SECTION C - STATEMENT OF WORK

1. Scope

Indepe[129]ndently and not as an agent of the Government, the Contractor shall furnish all the necessary services, qualified personnel, material, equipment, and facilities, not otherwise provided by the Government as needed to perform the Statement of Work below:

2 Requirements

2.1 The contractor shall provide program management, project control, and contract administration necessary to manage the contract process so that cost, schedule and quality requirements are tracked, communicated to the COR. The COR is located in the Strategic Sourcing and Data Analysis Branch.

2.2 The contractor shall comply with all applicable federal standards, laws, codes, regulations policies, and statutes applicable to performance of this contract.

2.3 The contractor shall possess the following knowledge and experience:

a. Familiarity with supply and property inventory policies.

b. Understanding of supply management.

c. Knowledge of property cataloging processes and data.

d. Knowledge of financial accounting policies and financial tracking systems.

e. Knowledge of SharePoint, SharePoint Designer, Visio, SPSS, and SAS.

f. Experience in the design, development, and deployment of Dashboards and related tools.

g. Experience with succession program management.

h. Experience with workforce planning and development.

i. Experience with instructional design, training management, and facilitation.

j. Experience with business process improvement methodologies.

k. Experience with organizational diagnosis and intervention techniques.

2.4 The contractor's Project Manager, or an appropriate designee, shall meet monthly with the COR to discuss task areas and any problems; and, to determine future tasks to be undertaken, meetings to be attended, and persons to be contacted on a weekly basis. The contractor shall record and forward to the COR any risks identified in the meeting, issues discussed in the meeting, the decisions rendered and the action items for each meeting member to address, within 5 working days after each meeting. This will include any risk handling activities and mitigation strategies.
2.5 Attend relevant planning meetings, teleconferences, conferences, and forums as directed by the COR.

2.6 Prepare agendas, minutes, briefings, speeches, papers, letters, manuals, job aids, or other documents at the request of the COR.

2.7 Design, develop, and deploy dashboards and related tools.

2.8 The contractor shall develop and maintain components of task project schedules for tracking the task/ sub-tasks specifically identified by the COR. The contractor shall enter their portion of the task or sub-task project schedule into a database specified by the COR within 10 days of the start of a new task or sub-task. The contractor shall update the project schedule monthly with percentage of work completed, schedule date changes, or other schedule changes as requested by the COR.

2.9 The contractor shall prepare monthly status reports. Each status report shall provide the status of each task area that was worked on, or was scheduled to be worked on, during the reporting period. Each status report shall also document any problems encountered and how they were, or will be, resolved. Each report shall also document the contractor’s plans for the next reporting period, including expected accomplishments, anticipated problems and projected solutions. The contractor shall deliver status reports by the tenth “working day of each month following the first full month of task order performance.

2.10 The contractor will submit a written report on an annual basis detailing the work that has been accomplished.

2.11 The contractor shall perform cataloguing

3 Tasks Areas

3.1 Task Area 1: Financial Analysis, Business Solutions, and Acquisition Lifecycle Support

The contractor shall use existing NIH Financial systems and data, to conduct in depth financial analyses and make recommendations on financial improvements. The contractor shall provide a full range of acquisition support services at the request of the COR.

A non-exhaustive list of examples of the type of work to be performed under this task area is:

a. Provide financial and inventory management analytics.

b. Provide support for logistics management activities, including: revenue forecasting, supply/demand analysis, and breakeven analysis.

c. Work in collaboration with the COR to develop inventory, transportation, property, and other metrics.

d. Provide support for traffic management, and data warehousing.
e. Work in collaboration with the COR to track actual and budgeted costs.

f. Work in collaboration with the COR to perform cost allocations.

g. Work in collaboration with the COR to track supply chain activity costs.

h. Work in collaboration with the COR to identify resource burdens, and determine specific areas for improvement.

i. Provide cradle to grave acquisition assistance for the full acquisition lifecycle, including pre-solicitation, contract administration and contract closeout support.

