

INTERAGENCY AGREEMENT NUMBER 02-IA-11132424-008

**Between the
U.S. ARMY CORPS OF ENGINEERS
of the
UNITED STATES DEPARTMENT OF ARMY
and the
FOREST SERVICE
of the
UNITED STATES DEPARTMENT OF AGRICULTURE**

This Interagency Agreement (IA) is made and entered into by and between the U.S. Army Corps of Engineers, hereinafter referred to as the CoE, and the Department of Agriculture Forest Service, hereinafter referred to as the FS. The work described in this IA is authorized under the provisions of the Land and Water Conservation Fund Act of 1965, as amended (16 U.S.C. 4601-6a (f)), the Economy Act of June 30, 1932, as amended (31 U.S.C. 1535), and special legislation contained in Section 206 of PL106-541 (Dec 11, 2000).

I. PURPOSE.

On October 25, 1995, four Federal agencies signed an Interagency Agreement (1995-IA) that established the mandate to develop and implement an interagency national recreation reservation service. These agencies are: CoE; FS; and the Department of Interior, National Park Service (NPS) and Bureau of Land Management (BLM). The NPS subsequently withdrew from participation, although they remain a signatory to the 1995-IA. The BLM elected not to participate during the start-up of the reservation service. Under the broad guidance of the 1995-IA, the CoE and FS proceeded to develop and implement the National Recreation Reservation Service™ (NRRS). A service contract for this new service was awarded under FS contract regulations, to Park.Net on September 23, 1997.

The purpose of this IA is to supplement the 1995-IA by providing a:

- Management structure for the effective administration of NRRS contract and reservation program within the agencies.
- Policy and process for funding and distributing NRRS management costs between the participating agencies.

II. DEFINITIONS.

- **Agency Specific Costs.** These are costs that are incurred, funded and borne by each participating agency for agency specific support to the NRRS.

- **Joint Costs.** These are costs that are shared among all of the participating agencies to support the management of the overall NRRS program.
- **Start-up Costs.** These are the implementation costs involved with adding a new agency to the reservation service. These are above and beyond the budgeted joint costs for the NRRS.
- **Transaction.** A customer reservation, change, cancellation or a "no-show" record processed by any sales channel, e.g., Call Center, Internet, Field Location, or Future, to the contractor's central reservation system.

III. NRRS MISSION AND OBJECTIVES.

A. Mission. To provide an innovative, easy way for the public to reserve Federal recreation facilities and activities.

B. Objectives. The objectives are to:

- Provide high-quality "one stop" reservations service to the public.
- Emulate other commercial reservation systems and reservation/tourism industry service standards.
- Provide a "customer-driven" service throughout the design, implementation and operation phases that focuses on meeting customers' needs.
- Market Federal recreation opportunities at existing recreation areas and facilities.
- Respond to agency needs.

C. Guiding Principles. These principles serve to provide implementing guidance for the mission and objectives listed above. They are contained in Attachment 1 of this agreement.

IV. INTERAGENCY CONTRACT MANAGEMENT.

A. Management Structure. The management of the NRRS is much broader than administering a service contract. It requires coordination between all participating agencies on recreation policy, the adoption of standard operating procedures for the effective delivery of reservation services to the public and financial management to safeguard Federal funds. The management structure to accomplish these tasks is shown in Attachment 2.

B. Interagency Oversight Council (IOC). The IOC is composed of the CoE, Chief of Operations Division, Directorate of Civil Works, the FS Director, Recreation Heritage and Wilderness Resources, and a headquarters staff member from each agency. The FS Deputy Chief, Business Operations or representative will advise on issues regarding financial and contract management. The IOC will meet quarterly or as needed to assure adequate oversight and interagency coordination for the NRRS.

C. Contracting Officer (CO). The CO is responsible for the overall management of contractor-provided services under the NRRS contract and the acquisition of any supporting or follow-on contract(s).

D. NRRS Contract Management Office (NCMO). The Contracting Officer's Representative (COR) and Interagency Program Manager are responsible to and receive general policy guidance from the IOC on the management of the NRRS. The FS CO provides specific direction on all contracting issues and the FS Director of Financial Management provides direction on financial management issues.

