MSFC organization.
- f. Develop and implement an integrated customer experience assessment methodology and conduct, analyze, and report the results of the annual customer experience assessment.

**4.1.4 Integrated Communications Planning**

The contractor shall provide communications planning services to ensure integrated, well-managed and effective OCIO communications with stakeholders and customers. In support of this requirement, the contractor shall:

- a. Develop, implement, and maintain a strategic and operational communications plan for the OCIO.
- b. Coordinate, execute, and monitor activities outlined in the communications plan.

**4.1.5 Customer Support Center**

The contractor shall receive, track, and resolve customer service problems for Tier 2 and 3 for MITS PWS areas in paragraphs 5.0-8.0. The contractor shall provide the service of Tier 1 support and problem routing for all MSFC managed or hosted services including Center unique services not in MITS, like Center Operations services. In performance of this requirement, the contractor shall:

- a. Operate an integrated customer support center 24 hours a day, 7 days a week.
- b. The customer support center will work cooperatively with other help desks to resolve all problems regardless of the initial determination of the origin of the problem.

PS33

MEMORANDUM FOR RECORD

SUBJECT: Change in Help Desk Requirement for Performance Work Statement for  
NNM09270570R

1. The OCIO notified the SEB on July 28, 2009, that a requirement for the contractor to provide Tier 1 support and problem routing for all MSFC managed or hosted services including Center unique services not in MITS, like Center Operation services should be included in the MITS solicitation/contract. It was explained that this service had been planned to be provided by the Enterprise Service Desk (ESD) contract that is part of I3P. It has now been determined that the ESD contract will not be in effect in time to handle the MSFC requirements on Feb 1, 2010 as had been planned. Therefore, MITS should include it.
2. The SEB held a meeting on July 31, 2009 with the civil servant who is the Technical Monitor for the service desk. It was determined that due to the fact that many who would normally call the service desk for Tier 1 will probably call our MSFC Help Desk number and that it would have been a gradual decrease in calls as the customer base is retrained via outreach to call the ESD directly.
3. In the above meeting, it was noted that the workload indicators in Section L-B (Background and Historical) were inclusive of all calls, including Tier 1, for the periods noted.
4. Therefore, it was determined that this negligible change in requirement to PWS 4.1.5 only required a clarifying update to remove the reference to an Agency-wide Service Provider.

Wayne T. Harmon  
Contracting Officer