3.2 Task Area 2: Business Process Improvement and Organizational Assessment

The Contractor shall work in collaboration with the COR to apply business process improvement methodologies, including Lean Six Sigma (LSS), in order to identify opportunities for process improvement initiatives and organizational and cultural change processes.

A non-exhaustive list of examples of the type of work to be performed under this task area is:

a. Work in collaboration with NIH staff to develop the Strategic Plan.

b. Work with the COR to identify, select, and align business process improvement projects to strategic objectives.

c. Train NIH personnel in LSS, including Project Sponsor, Executive Awareness, Black Belt, Green Belt, and White Belt modules.

d. Serve on a LSS certification board.

e. Coach and mentor Black Belt, and Green Belt candidates through certification.

f. Lead selected complex business process improvement efforts, including LSS projects, at the request of the COR.

g. Conduct post LSS training evaluation and reinforcement projects.

h. Lead LSS user groups, electronic forums, and brown bag sessions at the request of the COR.

i. Conduct periodic LSS refresher training at the request of the COR.

3.3 Task Area 3: Communication and Training

The Contractor shall provide expert communications, outreach, and training support. Any applicable communication, outreach, and training materials will be provided to the Government in both paper and soft copy. A non-exhaustive list of examples of the type of work to be performed under this task area is:
NIHBPSS Statement of Work

a. Work in collaboration with the COR to develop and implement an outreach strategy and plan.

b. Plan and conduct branding initiatives at the request of the COR.

c. Work in collaboration with the COR to develop target messages and strategies.

d. Plan and facilitate work sessions at the request of the COR.

e. Work in collaboration with the COR to develop training plans and supporting business cases.

f. Conduct staff training needs assessments and competency identification projects; design, develop, and conduct training; design and develop course materials.

g. Work in collaboration with the COR in the selection of delivery methods (classroom, workplace, and e-learning).

h. Work in collaboration with the COR to identify low-cost or no-cost training opportunities; plan, develop, and conduct professional development brown bag sessions.

i. Work in collaboration with the COR to develop training designs, communication plans, implementation plans, and training calendars; conduct training reviews and evaluations.

j. Work in collaboration with the COR to develop strategy, including prioritized needs based on mission; timeframe/milestones; assessment of the gap between available free training and need.

k. Work in collaboration with the COR to conduct in-depth cost analyses.

l. Work in collaboration with the COR to develop strategy-based metrics.

3.4 Task Area 4: Program Planning and Management Services

The Contractor shall provide program planning and management support at the request of the COR. The Contractor shall also provide performance management, and analytics and studies support. A non-exhaustive list of examples of the type of work to be performed under this task area is:

a. Provide program planning, development and evaluation services.

b. Provide workforce planning, resource management, and risk management support.

c. Work in collaboration with the COR to develop, manage and evaluate the NIH Succession Management Program.

d. Provide conference and meeting services.

e. Provide project management support services.
f. Provide tracking and monitoring support.

g. Perform coordination activities.

h. Provide survey services.

3.5 Task Area 5: Supply Chain Management

The Contractor shall provide a full range of supply chain management support. A non-exhaustive list of examples of the type of work to be performed under this task area is:

a. Provide supply chain and transportation management advice and support.

b. Work in collaboration with the COR to manage supply operations.

c. Work in collaboration with the COR in integrating supply chain processes including e-commerce, e-business, information technologies, warehousing and distribution channel management to enhance efficiencies and customer value.

d. Implement a set of integrated supply chain capabilities that support the "Supplier of Choice" strategy.

e. Work in collaboration with COR to ensure high levels of customer service, appropriate use of capacity, management of obsolete inventory, and integration with other functional areas including inventory management and acquisitions.

f. Provide support for sourcing and supplier management.

g. Provide inventory management support.

h. Provide support for supplier performance monitoring as well as supplier diversity to maintain compliance with NIH acquisition policies.

i. Design, implement, and execute a formalized sales and operations planning process to efficiently improve demand forecast accuracy, identify organizational 'trade-off' decisions, publish performance indicators and targets, and develop clear policies to guide planning decisions and standardization.

j. Evaluate, recommend, and implement supporting technologies.

