



PERFORMANCE WORK STATEMENT (PWS)

**DEPARTMENT OF VETERANS AFFAIRS
STRATEGIC ACQUISITION CENTER (SAC)**

**Veterans Affairs Acquisition Academy (VAAA)
Contracting Professional School (CPS) Curriculum Development
Blanket Purchase Agreement (BPA)**

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1.0 BACKGROUND

1.1. Program Description

1.1.1. The Veterans Affairs Acquisition Academy (VAAA) was created in 2008 to address the growing acquisition workforce challenge facing the Department of Veterans Affairs (VA) and the Federal Government overall. There are five (5) professional schools that belong to the VAAA: Project/Program Management School (PM School), Supply Chain Management School (SCMS), Facilities Management School (FMS), Contracting Professionals School (CPS), and Acquisition Intern School (AIS). The purpose of this PWS is to provide services for the Contracting Professionals School (CPS)

1.1.2. CPS provides the existing VA acquisition workforce with the core courses necessary to obtain the Office of Federal Procurement Policy's (OFPP) Federal Acquisition Certification in Contracting (FAC-C) Levels I, II, and III. Additionally, specialized tracks are offered in Construction and Leasing. The school has worked with training vendors to incorporate civilian and VA-specific case studies and examples in our training to increase relevance. Examples are practical and create a meaningful theory-to-practice connection. The school takes a holistic approach to complement the core technical contracting courses with leadership, writing, and interpersonal skills training. This approach is aligned with that offered through our other schools and ensures an integrated and synergistic curriculum that leverages the strengths of the entire acquisition team.

1.2. Purpose:

1.2.1. The VAAA intends to develop a BPA for curriculum development for the CPS. This requirement includes the scope of instructional design, release management, content development, delivery facilitation and instruction, and train-the-trainer activities.

1.3. Scope:

1.3.1. The Contractor(s) shall provide all labor, supervision, materials, equipment, and travel necessary to provide curriculum development and related services for the CPS.

1.3.2. Scope of services include:

1.3.2.1. Project management

1.3.2.2. Instructional design

1.3.2.3. Release management

1.3.2.4. Content development

1.3.2.5. Delivery facilitation and instruction for pilots and limited continued instruction

1.3.2.6. Training services (e.g. T3 sessions)

1.3.2.7. Other related curriculum development and Educational support services, such as strategy recommendations, electronic performance support elements including guided tutorials and intelligent tutors, templates and Standard Operating Procedure development and revisions, mobile learning applications, and any other deliverable that can be utilized to close an employee's competency/performance gap.

1.4. Overview of project structure:

The VAAA has a Learning Standards Evaluation Framework (LSEF) which includes Kirkpatrick evaluations at levels 1 through 4 based as required, quality assurance audits of materials and deliveries, and business metrics. LSEF implementation is conducted by the government and/or a Contractor outside the scope of this Blanket Purchase Agreement (BPA). The results of our LSEF and stakeholder feedback are utilized to identify any performance gaps in the existing training programs or

employee/organizational performance. A Training Needs Analysis (TNA) is conducted to determine the root cause of the performance gaps. Solutions to those root causes are identified and an analysis of alternatives (AoA) is conducted. If training is selected as the method to close the performance gap, the high-level curriculum design document (CDD) is created to include Performance Gaps, Terminal Learning Objectives, and Initial Learning Modalities and Assessment Strategy assumptions. These efforts are performed by the government and/or a separate Contractor outside the scope of this BPA. If VAAA leadership approves the high-level CDD for development, then a task order under this BPA will be issued to include the input and results of the TNA and the high-level CDD, this may include updating the CDD (see Section 5). The vendor shall propose and utilize their standard method for curriculum development. No specific method is required so long as the vendor's proposed method can demonstrate the ability to develop training materials meeting the acceptance criteria, on-time, and within budget.

2.0 APPLICABLE DOCUMENTS

2.1. General:

2.1.1. In the performance of the tasks associated with this Performance Work Statement, the Contractor shall comply with the following (including subsequent revisions and/or successors):

2.1.1.1. 44 United States Code (U.S.C.) § 3541, "Federal Information Security Management Act (FISMA) of 2002"

2.1.1.2. 10 U.S.C. § 2224, "Defense Information Assurance Program"

2.1.1.3. 36 C.F.R. Part 1194 "Electronic and Information Technology (EIT) Accessibility Standards," July 1, 2003

2.1.1.4. Homeland Security Presidential Directive (12) (HSPD-12), August 27, 2004

2.1.1.5. VA Specific Section 508 Compliance Requirements can be found in:

- VA Handbook 6221 Accessible EIT
- Required VA Section 508 Standards Checklists, and Document Applications Checklists

2.1.1.6. VA Information and Information System Security/Privacy and Data Requirements

3.0 PERFORMANCE DETAILS

3.1. Performance Period:

3.1.1. The period of performance (PoP) of the BPA shall be one 12-month ordering period from date of BPA establishment with two six-month options to extend services.

3.2. Place of Performance:

3.2.1. Tasks under this PWS shall be performed at Contractor facilities. Performance may be authorized by the Contracting Officer's Representative (COR) at a Government location only as directed in writing by the Government.

3.2.2. The Contractor shall perform at locations stipulated in the BPA. Primarily, the Contractor shall develop material and deliverables at their own facilities. In these instances, the Contractor shall provide for remote collaboration with Government participants in the method proposed by the vendor. Work hours shall conform to the Eastern Standard Time (EST), to include daylight savings time adjustments. The Contractor shall provide support personnel for co-located teams at VAAA, if applicable and as specified in to the BPA.

