

TRAINING SUPPORT FOR OAEM
Performance Work Statement
10/3/2018

GENERAL INFORMATION

- 1) Title of Project: OAEM Training Support
- 2) Background: The Department of Veterans Affairs (VA), by and through its Office of Asset Enterprise Management (OAEM), is seeking technical assistance and support in the development, production and maintenance of technical training materials to be deployed as part of live and on demand training for VA employees. OAEM's mission is to ensure efficient and effective corporate-level management of VA capital assets to better serve Veterans and their families. These training materials will be used to engage and inform VA field staff, who are responsible for data entry, about working with OAEM's various databases in order to keep and maintain a high level of data quality. OAEM is constantly improving and enhancing these software platforms. Training materials will provide support to maintain data quality and provide consistent guidance for VA field staff across the VA enterprise. Currently OAEM operates the following five software platforms to meet its capital asset management mission:

Software Platforms	OAEM Service Supported	Function
Capital Asset Inventory (CAI)	Capital Asset Management Service (CAMS)	OAEM's main real property database for owned and leased properties and VA's system of record for real property data;
Enterprise Lease Management Tool (ELMT)	Capital Asset Management Service (CAMS)	Provides support to VA field staff in developing compliant lease delegation packages for submission to GSA through GREX;
Strategic Capital Investment Planning (SCIP) Automated Tool (SAT)	Capital Asset Management Service (CAMS)	SAT merges all elements of the capital investment management lifecycle. It evaluates VA's infrastructure and defined service gaps; develops 10-Year Action Plans for remediation of the gaps; provides a means for creating business cases; provides scoring of investments into a single, integrated weighted project list; supports the creation of the real property capital budget; For those projects that were not included in the SCIP planning process that require processing out of the normal SCIP cycle Out-of-Cycle Submissions;
Enhanced Use Lease Information System (EULIS)	Capital Asset Management Service (CAMS)	This SharePoint-based site is a web-based, compliance oversight tool that allows VA to monitor its portfolio of projects administered under the EU leasing authority during the post transaction period.
Capital Asset Management Service – Business Intelligence (CAMS-BI)	Capital Asset Management Service (CAMS)	CAMS-BI is an Oracle based reporting and dashboard tool that CAMS can customize to provide a dashboard interface and reporting tool for real property data.

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- 3) Scope of Work: The contractor shall provide all resources necessary to accomplish the deliverables described in this Performance Work Statement (PWS). The contractor shall be responsible for the following:
 - a) Development of graphically consistent standardized PowerPoint templates for each of VA's software platforms/databases which conform to VA's current Tier 1 graphic standards VA Directive 0023 (Attachments B and C).
 - b) Develop a draft and final presentations using an approved PowerPoint template for each software platform on a completed Training Presentation Outline (TPO) as prepared by OAEM.
 - c) Provide production support for live or recorded training to ensure clear audio and video. Many of the presentations will include live demonstrations of elements of one of the aforementioned software platforms by VA staff using VA IT equipment within a presentation in order to demonstrate a particular process or attribute.
 - d) Provide post-production support for content editing and Section 508 compliant closed captioning/subtitling for any recorded content.
 - e) Provide assistance with life-cycle management for training content.
- 4) Performance Period: The period of performance is for 365 calendar days from date of award. Work at the government site shall not take place on Federal holidays or weekends unless directed by the Contracting Officer (CO) plus two 365 calendar day options with at least 90 calendar days prior notice
- 5) Type of Contract:
- 6) Place of Performance: The primary place of work shall be the contractor's office, except in cases where the level of compliance review for this contract necessitates contract personnel to work primarily at the OAEM offices, at 810 Vermont Ave NW, Washington DC 20420.

A. CONTRACT AWARD MEETING

The contractor shall not commence performance on the tasks in this PWS until the CO has conducted a kick off meeting or has advised the contractor that a kick off meeting is waived.