3.6 Task Area 6: Asset Management

The Contractor shall work in collaboration with the COR in the management of all aspects of the NIH personal property program. A non-exhaustive list of examples of the type of work to be performed under this task area is:

a. Work in collaboration with the COR to develop and recommend property policies and procedures.

b. Work in collaboration with the COR in the resolution of audit reports.
c. Work in collaboration with the COR to define customer requirements.

d. Design and develop various goal-based project plans.

e. Work with the COR to develop a strategy to measure customer satisfaction.

f. Conduct in depth financial analyses.


g. Conduct various property management studies including qualitative and quantitative studies to assess effectiveness and to identify non-value added operations, interactions, bottlenecks and control strategies.

h. Work in collaboration with the COR to monitor the Government Performance and Results Act (GPRA) goals.

i. Work in collaboration with the COR in the coordination of decentralized personal property management activities including IC property management evaluations.

j. Work in collaboration with the COR to conduct NIH logistics Functional Reviews in all areas of property.

3.7 Task Area 7: Policy Development, Implementation, and Administration

The contractor shall provide written policy development support at the request of the COR. A non-exhaustive list of examples of the type of work to be performed under this task area is:

a. Work in collaboration with the COR to identify policy needs, issues, and problems.

b. Recommend policy actions and assist in policy implementation, administration, and oversight. Policy oversight shall include an evaluative component to ensure that policies accomplish established goals. Policies shall be stated with room for adjustment to fit special circumstances.

c. Examine existing policies in order to make recommendations for revisions and improvements.

d. Perform additional policy development tasks at the request of the COR.

3.8 Task Area 8: System Integration Work

The Contractor shall coordinate with all elements of NIH in order to ensure successful system integration of any new enhancements. The Contractor shall also provide personnel proficient in Oracle to identify system gaps, make recommendations and coordinate fixes as needed.

The contractor shall help the NIH implement administrative improvements and workflow automation establishing an agile IT platform that is scalable to meet the needs of large organizations, highly-distributed business operations, and diverse user communities. The team will take an enterprise approach including clearly understanding the broad business drivers and strategic vision of the organization as part of defining technical requirements and assessing appropriate tools and
technologies to support workflow automation and organizational change. From this vantage point, they will assist the NIH in deploying the most appropriate technology solution(s) that: 1) establishes a digitized process development platform that supports workflow design and enhancements; 2) provides business intelligence and performance metrics for effective decision-making; and 3) integrates with existing (and future) IT investments across the enterprise.

ARTICLE C.2. TASK ORDER REPORTING REQUIREMENTS

All reports required herein shall be submitted in electronic format. In addition, one hardcopy of each report shall be submitted to the Task Order Contracting Officer (TO CO).

All electronic reports submitted shall be compliant with Section 508 of the Rehabilitation Act of 1973. Additional information about testing documents for Section 508 compliance, including guidance and specific checklists, by application, can be found at: http://www.hhs.gov/web/508/index.html under "Making Files Accessible."

All paper/hardcopy documents/reports submitted under this contract shall be printed or copied, double-sided, on at least 30 percent post-consumer fiber paper, whenever practicable, in accordance with FAR 4.302(b).

TECHNICAL REPORTS

1. Monthly Progress Report

This report shall include a description of the activities during the reporting period, and the activities planned for the ensuing reporting period. The first reporting period consists of the first full month of performance plus any fractional part of the initial month. Thereafter, the reporting period shall consist of each calendar month.

The first report shall be due on/before the 5th calendar day after the first full month of the contract. Thereafter, reports shall be due on or before the tbd Calendar day following each reporting period.

2. Weekly Progress Reports

This report shall include a description of the activities during the reporting period, and the activities planned for the ensuing reporting period. The first reporting period consists of the first full week of performance plus any fractional part of the initial week. Thereafter, the reporting period shall consist of each calendar week.

The first report shall be due on/before the 5th calendar day after the first full week of the contract. Thereafter, reports shall be due on or before the 5 day following each reporting period.