3.2.3. If any work at the Government site is performed, performance shall not take place on Federal holidays or weekends unless authorized and/or directed by the Contracting Officer (CO). The Contractor shall refer to Title 5 of the United States

Code, Section 6103 (5 USC 6103) as specified on the Office of Personnel Management (OPM) website: <http://www.opm.gov> for applicable holidays.

- 3.2.4. The Contractor shall abide by standards of weather related operational status as set by Ft. Detrick only for on-site services required at VAAA. The Contractor shall refer to <http://www.detrick.army.mil/> for operational status.

3.3. Hours of Operation:

- 3.3.1. Any scheduled work at the Government site and/or when Government personnel are required for performance participation shall take place within normal VAAA business hours of operation. For the purpose of onsite support, VAAA Business hours of operation are Monday through Friday, between the hours of 6:00 AM to 6:00 PM EST, excluding Federal Holidays. In instances where VAAA operational status is interrupted (e.g. inclement weather, emergencies, etc.), the Contractor shall provide alternate work sites if services can be performed off-site and without Government personnel interaction.

3.4. Travel:

- 3.4.1. The Contractor shall conduct potential travel requirements required on a case-by-case basis. As a result, the Contractor shall not include costs for travel in their base hourly rates. Any travel shall be in accordance with the Federal Travel Regulations (FTR) and requires advanced approval by the COR at least 5 business days in advance; however, Contractor travel within the National Capitol Region, to include the VAAA, and local commuting area will not be reimbursed.

3.5. BPA Post Establishment Conference:

- 3.5.1. The Contracting Officer (CO) will conduct a Post Establishment Conference (PEC) to cover any misunderstandings within 5 business days after BPA establishment, unless waived or extended by the CO. The Contractor shall be available to attend the conference, electronically at a minimum.
- 3.5.2. In the event that a post-establishment conference is requested, the Contractor shall be available to attend the conference, electronically at a minimum.
- 3.5.3. Additionally, Post Award Conference(s) may be required at the task-order level.

4.0 ORGANIZATIONAL CONFLICT OF INTEREST (OCI) REQUIREMENTS

4.1. Overview:

- 4.1.1. Contractor participation in the TNA or performance of the evaluations give rise to an unfair competitive advantage resulting from access to advance acquisition planning, source selection sensitive, or proprietary information as contemplated in Subpart 9.5 of the Federal Acquisition Regulation (FAR). Furthermore, Contractor participation in the TNA and/or Evaluation performance elements may give rise to a real or apparent loss of Contractor impartiality and objectivity where it's advisory or planning assistance in one area potentially affects its present or future participation in another area.

4.2. Objectives:

- 4.2.1. To inform prospective Offerors that VA presumes that establishment of a BPA and subsequent award of task/delivery order(s) in the areas of Design, Development, and Implementation will potentially give rise to real or apparent OCIs with respect to requirements in the other related performance elements (Training Needs Analysis and/or Evaluation performance) and/or future requirements;
- 4.2.2. To assist current Contractors and prospective Offerors in developing their own business strategies regarding participation in VA requirements and in identifying and, where possible, avoiding or mitigating against OCIs;
- 4.2.3. To ensure that all current Contractors and prospective Offerors are afforded the maximum practicable opportunity to compete for all VA requirements consistent with the restrictions required under FAR Subpart 9.5 and sound business practices.

4.3. Requirements:

4.3.1. For purposes of identifying, avoiding and/or mitigating against OCIs, Contractors shall examine all areas of real and/or apparent OCI, and shall promptly notify the CO upon discovery.

4.3.1.1. Notification shall include the detailed identification of actual, potential, or apparent OCI with appropriate avoidance or mitigation strategy with initial proposal.

5.0 SPECIFIC TASKS AND DELIVERABLES

5.1. Project Management

5.1.1. Tasks:

5.1.1.1. The Contractor shall provide project management to ensure that the tasks are performed efficiently, accurately, on time, and in compliance with the requirements of this document. The Contractor shall designate a project manager (PM) to oversee and supervise staff assigned to the tasks.

5.1.1.2. The Contractor shall provide all Contractor staff personnel, equipment, services, and software to support development. The Contractor shall provide method, tools and software to allow collaboration with government provided subject matter experts on a daily basis. Collaboration includes being able to synchronously: Review curriculum deliverables during design and development and Provide feedback on in-work efforts

5.1.1.3. Continuous Process Improvement- The Contractor shall institute continuous process improvement. At a minimum, the Contractor shall hold a curriculum increment process review jointly with Government and Contractor personnel to identify barriers and issues that if resolved would improve the design/development process. The Contractor shall maintain a list of all issues, current status, and remedies/improvements. The Contractor PM shall prioritize, plan, and control efforts required to resolve issues and implement improvements on the list.

5.1.1.4. Project status tracking and reporting

5.1.1.5. The Contractor shall ensure that all employees working under this effort shall sign a VA-Form 0752, non-disclosure agreement, before starting any work under this contract.

5.1.2. Deliverables:

5.1.2.1. Project Management Plan (PMP - Final)

- The Contractor shall provide a detailed PMP and briefing for the VAAA project team, which presents the Contractor's plan for completing the specific tasks ordered.
- The Contractor's PMP shall be responsive to the PWS and describe, in further detail, the Contractor's approach to be used for each aspect of the BPA as defined in your technical quote.
- At a minimum, the PMP shall include the risk, quality and technical management approach for the development efforts; proposed personnel management plan; and information as to how the Contractor shall coordinate and execute planned, routine, and ad hoc Government meeting requests.
- The Contractor shall obtain COR approval of an initial baseline PMP prior to commencement of any service(s). The Contractor shall update and maintain the COR approved PMP throughout the period of performance of the BPA.