The NCMO is responsible for implementing and managing the NRRS contract on a day-by-day basis. The staff monitors the contractor's work performance and provides a full service financial management function for the participating agencies. NCMO staff work directly with participating agencies to provide effective reservation services to the public. The COR/Interagency Program Manager oversee(s) these tasks with the support of the NCMO staff, agencies' Contracting Officer's Technical Representatives (COTRs), and Implementation and Operations Support Teams.

E. Implementation and Operations Support Teams.

1. Implementation Teams. These teams function during the start-up of the contract and during the addition of other Federal agencies. These teams may include: Field Support, Operating Procedures, Performance Measurements, Site Mapping and Special Issues.

2. Operations Support Teams. These teams will support the NCMO office over the length of the contract and will function on an "as-needed" basis. Each agency will have at least one person designated to be available to assist the NCMO in resolving agency issues throughout the life of the contract. These teams include: Accessibility, Boundary Waters Canoe Area Wilderness, Field Reports, Field Reservation Program, Finance, Inventory, Internet Sales Channel, Marketing and Technology. New teams may be formed per direction of the IOC.

V. PARTICIPATING AGENCIES.

It is mutually agreed and understood by and between each of the participating agencies that:

A. Forest Service. The Forest Service will provide:

1. Service Contracting. Develop, award and administer a national service contract to support the recreation reservation service requirements of participating agencies, as specified in this IA.

2. Contracting Officer. Provide a CO and a COR for the administration of the NRRS contract.

3. NCMO Staffing. Provide the necessary personnel staffing and support at the NCMO. The COR will provide supervision for all personnel assigned to the NCMO office. Current NCMO staffing consists of six (6) approved FTE's.

4. Personnel. The COR position will be selected from a list of candidates by the Interagency Oversight Council and a recommendation will be provided to the selecting official for processing. The COR will either make or recommend other personnel selections for vacancies at the NCMO. The NCMO staff work under Forest Service personnel rules. However, personnel on interagency detail to this office will retain their position within their home agency. The number and composition of the NCMO staff will be determined by the COR. Proposed changes in the staffing will be presented in the Annual Management Plan (Attachment 3).

5. Financial Management. Provide all financial management for the NRRS:

- Reconcile all financial transactions performed by the contractor and the Designated Bank.
- Process all contractor payments and the distribution of NRRS funds to the Agencies, or other designated parties, e.g., concessionaires, lessees.
- Manage funds that support the operation of the NCMO throughout each Fiscal Year (FY) cycle.

B. Corps of Engineers. The CoE will provide:

1. Interagency Program Manager. Provide on an interim basis (as approved by the IOC) an experienced staff member to assist the COR with overall management of the NRRS program.

2. Technology Infrastructure. Provide, maintain and upgrade throughout the life of this IA, specifically identified components of technology infrastructure (hardware, software, support, telecommunications, etc.) necessary to support the operation of the NCMO. The current level of technology support and changes to these services will be documented in the Annual Management Plan (Attachment 3).

C. Forest Service, Corps of Engineers and Other Participating Agencies Will:

1. Contract Management Structure. Actively participate in and support the NRRS contract management structure as described in paragraph IV above, by:

a. Agency Leadership. Designating a senior, agency headquarters representative who will serve on the IOC in developing policies for the NRRS.

b. Agency Staff. Designating a headquarters staff coordinator to represent the agency's perspective on operational issues.

c. Working Relationship. Working closely and effectively with the COR/Interagency Program Manager, the NCMO staff and agency personnel at all levels to develop, implement and maintain an effective NRRS service for all customers.

d. Contracting Officer's Technical Representative (COTR). Selecting an individual to serve as COTR. This individual will represent agency issues and work with the COR and COTR's from other participating agencies. This individual will also work with agency headquarters and field personnel, concessionaires and lessees to identify and resolve contractual and recreation reservation management issues.

e. Implementation and Operations Support Teams. Providing adequate staffing as needed for these teams. The leaders and members of these teams will receive direction and coordination from the COR/Interagency Program Manager.