B. GENERAL REQUIREMENTS

1. For every task, the contractor shall identify in writing all necessary subtasks (if any), associated costs by task, together with associated sub-milestone dates. The contractor's subtask structure shall be reflected in the proposal and detailed project management plan (PMP).
2. All written deliverables shall be phrased in layperson language. Statistical and other technical terminology shall not be used without providing a glossary of terms.
3. Where a written milestone deliverable is required in draft form, OAEM will complete their review of the draft deliverable and provide feedback to the contractor within 15

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calendar days from date of receipt. VA reserves the right to reject draft or final deliverables that do not meet VA's basic requirements and request redrafts of any rejected deliverables. The contractor shall have 15 calendar days to deliver redrafted or final deliverables as appropriate from date of receipt of the government's comments. All written deliverables will require at least one draft and one final version.

4. Unless otherwise specified in an individual task order, the following schedule requirements apply: Confirmation and response from the contractor within 48 hours of transmission.
5. The contractor shall provide, via email, minutes of all government-contractor meetings. The contractor shall provide these minutes within five calendar days after completion of the meeting
6. Except for pricing information, the contractor shall not deliver to OAEM any proprietary products or information of any type, including any images or sounds, in completing the requirements of this task order. The contractor's existing internal development tools (that is, those development tools not developed for the OAEM work and which will not be required by the OAEM to install, use, or revise the deliverables) are exempted from this requirement. If the contractor believes an exception to this requirement is necessary for effective or efficient execution of a task order, the contractor shall request a specific exception, in writing, to the CO, and shall not provide the proprietary tools or information until approval is received from the CO.
7. Contractor will be required to establish and maintain a secure File Transfer Protocol (FTP) site accessible through VA's firewall and that meets VA's IT Security standards to allow the convenient exchange of large video and data files between VA and Contractor rather than through VA's email system.

C. SPECIFIC MANDATORY TASKS AND ASSOCIATED DELIVERABLES

Description of Tasks and Associated Deliverables: The contractor shall provide the specific deliverables described below within the performance period stated in Section A.4 of this PWS.

1. Task One: The contractor shall provide a Project Management Plan (PMP) and briefing for the project team, which presents the contractor's plan for completing the task order. The contractor's plan shall describe, in further detail, the approach to be used for each aspect of the task order as defined in the technical proposal. The contractor shall keep the PMP up to date throughout the period of performance.

Purpose: Provide OAEM with the contractor's general management strategy, methodology, and program as it relates to the content of the present contract.

Deliverable One: A PMP and briefing

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2. Task Two: The contractor shall submit a comprehensive Project Work Plan (PWP) that details the items to be reviewed and assessed and actions to be taken to provide with (1) clearly described milestones, (2) deadlines, (3) development of procedures, and (4) other significant matters with respect to the tasks and deliverables. The schedule portion of the PWP, which shall include project tasks and dependencies shall have an established baseline agreed to by VA, and shall be maintained and updated during the performance period against the established baseline to evidence any slippage or early project task completion throughout the project.

Purpose: Provide OAEM with the contractor's detailed plan for performing the items requested in this PWS.

Deliverable Two: A comprehensive PWP

3. Task Three: The contractor shall be responsible for the development of a standardized PowerPoint template for OAEM on-demand training items which conforms to VA's current Tier 1 graphic standards per VA Directive 0023 (see Attachments B and C)). Once the standardized PowerPoint template is reviewed and approved, the contractor will further develop individual PowerPoint templates for each of VA's software platforms/databases which will be reviewed and approved. Once finalized, the PowerPoint templates will be used as a starting point for any on-demand training content requested by OAEM for the respective software platform. Each template will include a variety of slide types, page numbering, cover slide, agenda, objectives and contact information slides as a framework to construct presentations to be used for this training initiative.

Purpose: Develop a Presentation Template for each software platform for use in creating individual on-demand training items.

Deliverable Three: Draft and final PowerPoint slide templates for each software platform/database.