- In order to minimize administrative burden of the PMP, this PMP shall apply to all TOs issued under this BPA. Elements specific to a given TO wither not included in PMP or different than PMP, shall be included in the Contractor's Release Plan.
 - Delivery Requirement-The Contractor shall submit the final PMP within fifteen (15) business days after BPA establishment.
- 5.1.2.2. Release Plan
- Contractor shall develop and maintain the Release Plan which will include as a minimum:
 - Identification of all Enabling Learning Objectives (ELOs)
 - Identification of design and development breakdown, to include completion schedule for course, module, terminal learning objectives (TLO), and ELOs
 - Release bundles [course / module], development completion dates, testing dates, and pilot dates
 - Project Management Plan additions & modifications
 - Delivery Requirement- The Contractor shall submit the final release plan within thirty (30) business days after TO establishment and updated as required by changes to Curriculum Design Document (CDD).
- 5.1.2.3. Acceptance Testing Plan (ATP-Final)
- The Contractor shall provide details for the methodology to provide material(s) for government acceptance review upon completion of each increment, and;
 - The Contractor shall provide details for the method(s) to track defects and defect values, both individual and total.
 - Delivery Requirement- The Contractor shall submit the final ATP within ten (10) business days after the post-establishment conference.
- 5.1.2.4. Non-disclosure Agreement(s) – VA-Form 0752 (NDAs)
- The Contractor shall complete and submit Non-Disclosure Agreements for all personnel providing direct services to the BPA and resulting task orders.
 - Delivery Requirements: The Contractor shall submit fully-executed NDAs within ten (10) business days after establishment of the first TO and subsequent TOs.
- 5.1.2.5. Process Impediment and Improvements Issues List
- The Contractor shall maintain a list of all issues, current status, and remedies/improvements. The Contractor PM shall prioritize, plan, and control efforts required to resolve issues and implement improvements on the backlog.
 - The Contractor shall provide a method for the government to see the issues completed, in-progress, remaining - not in progress, and growth/completion rates over the duration of the task order.
 - Delivery Requirements: Real time access per vendor proposed solution.
- 5.1.2.6. Progress Reports
- Unless otherwise specified in an individual TO, the Contractor shall provide the Contracting Officer's Representative (COR) with Monthly Progress Reports in electronic form in Microsoft Word and Project formats.
 - The Monthly Progress Reports are for the TO and shall cover all work completed during the reporting period and work planned for the

subsequent reporting period. The report shall also identify any problems that arose and a brief description of how the problems were resolved. If problems have not been completely resolved, the Contractor shall provide an explanation including their plan and timeframe for resolving the issue. The Contractor shall monitor performance against the PMP and report any deviations. The Contractor shall keep in communication with the COR so that issues that arise are transparent to both parties to prevent escalation of outstanding issues.

- The report shall include project status metrics showing status against baseline release plan milestones.
- The report shall include detailed instructions/explanations for each required data element, to ensure that data is accurate and consistent. These reports shall reflect data as of the last day of the preceding Month.
- The Contractor shall include all information required per each individual task order.
- Delivery Requirements: Unless otherwise specified in an individual TO, the Contractor shall submit the documents to the TO COR by the 7th business day of each month.

5.2. Instructional Design

5.2.1. Tasks

5.2.1.1. The Contractor shall develop overarching architecture strategies and requirements to be approved by the COR to which all future development shall conform.

5.2.1.2. The Contractor shall collaborate with the government design team to develop detailed specifications via progressive elaboration of the curriculum design document (CDD).

- The level of specification shall be detailed to include acceptance criteria for ELOs. This shall be accomplished prior to any actual development services.
- ELO designs are permitted to be modified until development begins.

5.2.1.3. Develop detailed development specifications for ELOs through vendor's proposed process, such as story boards, with COR approval prior to beginning development.

5.2.1.4. Develop learning effectiveness strategy

- The design of the evaluation shall be compliant with the VAAA's LSEF and based upon stakeholder expectations and any initial design within the high-level CDD. The design of the evaluation is included in the curriculum design.

5.2.1.5. Assessment Strategy

- Contractor shall develop final assessment strategy for each course and learning objective within that course.
- The final assessment strategy shall be compliant with initial assessment strategy in high-level CDD or obtain COR approval for deviations.

5.2.2. Deliverables

5.2.2.1. Curriculum Design Document (CDD)

- The Contractor shall include all information required per each individual task order
- The Contractor shall comply with CDD standards current at time of TO. Current CDD standards are available in the vendor portal.