2. Financial Support. Provide appropriate funding to support the agency's participation in the NRRS as follows:

a. Contracting Officer. Provide funds as approved by the IOC in the Annual Management Plan each FY for the CO's travel expenses related to the administration of the NRRS contract.

b. Funding. Based on the budget data provided in the Annual Management Plan (Attachment 3), each participating Agency will transfer funds to a FS NCMO account, for the pro rata share of the joint costs to support the operation of the NCMO.

1) Nine Months Prior to the Fiscal Year (FY). The COR/Interagency Program Manager will make a budget estimate based on both the amount of work that the NCMO will perform for each of the participating agencies and the estimated number of transactions to be processed for each agency. The workload and transaction estimate will be converted into a percentage of the total NCMO operations and maintenance budget for each participating agency.

2) Three Months Prior to the FY. The FS will provide all participating agencies the Economy Act billing documents for review and processing.

3) Beginning of the FY. Each Agency will provide funds for its share of the NCMO budget within thirty (30) working days of the date the agency receives the authority to disburse annual appropriations.

4) End of the FY. At the close of each FY, an audit will be conducted to compare estimated and actual costs for reconciliation. The actual pro-rata share of the joint cost work will be calculated based on the actual number of transactions processed through NRRS and the actual workload performed for each agency.

5) Overhead Costs. Under the Economy Act, Interagency Agreements are to include the total estimated cost of the project including direct and indirect or overhead costs. The first two years of NCMO operations, ten percent overhead charges were assessed. However, all costs borne to manage the NRRS contract are listed in the NRRS budget as direct costs except for processing financial information through the Forest Service financial system and the National Finance Center. Beginning in FY 2001, the cost per annum for financial services will be assessed and allocated to each agency per the percent breakout of contract transactions. Costs for financial processing will be defined as a direct cost of contract management and neither overhead nor indirect costs will be assessed.

VI. ANNUAL MANAGEMENT PLAN.

Agency representatives will provide the COR/Interagency Program Manager with Agency specific details on the implementation and continued operations of their part of the NRRS, prior to the beginning of each FY. The COR/Interagency Program Manager will use this information along with financial and budget data, information on contractor performance and an assessment of the NCMO needs to develop an Annual Management Plan. This plan will be provided to the IOC by December 15 each year, for review and approval. If there is a significant change to this plan, the COR may submit a mid-year revision to the IOC for approval. This plan and any amendments will become Attachment 3 to this agreement. This plan will consist of three parts:

- Previous FY summary of personnel resources supporting the NRRS program including the NCMO staffing, COTR's and the Implementation/Operations Support Teams. It will include the operations and maintenance of the NCMO, as well as the final expenditure report for the prior FY.
- Current FY identification of any projected changes in personnel resources, changes in technology support, changes in the operations and maintenance of the NCMO and the estimated financial resources needed to support the operations of the NRRS throughout the current FY.
- Preliminary estimate of resources (personnel and funding) needed for the next FY.

VII. ANNUAL PERFORMANCE REPORT.

The NCMO will provide each participating agency a report on the NRRS activities during the previous FY, by January 31 each year. This report details the performance of the reservation service as a whole and includes:

A. Operations. Totals showing number of reservations and transactions processed by Contractor for each of the sales channels (Call Center, Internet, Field Locations and Future) during the previous FY.

B. Financial. Final Financial Statement for the NRRS as a whole and for each participating agency for the previous FY. It includes at a minimum the:

- Total revenues generated through the sale of reservation services by the Contractor.
- Total costs for providing reservation services.

C. Performance Measurements. Data on customer satisfaction and overall Contractor performance.

D. Trend Analysis. Comparison of the current year performance with the contractor's yearly performance from the beginning of the contract.