4. Task Four: The contractor shall be responsible for development of a draft and final presentations and associated script for each individual on-demand training item using the approved PowerPoint templates from Task 3 for the respective software platform/database based on a completed Training Presentation Outline (TPO) as provided by VA. Contractor will modify the Presentation Template in response to the TPO. Upon delivery of the Modified Presentation Template which should be responsive to the particular TPO, OAEM will then provide addition technical content in the Presentation contractor will submit drafts of presentations to OAEM and incorporate any edits or comments into subsequent drafts for each individual training slide deck until a satisfactory final product is achieved.

Purpose: Use Presentation Templates as starting point for drafting the individual on-demand training items guided by the TPO which is iterative and results in a scripted

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PowerPoint presentation suitable for live presentation or recording that meets the training objectives outlined in the TPO.

Deliverable Four: There will be a minimum of three versions: Initial Draft, Interim Draft(s) which would occur as content is added to the PowerPoint slides and associated script and edited and then the final PowerPoint presentation and accompanying script satisfying the requirements of a specific Training Presentation Outline (TPO).

5. Task Five: The contractor shall be responsible for providing pre- and post-production support for live or recorded training of Task Four content to ensure clear audio and video. The presentation, when it includes a demonstration of a software platform, will require use of the VA network to access a software platform and to record a demonstration of the use of the software platform by OAEM staff and may involve multiple presenters, some of which may be remote using VA's remote access software. The training will usually include live "how to" demonstrations of elements of the software platforms by VA staff using VA IT equipment at one or more points within a presentation's recording in order to support the training subject. Provide post-production support for content editing, Section 508 compliant closed captioning/subtitling and any other required content such as identification of the content as "Controlled Unclassified Information" (CUI) so that the recorded content is suitable for presentation and delivery to over the internet via VA's network.

Deliverable Five: Initially a draft and then a final, edited training video, with sufficiently clear audio and video and sufficient content as determined by VA to meet the TPO training objective. The deliverable must be compliant with VA's standards including Section 508 and CUI and which may be streamed over the internet in a standard format, such as ".mov" or ".wmv" at roughly 8 Megabits per second (Mbps) with a balance of file size, streaming rate and resolution such that the content is able to be reasonably viewed on VA's computer equipment and streamed across VA's network.

6. Task Six: Same as Task Five but will include one or more instances of a two-dimensional animation component, which may or may not include any incidental background music, within the recording – an 'explainer video' - in order to better communicate and illustrate certain complex concepts to the audience, and increase the level of audience engagement. VA will provide an initial outline for any proposed animation work in order to allow the contractor to develop a basic storyboard for an animation sequence. Contractor will work with VA iteratively to refine the storyboard and associated script to develop a final storyboard. VA assumes the contractor will be developing any draft and final animation with support from a software tool such as Adobe® After Effects with Ain Trailers Toolkit or equivalent.

Deliverable Six: Initially a draft and then a final training video, with sufficiently clear audio and video including the "explainer video" animation element(s) and sufficient content as determined by VA to meet the training objective, which is compliant with VA's standards including Section 508 and CUI and which may be streamed over the internet in a standard format, such as ".mov" or ".wmv" at roughly 8 Megabits per

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second (Mbps) with a balance of file size, streaming rate and resolution such that the content is able to be viewed on VA's computer equipment and network.

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D. SCHEDULE FOR DELIVERABLES

1. The contractor shall complete the Delivery Date column in Attachment A for each deliverable specified.
2. Unless otherwise specified, the number of draft copies and the number of final copies shall be the same.
3. If for any reason the scheduled time for a deliverable cannot be met, the contractor is required to explain why (include the original deliverable due date) in writing to the CO, including a firm commitment of when the work shall be completed. This notice to the CO shall cite the reasons for the delay, and impact on the overall project. The CO will then review the facts and issue a response in accordance with applicable regulations.

E. CHANGES TO PERFORMANCE WORK STATEMENT

Any changes to this PWS must be authorized and approved by written correspondence only from the Contracting Office (CO). Costs incurred by the contractor through the actions of parties other than the CO must be borne by the contractor.