- The CDD shall include acceptance criteria for ELOs.
- Delivery Requirements: Unless otherwise specified in an individual TO, the Contractor shall submit the documents to the TO COR IAW approved release plan.
- 5.2.2.2. Learning Effectiveness Measurement strategy and instruments
 - The Contractor shall include all information required per each individual task order.
 - Delivery Requirements: Unless otherwise specified in an individual TO, the Contractor shall submit the documents to the TO COR IAW approved release plan.
- 5.2.2.3. Assessment strategy update
 - The Contractor shall recommend any changes to the overall course assessment strategy detailed in the high-level CDD. Any changes must be approved by the COR.
 - The Contractor's assessment strategy for individual learning objectives within the CDD shall be consistent with the overall course assessment strategy
 - Delivery Requirements: Unless otherwise specified in an individual TO, the Contractor shall submit the documents to the TO COR IAW approved release plan.
- 5.3. Release Management
 - 5.3.1. Tasks:
 - 5.3.1.1. The Contractor shall develop and maintain the Release Plan which will include as a minimum:
 - Identification of all ELOs
 - Identification of design and development breakdown, to include completion and review/acceptance schedule for course, module, TLOs, and ELOs
 - Release bundles [course / module], development completion dates, testing dates, and pilot dates.
 - 5.3.1.2. The CDD shall be updated to the final as-built status and in compliance with American Council on Education (ACE) and Council on Occupational Education (COE) standards.
 - 5.3.1.3. The Contractor shall package completed instructional units integrated into curriculum segments to be released from any level of the entire course down to the small content object per the release plan into configuration managed course material files on delivery platform, the curriculum shall be delivered through two (2) or more pilot programs. Adjustments based on feedback from the pilot programs are also determined and detailed specifications developed for correction.
 - 5.3.2. Deliverables:
 - 5.3.2.1. Release plan and monthly updates,
 - The Contractor shall include all information required per each individual task order.
 - Delivery Requirements: Release Plan – Unless otherwise specified in an individual TO, the Contractor shall submit the final release plan documents to the TO COR as specified in each TO.
 - Monthly updates – Unless otherwise specified in an individual TO, the Contractor shall submit any monthly updates to the COR by the 15th of

the subsequent month (\pm one business day if the 15th falls on a weekend or holiday).

5.3.2.2. Updated CDD to as built status one (1) week after each increment is delivered

- The Contractor shall include all information required per each individual task order.
- Delivery Requirements: Unless otherwise specified in an individual TO, the Contractor shall submit the documents to the TO COR.

5.3.2.3. Integrated course material file package

- The Contractor shall include all instructor and student materials/files
- The Contractor shall include source files for each release per approved release plan.
- The Contractor shall include all information required per each individual task order.
- See vendor portal for sample course material file package
- Delivery Requirements: Unless otherwise specified in an individual TO, the Contractor shall submit the documents to the TO COR.

5.4. Content Development

5.4.1. Tasks

5.4.1.1. The Contractor shall perform development services in module increments.

5.4.1.2. Contractor shall not commence work on development until ELO design is approved by COR in writing.

5.4.1.3. Development services shall include:

- Planning, to plan all tasks necessary to develop desired content.
- Development of content and associated deliverables per specific type/level requirements. Unless otherwise specified in TO, development will be compliant with vendor portal samples of curriculum and Templates, Standards, and Standard Operating Procedures (SOP).
- Work with and facilitate government input continuously during development.
- Unless otherwise specified in the TO, the Contractor shall provide all necessary subject matter expertise (SME) for development. The Contractor shall utilize any input or instructional design support provided by a Government SME, when one is appointed.
- Quality assurance and American with Disabilities Act (ADA) verification to include section 508 compliance IAW VA 508 compliance standards.

5.4.1.4. Increment product review and acceptance held with government personnel as designated by the COR.

- The Contractor shall coordinate government product review and acceptance test of completed content.
- If acceptance criteria are met per the COR determination, the VAAA shall "initially accept" the material for that module.
- Corrections necessary to meet minimum acceptance criteria are considered part of your Firm-Fixed Price (FFP) for that particular task and are not billable as additional work.
- Pilots are used as an expanded government review for instructor facilitated courses. Obvious omissions and necessary corrections based upon not meeting acceptance criteria may also be identified during pilot

delivery of courses. The Contractor shall make those corrections at no additional charge.

- For metrics tracking, the content objects that need correction shall not be counted until the content object is corrected and accepted.
- Changes identified based on new design and/or ELO acceptance criteria identified during increment product reviews and pilot deliveries shall be completed as re-work for which the vendor may bill.
- The Contractor's internal 508 compliance verification during development minimizes any defects.

5.4.1.5. VAAA section 508 compliance self-certification.

- Any material requiring section 508 compliance approvals shall be reviewed by VAAA (either Government or separate Contractor) for VAAA self-certification of 508 compliance with VA 508 standards.
- The VAAA compliance team shall complete the review and provide feedback based on their review within five (5) business days or 3 days for every 4 instructional hours whichever is longer.
- The VAAA 508 self-certification team shall provide a list of any defects to the Contractor to be corrected. Contractor shall complete corrections with no additional charges required.
- The VAAA's self-certification of 508 compliance, along with increment product review and acceptance, shall constitute "initial acceptance" by the government. The Contractor is authorized to invoice upon Government "initial acceptance" of each training module.

5.4.1.6. The Contractor shall provide a minimum 6-month warranty for all work and deliverables.

- The VA 508 Compliance Team may review the material after deployment.
- Pilots are used as an expanded government review for instructor facilitated courses. Obvious omissions and necessary corrections based upon not meeting acceptance criteria may also be identified during pilot delivery of courses. The Contractor shall make those corrections at no additional charge.
- The warranty shall cover any/all Section 508 compliance issues identified by the VA 508 Compliance Team and all corrections identified in pilot deliveries.
- Changes identified based on new design and/or ELO acceptance criteria identified during increment product reviews and pilot deliveries, shall be completed as re-work for which the vendor may charge at the contracted rate for delivery modality and Bloom's/Interactivity level combination.
- The warranty shall begin after "initial acceptance." The Contractor shall correct any defects within 60 days of notification by COR.