VIII. ADDING NEW FEDERAL AGENCIES.

The NRRS is designed to provide recreation reservation services for any Federal land management agency that wants these services. These Federal agencies may join the NRRS by:

A. Formal Request. Submitting a formal request to the Interagency Oversight Council to become a member of the NRRS. The request will be followed by the Federal agencies:

1. Accepting the IA. Accepting the provisions of and becoming a signatory to this Interagency Agreement.

2. Annual Management Plan. Working with the COR and the participating agencies to revise the Annual Management Plan to address additional personnel requirements, define Implementation and Management Team members, and establish the time line and milestones for implementation of the service.

3. Personnel. Providing a senior agency headquarters person and staff member to participate on the IOC.

4. Financial Management. Providing funding according to the following:

a. Start-up Costs. Provide funding for all start-up costs associated with adding a new agency to the NRRS. These costs will not include the initial contract procurement and implementation costs previously incurred by the NRRS.

b. On-going Financial Support. Provide funds for the pro-rata share of the joint costs in accordance with paragraph V.C.2. above and the revised Annual Management Plan. Provide funds for agency specific costs; e.g., the agency COTR, and Implementation and Operations Support Team members.

B. Approval. The IOC will review the application to participate in the NRRS and document an approval decision by a signed addendum to this IA.

IX. OBLIGATIONS AND LIABILITIES.

A. Financial Liability. The projected costs to the participating agencies for this agreement is estimated in the Annual Management Plan (Attachment 3). The final distribution of joint costs will be based on actual expenditures at the end of each fiscal year. The FS will prepare a Bill for Collection and forward it to other participating agencies. Participating agencies will transfer funds to FS through the U.S. Department of Treasury electronic funds transfer process.

A detailed list of charges incurred will be made available upon request. Agency funds will be retained by the FS until a final accounting is made. Unexpended funds will be returned to participating agencies at that time.

When financial requirements arise that are unbudgeted; e.g., a contractor claim, or significantly over-budget, the COR will request approval from the IOC to expend additional NRRS funds. The NCMO operating budget will be revised accordingly.

Should an agency withdraw from this agreement, a final audit will be conducted, and unexpended funds remaining will be refunded to that agency.

B. Obligations. Nothing herein, shall be considered as obligating the agencies to expend or as involving the United States in any contract or other obligations for the future payment of money in excess of funding approved and made available for payment under this instrument and modifications thereto.

X. AUDIT OF THE NRRS.

A FS Financial Management Services audit representative will conduct an annual audit of the NRRS program after the close of the FY. The annual audit report will be provided to the IOC.

Additionally, each participating agency reserves the right to request an independent audit of the NRRS at any time. A participating agency will request the audit through the IOC. The IOC will coordinate the request with the COR to assure the minimum disruption of NCMO and/or contractor services.

XI. AGREEMENT MODIFICATIONS.

Modifications to this IA will be made by mutual consent of all participating agencies through the issuance of a written modification, signed and dated by all participating agencies. Changes will take effect on the date of the last signature.

XII. DURATION OF AGREEMENT.

This IA is effective as of the last date shown below and will remain in full effect for all of the participating agencies until one of the following occurs:

A. Withdrawal. An agency may withdraw from the NRRS by providing two (2) years of advance notice to the remaining agencies. This notice will be within one month of the beginning of the FY. If this occurs, this IA will remain in full effect for all of the remaining participating agencies.

B. Early Withdrawal. In the event that an agency requests to withdraw from the NRRS without providing a full two (2) year advance notice, the agency will be assessed the costs of any related contractor claims.

C. Termination of Services. If in the future the Forest Service desires to terminate Federal recreation reservation services under the NRRS, the Forest Service as the lead Agency, will provide the other participating agencies with a minimum three (3) years advance notice of their proposed date to terminate this IA.

D. Expiration Date. This IA will be reviewed and renewed by the participating agencies on or before December 31, 2007, or it will expire.

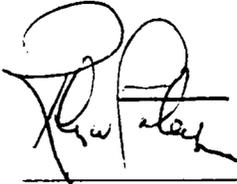
XIII. PRINCIPAL CONTACTS.