F. REPORTING REQUIREMENTS

1. The contractor shall provide the Contracting Officer's Representative (COR) with monthly written progress reports (original plus 2 copies). These are due to the COTR on the Tuesday of each month during the project's durations.
2. The progress report will cover all work completed during the preceding month and will present the work to be accomplished during the subsequent month. This report will also identify any problems that arose and a statement explaining how the problem was resolved. This report will also identify any problems that have arisen but have not been completely resolved report will with an explanation.
3. The contractor shall hold bi-weekly status meeting or conference calls with COR.

G. TRAVEL AND PLACE OF PERFORMANCE

The work shall be performed at the contractor's office space. As required by each task order, the contractor may be required to travel to Washington, D.C., or to other VA locations. Travel and per diem shall be reimbursed in accordance with VA/Federal Travel Regulations. Each contractor invoice must include copies of all receipts that support the travel costs claimed in the invoice. No General and Administrative (G&A) fees or costs, and no other fees or costs shall be added to travel expenses. Local travel within a 50-mile radius from the Contractor's facility is considered the cost of doing business and will not be reimbursed. This includes travel, subsistence, and associated labor charges for travel time. Local travel within a 50-mile radius from the Contractor's employees' residence is

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considered the cost of doing business and will not be reimbursed. This includes travel, subsistence, and associated labor charges for travel time. Travel performed for personal convenience and daily travel to and from work at the contractor's facility will not be reimbursed. Travel, subsistence, and associated labor charges for travel time for travel beyond a 50-mile radius of the Contractor's facility are authorized on a case-by-case basis and must be pre-approved by the CO at least 30 calendar days in advance for the requested travel.

H. GOVERNMENT FURNISHED PROPERTY AND DATA

The Government may provide access to the VA Network (for properly cleared personnel) in order to support this project.

I. CONTRACTOR EXPERIENCE REQUIREMENTS – KEY PERSONNEL

These skilled experienced professional and/or technical personnel are essential for successful contractor accomplishment of the work to be performed under this contract and subsequent task orders and option. These are defined as key personnel and are those persons whose resumes were submitted. The contractor agrees that the key personnel shall not be removed, diverted, or replaced from work without approval of the CO and COTR.

Key personnel shall be skilled in Adobe Captivate® or equivalent for editing and subtitling in order to meet the Section 508 compliance standard and be sufficiently skilled in the production and post-production of audio and video with an emphasis on production of video training materials.

Any personnel the contractor offers as substitutes shall have the ability and qualifications equal to or better than the key personnel being replaced. Requests to substitute personnel shall be approved by the COTR and the CO. All requests for approval of substitutions in personnel shall be submitted to the COTR and the CO within 30 calendar days prior to making any change in key personnel. The request shall be written and provide a detailed explanation of the circumstances necessitating the proposed substitution. The contractor shall submit a complete resume for the proposed substitute, any changes to the rate specified in the order (as applicable) and any other information requested by the CO needed to approve or disapprove the proposed substitution. The CO will evaluate such requests and promptly notify the contractor of approval or disapproval thereof in writing.

J. SECURITY

1. Information System Security: The contractor shall ensure adequate LAN/Internet, data, information, and system security in accordance with VA standard operating procedures and standard contract language, conditions laws, and regulations. The contractor's firewall and web server shall meet or exceed the government minimum requirements for security. All government data shall be protected behind an approved firewall. Any security violations or attempted violations shall be reported to the VA project manager

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and the OAEM Information Security Officer as soon as possible. The contractor shall follow all applicable VA policies and procedures governing information security, found under www.va.gov/pubs/asp/edsdirec.asp especially those that pertain to certification accreditation.