5.4.1.7. Upon conclusion of the increment product review a 2-3 hour increment development process improvement evaluation shall be held. The purpose of the increment process review evaluation is for all team members and the COR to discuss how to improve the process.

5.4.1.8. Contractor shall manage all development efforts within a module/increment development cycle to ensure all planned ELOs are completed prior to the scheduled increment product review.

5.4.2. Deliverables:

- 5.4.2.1. Completed instructional materials per content type/level combination, see vendor portal for curriculum samples and standards.
- All facilitated course development content shall include an Instructor Guide.
 - The Contractor shall include all information required per each individual task order.
 - Delivery Requirements: Unless otherwise specified in an individual TO, the Contractor shall submit the documents to the TO COR.
- 5.5. Delivery Facilitation, instruction for pilots, and limited continued instruction
- 5.5.1. Tasks:
- 5.5.1.1. Pilot programs and deliveries of curriculum per individual TO, as approved by the COR
- The Contractor shall deliver pilot courses as required per each individual task order.
 - Upon completion of pilot programs and associated corrections, the material shall be released to the Government as a final product version.
 - The Contractor shall facilitate a small number of deliveries of material until delivery is transferred to VAAA (government employee or separate Contractor) as required per each individual task order.
 - Delivery Requirements: The Contractor shall deliver pilots/courses as specified in each TO and as approved by the COR.
- 5.5.2. Deliverables:
- 5.5.2.1. Course and instructor materials
- Unless otherwise specified in individual TO, the Contractor shall provide all materials, equipment, facilities, and personnel including instructor/facilitator necessary to deliver courses/pilots.
 - VAAA shall provide Contractor with access to distance delivery platform. See Government Furnished Property.
- 5.5.2.2. List of necessary corrections with detailed specifications based on pilot feedback
- The Contractor shall include all information required per each individual task order.
 - Delivery Requirements: Unless otherwise specified in an individual TO, the Contractor shall submit the documents to the TO COR within one week after that particular pilot course is completed.
- 5.6. Training services (e.g. Train-the-Trainer (T3) sessions)
- 5.6.1. Tasks
- 5.6.1.1. The Contractor shall train VAAA trainers (either Government employee or Contractor personnel) on the delivery of the course material.
- 5.6.1.2. Contractor shall provide instructor/facilitator personnel for T3 deliveries to VAAA instructor staff as outlined in the TO.
- 5.6.1.3. T3 sessions shall include:
- Detailed brief of the Instructor Guide
 - Detailed brief of the Student Materials
 - Instructor delivery of the materials using required technology
 - Facilitator activities using required technology for synchronous distance learning
- 5.6.2. Deliverables
- 5.6.2.1. "How to deliver the T3"

- The Contractor shall include all information required per each individual task order in order for the VAAA to successfully deliver future T3 sessions.
- Delivery Requirements: Unless otherwise specified in an individual TO, the Contractor shall submit the documents to the TO COR as specified in each TO.

5.7. Other related curriculum development and educational support services

5.7.1. Tasks: As detailed in individual TOs, the Contractor shall provide:

- 5.7.1.1. Strategy recommendations
- 5.7.1.2. Templates and Standard Operating Procedure development and revisions
- 5.7.1.3. Electronic performance support elements including guided tutorials and intelligent tutors, mobile learning applications
- 5.7.1.4. Other deliverable that can be utilized to close an employee's competency/performance gap

5.7.2. Deliverables:

- 5.7.2.1. The Contractor shall include all information required per each individual task order.
- 5.7.2.2. Delivery Requirements: Unless otherwise specified in an individual TO, the Contractor shall submit the documents to the TO COR.

5.8. VA Information and Information System Security/Privacy and Data Requirements

5.8.1. General

- 5.8.1.1. Unless specified in a TO, access to VA Sensitive information or to VA information and information systems is not required. Furthermore, no Contractor-owned IT device is required to be connected to a VA internal trusted network.

5.9. Quality Control Planning

5.9.1. Tasks

- 5.9.1.1. The Contractor shall prepare and adhere to a Quality Control Plan (QCP).
- 5.9.1.2. NOTE: The government intends to utilize a Quality Assurance Surveillance Plan throughout the life of this contract (and each subsequent task orders that are issued) to ensure that the Contractor and their staff personnel are performing the services required by the PWS in an acceptable manner. The government will coordinate with the Contractor, but reserves the right to alter or change the QASP at its own discretion. A performance based service assessment survey will be used in combination with the QASP to assist the government in determining acceptable performance levels.

5.9.2. Deliverables

5.9.2.1. QCP

- The Contractor shall include all information required per each individual task order.
- The QCP shall document how the Contractor will meet and comply with the quality standards established in this performance work statement.
- At a minimum, the QCP must include a self-inspection plan, an internal staffing plan, and an outline of the procedures that the Contractor will use to maintain quality, timeliness, responsiveness, customer satisfaction, and any other requirements set forth in this solicitation.
- Delivery Requirements: The QCP will initially be submitted with the vendor's quote and shall be updated following award of each TO.

Unless otherwise specified in an individual TO, the Contractor shall submit the documents to the TO COR.

