

Statement of Work- Leadership Development For Law Enforcement/Lean Six Sigma for Greater Los Angeles Healthcare System Police Department

1. Introduction

The purpose of this Statement of Work (SOW) is to outline the tasks and responsibilities of the successful offeror in relation to the Greater Los Angeles Health Care Police Departments need for a dedicated, hosted leadership in Law Enforcement Seminar and introduction into the use of Lean Six Sigma as it applies to law enforcement. GLA is promoting 15 new officers into a leadership role, coupled with 7 current existing leadership positions, the need to ensure quality education and training as it pertains to law enforcement leadership and Lean Six Sigma application to the improvement of the department is paramount and needs to occur as a unit.

1.1 Background

The GLA Health Care Police Department, located at 11301 Wilshire Blvd, Los Angeles Ca, is part of the Desert Pacific Healthcare Network (VISN 22), and is one of the most diversified health care providers in the VA. The Police Department is one of the largest in the nation for VA's and has had limited focus in leadership development, process improvement, strategic development, long term planning, high performance models, and data driven police practices. With the recent re-organization of the department, the need to provide comprehensive, unified training is critical to the success of the department. Multiple new leadership promotions are occurring and the need to provide these new leaders with quality "blueprint" to success is paramount in the early part of their new found career positions.

2. Scope

- To provide on site, GLA Police specific, leadership development seminar (1 day)
- To provide Concept in management and Lean Six Sigma application to GLA specific Law Enforcement related issues on site (2 days)
- To provide guidance, development and comprehension into high performance development, strategic development and the application of the COOPER MANAGEMENT MODEL as utilized by Microsoft and T Mobile; on site (2 Day)
- Provide consultative follow up for senior executive police management via the phone or internet pertaining to the application of these principals for 180 day time period after implementation and roll out of the principals involved.

3. Tasks

To provide all relevant instruction, course material and products associated with completing the scope of work.

3.1 General Requirements

- The vendor shall submit a cost proposal with an associated project management plan addressing the tasks associated with the SOW, as described in the evaluation criteria section.
- All written deliverables must be phrased in terms and language that can be easily understood by non-technical personnel, i.e. a person without subject matter expertise.
- All document deliverables, hard copy and electronic, must be in formats as specified-at a minimum, the formats must be in industry accepted standards.
- Dates and times of the seminars will be of mutual agreement.
- The vendor and/or its staff must have knowledge and expertise of the environment for which the work is to be performed.
- All associated material and costs will be included in the award

3.2 Mandatory Tasks

5 days of education seminar and all related material associated with the training event

180 day time period of consultative followup for GLA Senior Executive Police Command staff via phone and/or internet

3.2.1 Implementation

3.2.2 Change Management Plan

3.2.3 Hours of Operation

- Normal tour-of-duty hours at the VALBHS is 7:30 am to 5:00 pm, Monday through Friday, excluding Federal holidays. The vendor is required to coordinate these times with the designated Program Manager. The vendor is required to work with an agreed upon dates for the hosted seminar with the Program Manager.
- In accordance with 5 U.S.C. 6103, Executive Order 11582 and Public Law 94-97 the following national holidays are observed and for the purpose of this contract are defined as "Legal Federal official holidays"

New Year's Day	January 1 st
Martin Luther King's Birthday	Third Monday in January
President's Day	Last Monday in January
Memorial Day	Last Monday in January
Independence Day	July 4 th
Labor Day	First Monday in September

Columbus Day	Second Monday in October
Veteran's Day	November 11 th
Thanksgiving Day	Fourth Thursday in November
Christmas Day	December 25 th

When a holiday falls on a Sunday, the following Monday will be observed as a National Holiday. When a holiday falls on a Saturday, the preceding Friday is observed as a National Holiday by U.S. Government Agencies.

3.2.4 Acceptance/Period of Performance

- Upon completion training, the VAGLA Police Chief shall attest to the completion of the training seminars. The vendor is required to supply the VALGLA with an acceptance form to be signed off at the end of the acceptance seminar phase to indicate completion and to inform the Contracting Office to proceed with payment(s) as outlined in the Purchase Order.

4. Vendor Responsibilities

- The vendor shall be responsible for any and all liability actions or suits when the vendor is at fault or negligent in the performance of the training seminar. The vendor shall comply with all local building and fire codes in addition to VA policy and procedures at the site.
- The vendor shall provide the VAGLA with complete, agreed upon syllabus for the seminar, strategic action plan outline for the department as well as teaching material.

5. VAGLA Responsibilities

- The VALBHS shall provide all needed space, projectors, white boards and other teaching material as identified by the vendor for the seminar.
- All network connections, network connectivity, phone and data lines, procurement, installation and configuration of all circuits necessary to support the AV equipment.
- THE VAGLA shall provide the vendor a list of key personnel associated with the project along with the name and contact information for the POC/Project Manager.
- The Project Manager shall provide access to the appropriate personnel (management, technical, subject matter expertise, etc.) necessary to fulfill the vendor's requirements in a timely fashion.

6. Travel

- All travel shall be responsibility of the vendor.
- Whenever possible, conference calls, video conferencing and telephonic communication should be used for the followup consultations.

7. Security

7.1 Information Security

- If the vendor has a need to utilize the VA LAN/Internet, the vendor 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 vendor'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 and the VBA Headquarters Information Security Officer as soon as possible. The vendor shall follow all applicable VA policies and procedures governing information security, especially those that pertain to certification accreditation.
- The contractor shall follow The Veterans Affairs Acquisition Regulation (VAAR) security clause VAAR- 852.273-75 "SECURITY REQUIREMENTS FOR UNCLASSIFIED INFORMATION TECHNOLOGY RESOURCES" cited in section C. Contract Clauses
 - (a) The contractor and their personnel shall be subject to the same Federal laws, regulations, standards and VA policies as VA personnel, regarding information and information system security. These include, but are not limited to Federal Information Security Management Act (FISMA), Appendix III of OMB Circular A-130, and guidance and standards, available from the Department of Commerce's National Institute of Standards and Technology (NIST). This also includes the use of common security configurations available from NIST's Web site at: <http://checklists.nist.gov>
 - (b) To ensure that appropriate security controls are in place, Contractors must follow the procedures set forth in "VA Information and Information System Security/Privacy Requirements for IT Contracts" located at the following Web site:
<http://www.iprm.oit.va.gov>

7.2 Contract Personnel Security

This vendor will not have access to the Department of Veterans Affairs' computer systems

8. Completion Date

The vendor shall have all seminar services rendered **no later than 91 working days** from the date of Contract Award and receipt of Contract Award.