L. CONFIDENTIALITY AND NONDISCLOSURE

It is agreed that:

1. The preliminary and final deliverables as well as all associated working papers and other material deemed relevant by the VA which have been generated by the contractor in the performance of this task order are the exclusive property of the U.S. Government and shall be submitted to the CO at the conclusion of the task order.
2. The Government is requesting Government Purpose Rights with the following additional information. All deliverables outlined in a task order pursuant to this PWS must include copyright releases as applicable. All deliverables must be easily modifiable by the customer. For example, documents delivered in portable document format (PDF) must also be delivered in a format modifiable by applications on a standard VA desktop (e.g., Microsoft Word). Software, add-ins, apps, and other courseware must include thorough maintenance documentation and applicable rights to enable updates, changes, modifications, and maintenance by the Government users and may be used in future contract requirements. The contractor must state the rights associated with each software and courseware deliverable in their proposal and upon delivery in accordance with FAR 27.4.
3. Training presentations, videos, and exercises must operate in either self-contained packages or in VA's virtualized environment. Data and configuration, as well as instructions for system administrators, instructors, and students must be provided.
4. The CO will be the sole authorized official to release verbally or in writing, any data, the draft deliverables, the final deliverables, or any other written or printed materials pertaining to this task order. No information shall be released by the contractor. Any request for information relating to this task order presented to the contractor shall be submitted to the CO for response.
5. Press releases, marketing material or any other printed or electronic documentation related to this project, shall not be publicized without the written approval of the CO.

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Attachment A

Schedule of Deliverables

<u>Deliverable No.</u>	<u>Item</u>	<u>Quantity</u>	<u>Delivery Date</u>
One	A PMP and briefing;	One	5 days after Award
Two	Project Work Plan (PWP);	One Initial PWP and regular updates as determined by CO	10 days after Award for Initial PWP with regular updates throughout project
Three	Draft and final PowerPoint slide deck templates for the Common OAEM template; Draft and final PowerPoint slide decks templates for each of the five software platforms;	Twelve: <u>Two</u> (one draft and one final) for the OAEM Common PowerPoint template; plus <u>Ten</u> – Five Software Platforms x Two (one draft and one final)	Beginning within 45 days after award and completed 30 days after tasking;
Four	Draft and final presentation using an approved PowerPoint template (Task Three) for the respective software platform based on a completed Training Presentation Outline (TPO) provided by OAEM and content added by OAEM after the draft is accepted;	~40 TPOs - Two presentations (one draft and one final) for each TPO;	Completing 30 days after tasking with TPO;

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Five	A final training video, with sufficiently clear audio and video and sufficient content as determined by VA, which is compliant with VA's standards including post-production support for content editing, Section 508 compliant closed captioning/subtitling and any other required content such as identification of the content as "controlled Unclassified Information (CUI) so that the recorded content is suitable for presentation over the internet via VA's network and equipment.	~34 TPOs; Two videos (one draft and one final) for each TPO;	Completing 30 days after tasking;
Six	A final training video, with sufficiently clear audio and video and sufficient content as determined by VA, including two dimensional "explainer video" animation component which is compliant with VA's standards including post-production support for content editing, Section 508 compliant closed captioning/subtitling and any other required content such as identification of the content as "controlled Unclassified Information (CUI) so that the recorded content is suitable for presentation over the internet via VA's network and equipment.	~6 TPOs; Two videos (one draft and one final) for each TPO;	Completing 45 days after tasking;

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Attachment B

Performance Standards and Methods as specified in each task.

Surveillance Area	Successful Performance Standards	Method of Assessing Performance/ Responsible party	Evaluation
Management of price and schedule	1) Monthly progress reports are delivered: <ul style="list-style-type: none"> • Highly successful: Within 5 calendar days of the end of the month at least 98% of the time. • Successful: Meets expectations 90% of the time. No more than 10 calendar days after the end of the month. • Unsuccessful: Failure to deliver in 10 days 	Review of Monthly Status Reports and deliverables. 100% inspection. Responsible: COTR	Assessment: _____
Management of price and schedule	2) Project management plan and submissions of deliverables comply with the project management plan; changes to schedule are reported and accepted by COTR; project management plan is maintained up-to-date to satisfaction of COTR. <ul style="list-style-type: none"> • Highly successful: Meet expectations 98% of the time. • Successful: Meets expectations 90% of the time. • Unsuccessful: Fail to meet expectations more than 90% of the time 	Review of Monthly Status Reports and deliverables. 100% inspection. Responsible: COTR	Assessment: _____
Technical Quality of deliverables	Deliverables are high quality, meet intent of required performance work statement areas, and require minimal updates (less than 3 drafts), edits or comments from COTR: <ul style="list-style-type: none"> • Highly successful: Meet expectations 98% of the time with minimal or no deficiencies/issues identified • Successful: Meets expectations 90% of the time and/or no significant deficiencies/issues identified • Unsuccessful: Fail to meet expectations more than 90% of the time and/or significant deficiencies/issues identified 	Review of Final deliverables. 100% inspection. Responsible: COTR	Assessment: _____