6.0 SCHEDULE OF DELIVERABLES

6.1. Deliverable / Delivery Schedule Chart

6.1.1. A summary of deliverables follows. Copies are to be provided in electronic form to the respective TO COR.

Deliverable #	Title	Initial Due Date	Subsequent Due Date
1	PMP – Final	5 DA PAC	As Needed
2	ATP – Final	10 DA PAC	N/A
3	NDA's (VA-Form 0752)	10 DA PAC	5 DA TO A
4	TOPMP	10 DA TO A	As Needed
5	CDD	AS in TO	AS in TO
6	Grouping Documents	AS in TO	AS in TO
7	CDD Specifications	AS in TO	AS in TO
8	Learning Objectives	AS in TO	AS in TO
9	Assessment Strategy	AS in TO	AS in TO
10	508 Compl. Reqs.	AS in TO	AS in TO
11	Acceptance Criteria	AS in TO	AS in TO
12	Delivery Methodology	AS in TO	AS in TO
13	Graphics Reqs.	AS in TO	AS in TO
14	IMI Reqs.	AS in TO	AS in TO
15	Bloom's/Interact. Lvl.	AS in TO	AS in TO
16	Release Plan	AS in TO	As in TO
17	Monthly Updates	15 th OEM	15 th OEM
18	CDD as-built	5 DA EI	5 DA EI
19	Course Material	AS in TO	AS in TO
20	Pilot Programs/Curric.	UAO COR	N/A
21	List of Corrections	AS in TO	AS in TO
22	List of 508 Defects	2 DA Receipt of Results	AS in TO
23	Templates/Procedures	AS in TO	AS in TO
24	List of Improvements	AS in TO	AS in TO
25	Task Level Plan	PT CD	AS in TO
26	Instructional Materials	AS in TO	AS in TO
27	How to Deliver T3	AS in TO	AS in TO
28	Templates/Procedures	AS in TO	AS in TO

Deliverable #	Title	Initial Due Date	Subsequent Due Date
29	Consult/Advisory Docs	AS in TO	AS in TO
30	Other CD Docs	AS in TO	AS in TO
31	Progress Reports	15 th OEM	15 th OEM
32	Perf. Metrics Tracker	30 DA SP	N/A
33	QCP	w/ Proposal	As Needed

7.0 GENERAL REQUIREMENTS

7.1. Contractor Personnel

7.1.1. Key Personnel Requirements

7.1.1.1. Certain skilled, experienced, professional and/or technical personnel are essential for successful accomplishment of the work to be performed under this Performance Work Statement and such individuals shall be designated as "Key Personnel." The Contractor Point of Contact is identified as a Key Person. A Project Manager, at least one Subject Matter Expert (SME), and at least one Senior Instructional System Designer (ISD) shall be designated as Key, unless otherwise specified in the Task Order.

- The TO Project Manager shall be Project Management Institute (PMI) Project Management Professional (PMP) certified with at least 4 years of experience managing curriculum development efforts.
- Each SME shall have minimum years of experience in career field and be certified per TO requirements.
- Each senior ISD shall have 15 years of expertise with 5-years in each of the learning theories in the table below.
- Each ISD shall have 5 years of expertise with 2-years in at least 2/3 of the learning theories in the table below.

Andragogy	Learning strategies focused on adults
Bloom's Taxonomy	Classification of learning objectives within education
Gagne's Nine Events of Instruction	An instructional design model put together by Robert Gagne. This is a behaviorist model that also draws from cognitivism
Experiential Learning	Learning through reflection on doing, which is often contrasted with rote or didactic learning
Collaborative Constructivist Learning	Sociological theory of knowledge that applies the general philosophical constructionism into social settings
Problem-based Learning	Student-centered pedagogy in which students learn about a subject in the context of complex, multifaceted, and realistic problems
Cognitive Theory of Multimedia Learning	Encompasses several principles of learning with multimedia

7.1.1.2. The Contractor shall identify all Key Personnel positions and describe the qualifications including but not limited to any certifications, experience, and/or qualifications required by the solicitation or task order of any individual(s) who will fill the Key Personnel positions along with a description of the portion of the solicitation's/task order's Performance Work Statement for each proposed position. The Key Personnel positions and description of qualifications shall be included as an attachment to the BPA/task order. Also for all individuals proposed to fill Key Personnel positions, resumes are required to be

submitted. The Contractor shall not submit resumes for all labor proposed, but only for those Key Personnel identified above. For those individuals proposed as Key Personnel who are not current employees of the proposing company, the Contractor shall include a signed letter of intent.

7.1.2. Key Personnel Replacement

7.1.2.1. During the first ninety (90) days of performance, the Contractor shall not replace or substitute Key Personnel who the Contractor proposed pre-BPA establishment unless the replacement is necessitated by illness, death, or termination of employment. The Contractor shall provide a Key Personnel substitution list for pre-approval post-BPA establishment. The Contractor shall notify the Contracting Officer within five (5) calendar days after the occurrence of any of these events and provide the information required in the paragraph below. After the initial ninety (90) day period, the Contractor shall submit the information required by the paragraph below to the Contracting Officer at least twenty-one (21) days prior to replacing any Key Personnel, if able. Justification must be submitted if the above deadlines were not met.

7.1.2.2. The Contractor agrees that it has a contractual obligation to mitigate the consequences of the loss of Key Personnel and shall promptly secure any necessary replacements in accordance with this PWS section. Failure to replace a Key Person pursuant to these terms and without a break in performance of the labor category at issue shall be considered a condition endangering BPA/TO performance and may provide grounds for default termination.

7.1.2.3. The Contractor shall provide a detailed explanation of the circumstances necessitating the proposed replacement of Key Personnel, to include resumes for the proposed replacements, and any additional information requested by the Contracting Officer. Proposed replacements for Key Personnel shall have comparable qualifications to those of the persons being replaced and shall meet or exceed the qualifications designated for that Key Personnel position.