3. Quarterly Progress Report

a. This report shall include a [summation of the monthly progress reports/a description of the activities during the reporting period] and the activities planned for the ensuing reporting period. The first reporting period consists of the first full three months of
performance including any fractional part of the initial month. Thereafter, the reporting period shall consist of three full calendar months.

b. A monthly report will not be submitted for the final month of the quarter.

c. The first report shall be due TBD per Task Order. Thereafter, reports shall be due on or before the tbd Calendar day following each reporting period.

4. **Semi-Annual Progress Report**

   a. This report shall include a [summation of previously submitted monthly and/or quarterly reports/a description of the activities during the reporting period] and the activities planned for the ensuing reporting period. The initial report will be submitted for the first full six months of the contract performance including any fractional part of the initial month. Thereafter, the reporting period shall consist of six full calendar months.

   b. Monthly and/or quarterly reports will not be submitted the month the semi-annual report is due.

   c. The first report shall be due TBD per Task Order. Thereafter, reports shall be due on or before the tbd Calendar day following each reporting period.

5. **Annual Progress Report**

   This report shall include a summation of the results of the entire contract work for the period covered. An annual report will not be required for the period when the Final Report is due. A Monthly Report shall not be submitted when an Annual Report is due.

   The first report shall cover the period TBD per Task Order through TBD per Task Order of this contract and shall be due [on TBD per Task Order/within 30 days after the Anniversary Date of the Contract.] Thereafter, reports shall be due on or before the tbd Calendar day following the reporting period.

   The Contractor shall provide the Contracting Officer with TBD copies of the Annual Progress Report in draft form [in accordance with the DELIVERIES Article in SECTION F of this Contract/ TBD Calendar days prior to the delivery date for the Final Version of the Annual Report.] The Contracting Officer's Representative (COR) will review the draft report and provide the Contracting Officer with comments within TBD Calendar days after receipt. The Annual Progress Report shall be corrected by the Contractor, if necessary and the final version delivered as specified in the above paragraph.

6. **Final Report**

   This report shall consist of the work performed and results obtained for the entire contract period of performance as stated in SECTION F of this contract. This report shall be in sufficient detail to describe comprehensively the results achieved. The Final Report shall be submitted on or before the last day of the contract performance period. A/An Annual report shall not be required for the period when the Final Report is due.
a. **Other Reports/Deliverables**

1. **Source Code and Object Code**

   Unless otherwise specified herein, the Contractor shall deliver to the Government, upon the expiration date of the contract, all source code and object code developed, modified, and/or enhanced under this contract.

2. **Information Security and Physical Access Reporting Requirements**

   The Contractor shall submit the following reports as required by the INFORMATION AND PHYSICAL ACCESS SECURITY Article in SECTION H of this contract. Note: Each report listed below includes a reference to the appropriate subparagraph of this article.

   a. **Roster of Employees Requiring Suitability Investigations**

      The Contractor shall submit a roster, by name, position, e-mail address, phone number and responsibility, of all staff (including subcontractor staff) working under the contract who will develop, have the ability to access, or host and/or maintain a Federal information system(s). The roster shall be submitted to the Contracting Officer’s Representative (COR), with a copy to the Contracting Officer, within 14 calendar days of the effective date of the contract. (Reference subparagraph A.e. of the INFORMATION AND PHYSICAL ACCESS SECURITY Article in SECTION H of this contract.)

   b. **IT Security Plan (IT-SP)**

      In accordance with HHSAR Clause 352.239-72, Security Requirements For Federal Information Technology Resources, the contractor shall submit the IT-SP within thirty (30) days after contract award. The IT-SP shall be consistent with, and further detail the approach to, IT security contained in the Contractor’s bid or proposal that resulted in the award of this contract. The IT-SP shall describe the processes and procedures that the Contractor will follow to ensure appropriate security of IT resources that are developed, processed, or used under this contract. If the IT-SP only applies to a portion of the contract, the Contractor shall specify those parts of the contract to which the IT-SP applies.

      The Contractor shall review and update the IT-SP in accordance with NIST SP 800-53A, Guide for Assessing the Security Controls in Federal Information Systems and Organizations, on an annual basis.

