AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE OF PAGES
	1 | 3

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. *(If applicable)*
82	MAY 0 3 2012	See Block 12	

6. ISSUED BY CODE MSFC

NASA/Marshall Space Flight Center
Procurement Office
Marshall Space Flight Center, AL 35812

7. ADMINISTERED BY *(If other than Item 6)* CODE MSFC

NASA/Marshall Space Flight Center
Debbie R. Matthews
Procurement Office
Marshall Space Flight Center, AL 35812

AUTOMATED INVOICE PAYMENT INFORMATION: (256) 544-5566

8. NAME AND ADDRESS OF CONTRACTOR *(No., street, county, State, and Zip Code)*

WILL TECHNOLOGY INC
Attn: Crystal Shell
1570 The Boardwalk
HUNTSVILLE, AL 35816-000

CODE 1RCM0 FACILITY CODE

(x)	
	9A. AMENDMENT OF SOLICITATION NO.
	9B. DATED *(SEE ITEM 11)*
X	10A. MODIFICATION OF CONTRACT/ORDER NO. NNM07AA77C
	10B. DATED *(SEE ITEM 13)* 03/20/2007

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
(a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA *(If required)*
4200433066/1, $281,015 4200433736, $228,811 and 4200434303, $1,025 Net Increase $510,851

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: *(Specify authority)* THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES *(such as changes in paying office, appropriation date, etc.)* SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: MUTUAL AGREEMENT AND FAR 52.243-2 CHANGES-COST REIMBURSEMENT AND LIMITATION OF FUNDS CLAUSE
	D. OTHER *(Specify type of modification and authority)*

E. IMPORTANT: Contractor ☐ is not, ☒ is required to sign this document and return **2** copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION *(Organized by UCF section headings, including solicitation/contract subject matter where feasible.)*

See Page 2 for Modification Description

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER *(Type or print)*	16A. NAME AND TITLE OF CONTRACTING OFFICER *(Type or print)*
(b)(4) [redacted]	Sherry K. Fenn, Contracting Officer
15B. (b)(4) [redacted] 15C. DATE SIGNED 5-3-12	16B. UNITED STATES OF AMERICA *(Signature of Contracting Officer)* 16C. DATE SIGNED 5-3-12

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT
(Continued)

The purpose of this modification is to definitize the following proposal:

A) Will Technology detailed cost proposal WTI-042412-R3 dated April 26, 2012. This proposal was submitted in response to NASA/MSFC Request for Proposal dated April 5, 2012 and revised on April 17, 2012.

1. Increase level of contractual support by two (2) full-time (WYE's) for Senior Level Training Consultants.

2. Increase level of contractual support by one (1) full-time (WYE) Training Center Assistant III.

As a result of this proposal definitization, the contract value is hereby increased by $283,055. Based on the value negotiated for the proposal described above, the contract is hereby revised in the following particulars:

A. Under Section B, Clause B.2, Estimated Cost and Fees, Table B-1, Estimated Cost and Incentive Fees (IF), is revised as follows:

1. CLIN 6, Option V, Mission Services, Year 6, is revised to reflect the increase in Estimated Cost by $267,033 (from $2,540,399 to $2,807,432), Incentive Fee by $16,022 (from $124,751 to $140,773), and Potential Total Value by $283,055 (from $2,665,150 to $2,948,205). This fee increase is appropriately allocated between Target Cost Incentive Fee, Maximum Cost Incentive Fee, and Maximum Performance Incentive Fee.

2. Increase Total Funds Allotted in the amount of $510,851, from $24,707,636.84 to $25,218,487.84. The anticipated fund through date is changed from February March 9, 2012 to April 19, 2012

B. Section J, List of Attachments, is hereby deleted in its entirety and the revised J-1, shown on the enclosed replacement page J-1 is substituted in lieu thereof.

C. The modification(s) made above are reflected in total on the change page(s) enclosed herewith. In order to reflect the change(s) made, the page(s) listed below are hereby deleted from, or added to, NNM07AA77C. Either bolded text or a vertical change bar included in the right margin indicates the specific area(s) of change.