7.1.3. General Personnel Requirements

7.1.3.1. As outlined in the individual TO, all Contractor personnel whose duties require work under this TO towards any activity(ies) in accordance with this PWS/requirement shall possess necessary knowledge as described in throughout all tasks described in the PWS. The Contractor shall ensure that experienced individuals are performing tasks in accordance with the requirements set forth in this PWS.

7.1.4. General Personnel Substitution

7.1.4.1. Prior to utilizing personnel other than those specified in proposals submitted in response to the Solicitation, the Contractor shall notify the Government CO and the COR. Substitute personnel qualifications shall be equal to, or greater than, those of the person(s) substituted. If the Government CO and the COR determine that the proposed substitute personnel is unacceptable, or that the reduction in effort would impair the successful TO performance, the Contractor may be subject to default action.

7.1.5. Contractor Personnel Supervision

7.1.5.1. The Contractor shall be responsible for managing and overseeing the activities of all Contractor personnel (both those personnel designated as key and also general personnel), as well as any subcontractor efforts used in performance of this effort. The Contractor's management responsibilities shall include all activities necessary to ensure the accomplishment of timely and effective support, performed under this PWS. Prior work experiences shall be

specific and of sufficient variety and duration that the employee is able to effectively and efficiently perform the functions assigned.

7.2. Data Rights

7.2.1. The Contractor shall assign to the Government unlimited rights in intellectual property first produced and delivered in the performance of this BPA and all Orders herein.

7.2.2. The Contractor shall assign copyright to the Government of any deliverables in accordance with FAR 52.227-17 Rights in Data – Special Works.

8.0 POSITION/TASK RISK DESIGNATION LEVEL(S) AND CONTRACTOR PERSONNEL SECURITY REQUIREMENTS

8.1. General

8.1.1. All Contractor staff personnel who require access to the VA site(s) and/or access to VA local area network (LAN) systems shall be the subject of a background investigation and must receive a favorable adjudication from the VA Security and Investigations Center (SIC). These requirements are applicable to all subContractor personnel requiring the same NACI Background Investigation

8.1.2. The level of background security investigation will be in accordance with VA Directive 0710 dated September 10, 2004 or current version at time of task order award and is available at:

http://www1.va.gov/vapubs/viewPublication.asp?Pub_ID=487&FTYPE=2

8.2. Background Investigation (BI)

8.2.1. The contractor staff personnel level of background investigation required for this effort shall be specified at the task order level. BIs are not required unless access to VA sensitive information or VA IT systems is required for a given task order.

9.0 METHOD AND DISTRIBUTION OF DELIVERABLES

9.1. General:

9.1.1. The Contractor shall deliver documentation in electronic format using Microsoft Office Suite and Adobe Postscript Data Format (PDF) unless otherwise noted in the TO. Specific versions will be provided at post-BPA establishment and at exercise of option conferences, if held.

10.0 PERFORMANCE METRICS

10.1. General:

10.1.1. The Contractor shall monitor performance against the established schedule, milestones, risks and resource support outlined in the Contractor's approved PMP.

10.1.2. By monitoring the Contractor, the COR will determine whether the performance levels set forth in the order have been attained. Performance standards are specified in the following Performance Requirements Summary Matrix in the Standard and Acceptable Quality Level columns.

10.2. Performance Metrics Table:

Items 1 through 4 will be measured and reported on task order basis for CPARs report. As a long-term measure, items 5 and 6 will be used as past performance element for task order awards.

Performance Objective	Performance Standard	Acceptable Performance Levels	Surveillance Method
1. Minimal defects at government acceptance testing stage	Fewer than 10% of ELOs have defects identified during government acceptance testing	< 10%	Defect tracking report

2. Minimize defects identified during release 508 compliance checks through VA's Section 508 Compliance verification team	Fewer than 5% of ELOs have 508 defects identified during release 508 compliance checks through VA's Section 508 Compliance verification team	< 5%	Defect tracking report
3. Project Milestones and Schedule	Products completed and delivered IAW baseline schedule > 90% Notifies customer in advance of potential problems	>90%	Schedule tracking
4. Student satisfaction with developed curriculum	Student satisfaction after second pilot course is 85%	85%	VAAA LSEF Performance Assessment Survey
5. Project Staffing Stability	Less than 10% turnover rate of personnel during each course development average over all development efforts within a given 12 month period.	< 10% Small teams (less than 10) <20%	Contractor report
6. Student satisfaction with developed curriculum	Student satisfaction after second pilot course is 85%	85%	Performance Assessment Survey
7. Behavior change and impact	<p>Training developed has student/supervisor stating</p> <ul style="list-style-type: none"> - Students improved performance on-the-job - Students having moderate and/or significant impact in improvement on organizational outcomes addressed in course - Per evaluation design <p>To be utilized as evaluation factor for award of future task orders under this BPA</p>	Behavior 75% Impact 70%	Performance Assessment Survey – 6 – 9 months post course delivery

11.0 FACILITY/RESOURCE PROVISIONS

11.1. Office Space:

11.1.1. The COR shall authorize use of Government office space, telephone service and system access when work at a Government location is required by Contractor personnel and only in order to accomplish the Tasks associated with this PWS. The COR shall have the sole determination as to if and when work is to take place at a Government facility.