USDA FOREST SERVICE
Director, RH&WR
RHWR 4 CEN
Forest Service
1400 Independence Ave.
Washington, DC 20050
Telephone 202-205-1423

U.S. ARMY CORPS OF ENGINEERS
Attn: Chief, CECW-ON
U.S. Army Corps of Engineers
441 G Street NW
Washington, DC 20314-1000
Telephone 202-761-4751

Specific Points of Contact will be defined in Annual Management Plan.

IN WITNESS THEREOF, the participating Agencies hereto have executed this agreement as of the last date written below.



DALE BOSWORTH
Chief
USDA Forest Service

Date: 4-30-02



ROBERT B. FLOWERS
Lieutenant General, U.S. Army
Commanding

Date: 27 MAR 02

Attachments:

- 1 - Description of the NRRS
- 2 - Organization Chart for the NRRS
- 3 - Annual Management Plan

Attachment 1.

DESCRIPTION OF THE NATIONAL RECREATION RESERVATION SERVICE™ (NRRS)

I. NRRS GUIDING PRINCIPLES.

The guiding principles for the NRRS™ are designed to provide the public the service defined in the NRRS mission and objectives statements. These principals provide:

- Multiple ways for the public to access the NRRS™ for reservations including: toll-free access to a Call Center; Internet sales of reservations; reservations sales at selected Field Locations equipped with computers and communication to the NRRS™; and capability for adding Future Sales Channels, e.g., kiosks, third party services; etc.
- Comprehensive performance measurements that provide an incentive for contractor performance above the established level and disincentive for poor performance.
- Opportunity for other Federal agencies to join the NRRS™ and use the contractor-provided services without additional procurement costs.
- Focus the contractor's efforts towards completing reservations for the customer with a secondary purpose of providing information on recreation facilities and activities related to the NRRS™ inventory.
- Referral service to other NRRS™ facilities and activities, without regard to agency, for customers who are not able to reserve their first choice.
- "User paid" service.
- Long-term service contract that minimizes the life-cycle costs for reservation services.
- State-of-the-art reservation services in the following areas: facilities, personnel, marketing materials, equipment, telecommunications, and extensive reporting capabilities. Capability to refresh services and technology throughout the term of the contract.
- Customer Service Desk and agency Help Desk to resolve customer service questions and/or issues.
- Improved financial practices through Federal management of all funds processed by the contractor.

- Improved business practices by having a Standard Operating Procedure for public use of participating Federal recreation facilities and activities.
- Full-time management to monitor the contractor's performance and overall program implementation.
- Access for persons with disabilities to all sales channels.

II. CUSTOMERS OF THE NRRS.

The NRRS has three major customers:

- The general public.
- Field personnel at participating recreation sites nationwide, managed or administered by the NRRS agencies.
- Participating agencies, each of which has specific management objectives that must be accomplished within the overall framework of the NRRS program.