Page(s) Deleted	Page(s) Added
B-2 (Mod 81)	B-7 (Mod 82)
B-7 (Mod 81)	B-7 (Mod 82)

J-1 (Mod 80)	J-1 (Mod 82)
J-1-1 (Mod 72)	J-1-1 (Mod 82)

D. Contractor's Statement of Release

In consideration of the modification(s) agreed to herein as complete equitable adjustment for all claims arising out of or attributable to the issuance of the contract change(s) and/or contractor proposal(s) listed below, the contractor hereby releases the Government from any and all liability under this contract for further equitable adjustments attributable to such facts or circumstances giving rise to said contract change(s) and/or contractor proposal(s), and for such additional obligations as may be required by this modification.

Contract Change Identification: Modification 82
Contractor Proposal: WTI-042412-R3, dated April 26, 2012

E. All other terms and conditions of contract NNM07AA77C remain unchanged.

TABLE B-1, ESTIMATED COST AND INCENTIVE FEES (IF)

CLIN	DESCRIPTION	PERIOD COVERED	ESTIMATED COST	TARGET COST	TARGET COST IF	MAXIMUM COST IF	MAXIMUM PERFORMANCE IF	COST IF EARNED	PERFORMANCE IF EARNED	POTENTIAL TOTAL VALUE
1.	Mission Services, Base Year (BY)	4-01-07 through 3-31-08	$5,140,997	$4,065,997	$60,543	$90,814	$181,630	$80,965	$178,395	$5,383,170
1.a. (See Table B-3)	IDIQ Summation of Task Order Values BY	4-01-07 through 3-31-08	$275,257	$255,257	$4,129	$6,195	$12,386	$6,195	$11,199	$291,772
2.	Option I, Mission Services	4-01-08 through 3-31-09	$4,541,721	$4,266,721	$63,774	$95,660	$191,319	$95,660	$183,085	$4,796,814
2.a. (See Table B-3)	IDIQ Summation of Task Order Values Option I	4-01-08 through 3-31-09	$986,058	$986,058	$14,791	$22,186	$44,374	$22,186	$42,312	$1,045,223
3.	Option II, Mission Services	4-01-09 through 3-31-10	$4,472,266	$4,172,266	$62,584	$93,876	$187,752	$93,876	$179,491	$4,722,602
3.a. (See Table B-3)	IDIQ Summation of Task Order Values Option II	4-01-09 through 3-31-10	$594,584	$594,584	$8,919	$13,378	$26,756	$13,378	$25,579	$630,259
4.	Option III, Mission Services	4/1/2010 through 03/31/2011	$4,584,221	$4,259,221	$63,889	$95,780	$191,666	$95,780	$188,024	$4,839,776
4.a. (See Table B-3)	IDIQ Summation of Task Order Values Option III	4/1/2010 through 03/31/2011	$517,662	$517,662	$7,765	$11,647	$23,295	$11,647	$22,852	$548,722
5.	Option IV, Mission Services, Year 5	4/1/2011 through 03/31/2012	$3,121,104	$2,771,104	$41,566	$60,565	$124,700	TBD	TBD	$3,287,370
5.a. (See Table B-3)	IDIQ Summation of Task Order Values Option IV, Year 5	4/1/2011 through 03/31/2012	$530,821	$530,821	$7,963	$11,979	$23,888	TBD	TBD	$562,672
6.	Option V, Mission Services, Year 6	4/1/2012 through 03/31/2013	$2,807,432	$2,372,432	$35,193	$70,387	$105,580	TBD	TBD	$2,948,205
6.a. (See Table B-3)	IDIQ Summation of Task Order Values Option V, Year 6	4/1/2012 through 03/31/2013	$652,924	$652,924	$9,794	$17,799	$29,382	TBD	TBD	$692,100
										$29,748,685
									Unused IDIQ – Base and all Options	$ 6,229,252
									Total Maximum Potential Value	$35,977,937

(d) If the Government exercises any of its Options pursuant to the terms of the contract, the estimated costs and fees for each Mission Services CLIN shall be as set forth in Table B-2 below.

TABLE B-2, MISSION SERVICES & IDIQ SUMMATION – OPTION VALUES

-All Options have been exercised

(End-of-Clause)

evidence and information requested pursuant to the Notice and Assistance Regarding Patent and Copyright Infringement clause;

(iv) The purchase and maintenance of additional insurance not in the target cost and required by the Contracting Officer, or claims for reimbursement for liabilities to third persons pursuant to the Insurance Liability to Third Persons clause;

(v) Any claim, loss, or damage resulting from a risk for which the Contractor has been relieved of liability by the Government Property clause; or

(vi) Any claim, loss, or damage resulting from a risk defined in the contract as unusually hazardous or as a nuclear risk and against which the Government has expressly agreed to indemnify the Contractor.