11.2. Government Furnished Property (GFP):

11.2.1. All procedural guides, reference materials, and program documentation for the project and other Government applications will also be provided on an as-needed basis. The Contractor shall request other Government documentation deemed pertinent to the work accomplishment directly from the Government officials with whom the Contractor has contact been introduced via the COR. The Contractor shall consider the COR as the final source for needed Government documentation when the Contractor fails to secure the documents by other means. The Contractor is expected to use common knowledge and resourcefulness in obtaining all other reference materials, standard industry publications, and related materials that are pertinent to the work.

11.3. VA Network and/or Systems.

The following applies to onsite work:

11.3.1. VA shall provide access to VA specific systems/network only as required for execution of a specific element of a TO via a site-to-site VPN or other technology, including VA specific software such as Veterans Health Information System and Technology Architecture (VistA). None of the associated products in the BPA/TO shall require administrative rights to execute.

11.3.2. The Contractor shall utilize Government-provided distance delivery platforms as required for the development, storage, maintenance and delivery of products within the scope of this effort. The current platform is Blackboard. VAAA may cover planned changes in an annual planning conference with the Contractor. Specific target platform will be identified in each TO.

11.3.3. The Contractor shall not transmit, store or otherwise maintain sensitive data or products in Contractor systems (or media) within VA firewall IAW VA Handbook 6500.6 dated March 12, 2010 or subsequent current version at issue of task order. No TOs will have sensitive information.

12.0 TABLE OF ACRONYMS/DEFINITIONS

Acronym	Reference	Description
508	508 Compliance	
A	Task Order Award (or BPA Establishment)	
ACE	American Council on Education	
ACDC	Academy Curriculum Development Contract	
AIS	Acquisition Intern School	
AS	As Specified	
	Assessment Strategy	Strategy to validate student achievement of learning objectives within a course. Developed at curriculum, course, module, terminal learning objective, and enabling learning objective level.
ATP	Acceptance Testing Plan	

BI	Background Investigation	
CDD	Curriculum Design Document	See vendor portal for CDD standards and examples
COE	Council on Occupational Education	
CO	Contracting Officer	
COR	Contracting Officer's Representative	
CPARS	Contractor Performance Assessment Reporting System	
CPS	Contracting Professionals School	
DA	[Business] Days After	
EI	Each Increment	
EIT	Electronic and Information Technology	
ELO	Enabling Learning Objective	Learning objective designed to support and lead to achieving a Terminal Learning Objective
EST	Eastern Standard Time	
FAC	Federal Acquisition Certification	
FAC-C	Federal Acquisition Certification - Contracting	Three levels of certification in Federal Contracting
FAC-COR	Federal Acquisition Certification, Contracting Officer's Representative	Three levels of certification in Contracting Officer Representative
FAC-P/PM	Federal Acquisition Certification, Program/Project Management	Three levels of certification in Federal Program/Project Management
FAR	Federal Acquisition Regulation	
FISMA	Federal Information Security Management Act	Federal Information Security Management Act of 2002
FFP	Firm-fixed price	
FMS	Facilities Management School	
FM	Facilities Management	
FTR	Federal Travel Regulations	
GFE	Government-Furnished Equipment	
GFI	Government-Furnished Information	
GFP	Government-Furnished Property	
GS	Government Civilian	
	Holistic Approach	Addressing the entire developmental needs of an employee by integrating not only the technical competencies but also leadership, writing, interpersonal skills training, and other non-technical skills required for success

HSPD-12	Homeland Security Presidential Directive (12)	
IAW	In accordance with	
IMI	Interactive Multimedia Instruction	
IT	Information technology	
LAN	Local area network	
LSEF	Learning Standards Evaluation Framework	See vendor portal for VAAA's LSEF
N/A	Not Applicable	
NACI	National Agency Check with Inquiries	
NDA	Non-disclosure Agreement	VA Form 0752
OCI	Organizational Conflict of Interest	
OEM	Of Each Month (±One Business Day if falls on weekend/holiday)	
OFPP	Office of Federal Procurement Policy	
OPM	Office of Personnel Management	
PEC	Post-establishment Conference	
PAO	Participating Acquisition Organization	
PDF	Postscript data format	
	Program Manager	Government
PM	Project Manager	Contractor
PMI	Program Management Institute	
PMP	Project Management Professional	PMI certification
PMP	Project Management Plan	
PMS	Program/Project Management School	
PT	Prior To	
PWS	Performance Work Statement	
PWS Ref	Performance Work Statement Reference Number	
QASP	Quality Assurance Surveillance Plan	
Reqs.	Requirements	
SAC	Strategic Acquisition Center	
SCMS	Supply Chain Management School	
SIC	Security and Investigations Center	
SME	Subject Matter Expert	
SP	Start of Performance	
TLO	Terminal Level Objective	Highest level of learning that a student will accomplish after successfully completing the learning segment.
TNA	Training Needs Analysis	Process to determine the root cause of the

		performance gaps; identify solutions to those root causes, an analysis of alternatives (AoA) is conducted, and a determination if training is the best method to close the performance gap is made. If training is selected, this results in a high-level curriculum design document (CDD) to include Performance Gaps, Terminal Learning Objectives, Initial Learning Modalities and Assessment Strategy assumptions
TO	Task Order	
TOPMP	Task Order Project Management Plan	
T3	Train-the-trainer	
UAO	Upon Approval Of	
USC	United States Code	
VA	Veterans Affairs	
VAAA	Veterans Affairs Acquisition Academy	
	VA Network and/or Systems	
VistA	Veterans Health Information System and Technology Architecture	
VPN	Virtual Private Network	
w/	With	
W2W	Warriors-to-Workforce	Program that assists Disabled Veterans transition from military service to the office environment