      (Reference subparagraph D.c.1. of the INFORMATION AND PHYSICAL ACCESS SECURITY Article in SECTION H of this contract.)
c. **IT Risk Assessment (IT-RA)**

In accordance with HHSAR Clause 352.239-72, Security Requirements for Federal Information Technology Resources, the contractor shall submit the IT-RA within thirty (30) days after contract award. The IT-RA shall be consistent, in form and content, with NIST SP 800-30, Risk Management Guide for Information Technology Systems, and any additions or augmentations described in the HHS-OCIO Information Systems Security and Privacy Policy.

The Contractor shall update the IT-RA on an annual basis.

(Reference subparagraph D.c.2. of the INFORMATION AND PHYSICAL ACCESS SECURITY Article in SECTION H of this contract.)

d. **FIPS 199 Assessment**

In accordance with HHSAR Clause 352.239-72, Security Requirements For Federal Information Technology Resources, the Contractor shall submit a FIPS 199 Assessment within thirty (30) days after contract award. The FIPS 199 Assessment shall be consistent with the cited NIST standard.

(Reference subparagraph D.c.3. of the INFORMATION AND PHYSICAL ACCESS SECURITY Article in SECTION H of this contract.)

e. **IT Security Certification and Accreditation (IT-SC&A)**

In accordance with HHSAR Clause 352.239-72, Security Requirements For Federal Information Technology Resources, the Contractor shall submit written proof to the Contracting Officer that an IT-SC&A was performed within three (3) months after contract award.

The Contractor shall perform an annual security control assessment and provide to the Contracting Officer verification that the IT-SC&A remains valid.

(Reference subparagraph D.c.4. of the INFORMATION AND PHYSICAL ACCESS SECURITY Article in SECTION H of this contract.)

f. **Reporting of New and Departing Employees**

The Contractor shall notify the Contracting Officer’s Representative (COR) and Contracting Officer within five working days of staffing changes for positions that require suitability determinations as follows:

a. New Employees who have or will have access to HHS Information systems or data: Provide the name, position title, e-mail address, and phone number of the new employee. Provide the name, position title and suitability level held by the former incumbent. If the employee
is filling a new position, provide a description of the position and the Government will determine the appropriate security level.

b. Departing Employees: 1) Provide the name, position title, and security clearance level held by or pending for the individual; and 2) Perform and document the actions identified in the "Employee Separation Checklist", attached in Section J, ATTACHMENTS of this contract, when a Contractor/Subcontractor employee terminates work under this contract. All documentation shall be made available to the COR and/or Contracting Officer upon request.

(Reference subparagraph E.2.a-c. of the INFORMATION AND PHYSICAL ACCESS SECURITY Article in SECTION H of this contract.)

g. Contractor - Employee Non-Disclosure Agreement(s) The contractor shall complete and submit a signed and witnessed "Commitment to Protect Non-Public Information - Contractor Agreement" form for each contractor and subcontractor employee who may have access to non-public Department information under this contract. This form is located at: https://ocio.nih.gov/aboutus/publicinfosecurity/acquisition/Documents/Nondisclosure.pdf.

(Reference subparagraph E.3.d. of the INFORMATION AND PHYSICAL ACCESS SECURITY Article in SECTION H of this contract.)

h. Vulnerability Scanning Reports

The Contractor shall report the results of the required monthly special vulnerability scans no later than 10 days following the end of each reporting period. If required monthly, this report may be included as part of the Technical Progress Report. Otherwise, this report shall be submitted under separate cover on a monthly basis.

(Reference subparagraph E.5. of the INFORMATION AND PHYSICAL ACCESS SECURITY Article in SECTION H of this contract.)

3. Section 508 Annual Report

The contractor shall submit an annual Section 508 report in accordance with the schedule set forth in the ELECTRONIC AND INFORMATION TECHNOLOGY ACCESSIBILITY Article in SECTION H of this contract. The Section 508 Report Template and Instructions for completing the report are available at: http://www.hhs.gov/web/508/contracting/technology/vendors.html under "Vendor Information and Documents."