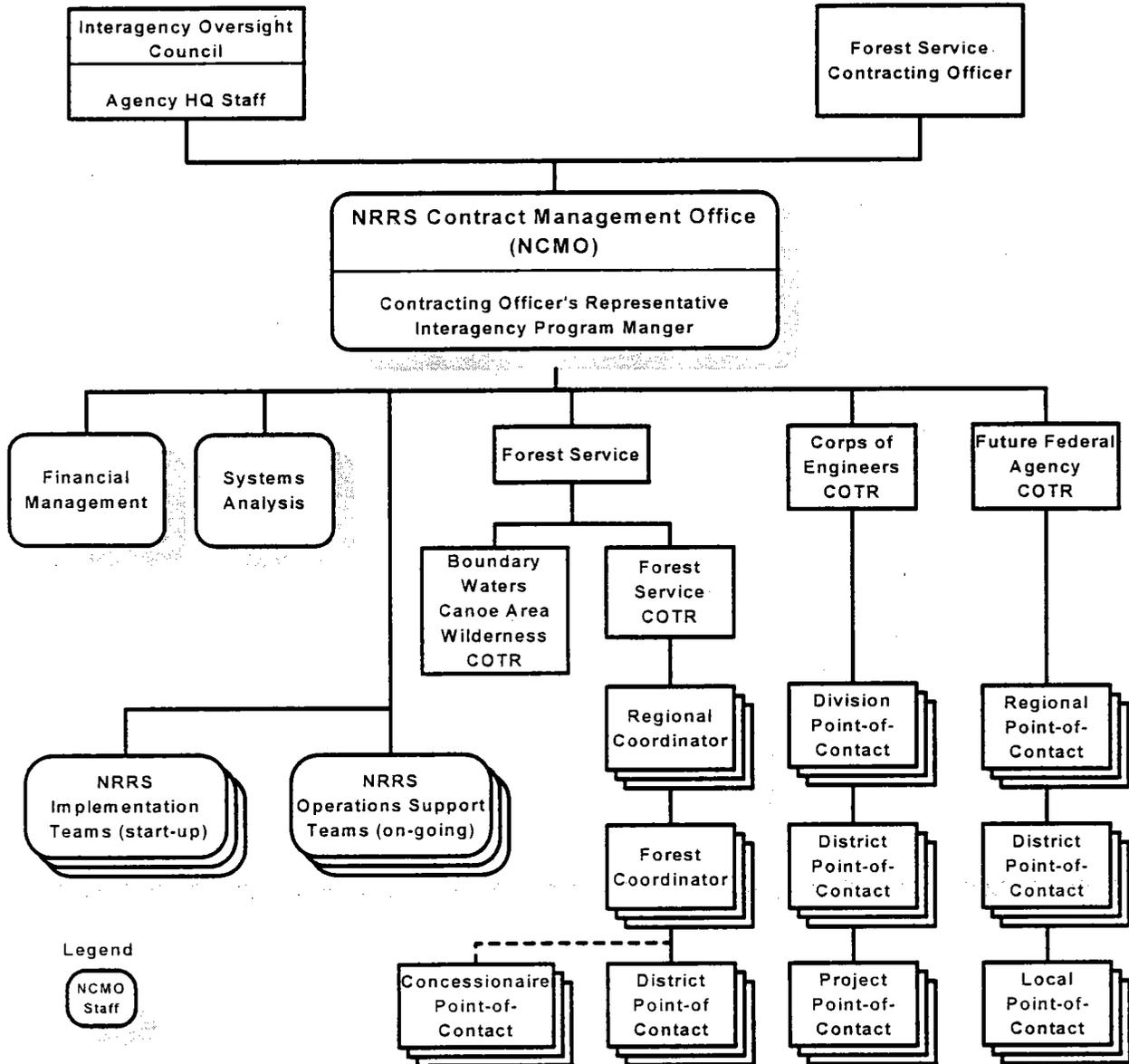
III. RELATIONSHIP BETWEEN PARTIES.

The NRRS™ integrates a wide variety of Agencies, private sector organizations, Contractor-provided service components, and other parties that work together to provide quality reservation services to the public. The reservation service contractor is at the center of these parties and performs an integrating function so that the public, field personnel, and agencies and their concessionaires/lessees receive a seamless, quality reservation service. Elements include:

- Financial bankcard and lockbox services provided by the Designated bank.
- Internet e-commerce.
- Long-distance telecommunications and data communications services.
- Contractor-provided reservation service components.
 - System Operations.
 - Technology Infrastructure.
 - Sales Channels.
- NCMO staff.
 - Financial management data, reports, reconciliation and distributions.
 - Performance measurements.

Attachment 2 Organization Chart for the NRRS

1. Organization Chart for the Management of the NRRS.



Attachment 3

NRRS Annual Management Plan

A. Previous FY. A presentation of resources supporting the NRRS program including: the NCMO staffing, facilities, technology infrastructure, COTR's, the Implementation and Operations Support Teams and the final accounting for NCMO financial activities.

B. Planned Operations for the Current FY. Provide any projected changes in resources to include: personnel, financial, technology infrastructure and facilities needed to support the operations and maintenance of the NCMO through the FY.

C. Resource Estimate. A preliminary estimate of resources (personnel and funding) needed for the next FY.