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Quality of Relationship Management	<p>1) Timeliness of responses to open acquisition issues; COTR communications/requests; changes in the scope or timeliness of deliverables:</p> <ul style="list-style-type: none"> • <u>Highly successful:</u> Meet expectations 98% of the time with minimal or no deficiencies/issues identified • <u>Successful:</u> Meets expectations 90% of the time and/or no significant deficiencies/issues identified • <u>Unsuccessful:</u> Fail to meet expectations more than 90% of the time and/or significant Key personnel turnover meets expectations 	<p>Review of communications, invoices, modifications, to changes in deliverables.</p> <p>Responsible: COTR</p>	<p>Assessment:</p> <p>_____</p>
Quality of Relationship Management	<p>2) Staffing meets expectations for adequately supporting the requirements of the task orders.</p> <ul style="list-style-type: none"> • <u>Highly successful:</u> Meet expectations 98% of the time with minimal or no deficiencies/issues identified • <u>Successful:</u> Meets expectations 90% of the time and/or no significant deficiencies/issues identified • <u>Unsuccessful:</u> Fail to meet expectations more than 90% of the time and/or significant 	<p>Review and approval of Key Personnel changes</p> <p>Responsible: COTR</p>	<p>Assessment:</p> <p>_____</p>
Quality of Project Management	<p>1) Corrections and Re-submittal to VA for rejected deliverables meets mutually agreed upon schedule.</p> <ul style="list-style-type: none"> • <u>Highly successful:</u> Meet expectations 98% of the time with minimal or no deficiencies/issues identified • <u>Successful:</u> Meets expectations 90% of the time and/or no significant deficiencies/issues identified • <u>Unsuccessful:</u> Fail to meet expectations more than 90% of the time and/or significant Key personnel turnover meets expectations. 	<p>Corrections and resubmitted of deliverables conform to agreed upon terms.</p> <p>Responsible: CO/COTR</p>	<p>Assessment:</p> <p>_____</p>
Quality of Project Management	<p>2) Contractor provides a single point of contact responsible for task order performance. Communication between VA and Vendor meets expectations.</p> <ul style="list-style-type: none"> • <u>Highly successful:</u> Meet expectations 	<p>Contractor provided a single point of contact, and review of communications</p>	<p>Assessment:</p> <p>_____</p>

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	<p>98% of the time with minimal or no deficiencies/issues identified</p> <ul style="list-style-type: none"> • <u>Successful:</u> Meets expectations 90% of the time and/or no significant deficiencies/issues identified • <u>Unsuccessful:</u> Fail to meet expectations more than 90% of the time and/or significant Key personnel turnover meets expectations. 	<p>Responsible: COTR</p>	
Quality of Project Management	<p>3) Contractor meets expectations for changing demands of the program as it evolves.</p> <ul style="list-style-type: none"> • <u>Highly successful:</u> Meet expectations 98% of the time with minimal or no deficiencies/issues identified • <u>Successful:</u> Meets expectations 90% of the time and/or no significant deficiencies/issues identified • <u>Unsuccessful:</u> Fail to meet expectations more than 90% of the time and/or significant Key personnel turnover meets expectations 	<p>Review of responsiveness and communications performance, flexibility and adaptability to unexpected changes in scope, magnitude or requirements of deliverable.</p> <p>Responsible: CO/COTR</p>	<p>Assessment:</p> <p>_____</p>