(5) All other allowable costs are included in "total allowable cost" for fee adjustment in accordance with this paragraph (e), unless otherwise specifically provided in this contract.

(f) *Contract modification.* The total allowable cost and the adjusted fee determined as provided in this clause shall be evidenced by a modification to this contract signed by the Contractor and the Contracting Officer.

(g) *Inconsistencies.* In the event of any language inconsistencies between this clause and the provisioning documents or Government options under this contract, compensation for spare parts or other supplies and services ordered under such documents shall be determined in accordance with this clause.

(End of clause)

B.6 CONTRACT FUNDING (NFS 1852.232-81) (JUN 1990)

(a) For purposes of payment of cost, exclusive of fee, in accordance with the Limitation of Funds clause, the total amount allocated by the Government to this contract is **$23,791,023.00**. This allotment is for the Center-wide Office of Human Capital Support Services effort described in Attachment J-1, Performance Work Statement, and covers the following estimated period of performance: April 1, 2007 – **April 19, 2012**.

(b) An additional amount of **$1,427,464.84** is obligated under this contract for payment of fee.

Mission & IDIQ Estimated Cost	$23,309,088.09	$481,934.91	$23,791,023.00
Provisional Performance incentive Fee	$1,048,911.30	$21,687.07	$1,070,598.37
Provisional Cost Incentive Fee	$349,637.45	$7,229.02	$356,866.47
Total Sum Allotted	**$24,707,636.84**	$510,851.00	**$25,218,487.84**

PART III – LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACHMENTS

SECTION J

LIST OF ATTACHMENTS

Attachment	Title	Pages
1	Performance Work Statement (PWS)	25
2	Data Procurement Document (DPD)	27
3	SCA Wage Determination(s)	12
4	Surveillance and Cost-Plus-Incentive Plan	19
5	Weighting of Performance Incentives	3
6	Work Breakdown Structure (WBS)	1
7	Task Flow Process	2
8	Job Descriptions	6
9	Schedule of Fully Burdened Labor Rates	1
10	Personal Identity Verification (PIV) Procedures	4
11	Safety, Health, and Environmental (SHE) Plan	1
12	Safety & Health Management Implementation Guide and Assessment Matrix	3
13	Installation-Provided Property and Services	1
14	Applicable Regulations, Procedures, and Documents	4
15	Acronym List	4

[END OF SECTION]

ATTACHMENT J-1

PERFORMANCE WORK STATEMENT

CENTERWIDE OFFICE OF HUMAN CAPITAL SUPPORT SERVICES

1.0 SCOPE

The scope of this Performance Work Statement (PWS) broadly defines the requirements for the Office of Human Capital (OHC) Support Services provided to Marshall Space Flight Center (MSFC) by the Contractor. This contract will be in support of OHC, and will take executive direction from the Contracting Officer (CO) and the Contracting Officer's Technical Representative (COTR). Section 1.0 of this PWS establishes the scope required to manage the overall OHC support services. Section 2.0 establishes the requirements for program management of the contract. Section 3.0 establishes the requirements for organization and leadership development services. Section 4.0 establishes the requirements for strategic workforce planning services. Section 5.0 establishes the requirements for academic affairs services. Section 6.0 establishes the requirements for training and incentives services, and Section 7.0 establishes the requirements for employee and operations services. Together, these requirements describe the services under the mission schedule, and identified in the PWS, that the Contractor shall provide for OHC Support Services Contract. In addition, the remaining, Section 8.0, describes the services to be provided through an Indefinite Delivery Indefinite Quantity (IDIQ) schedule. The IDIQ services will be invoked through the use of Task Orders (TO).

The vision of the Office of Human Capital (OHC) at NASA/Marshall Space Flight Center (NASA/MSFC) is to be the benchmark in delivering innovative human capital solutions to support the objectives of its clients and partners. The OHC mission is to build workforce capabilities which assure the current and future success of NASA/MSFC. OHC is the principal advisor to Center management regarding Center human capital areas. OHC also has a Business Management Team which supports the organization with efficient business tools and operations, and working with management, develops the OHC budget. An organization chart of OHC is provided in L-3, Figure 2.

OHC operates in a dynamic environment providing services to Center management, major space programs as well as smaller programs and projects, Center staff offices, and Center directorates which conduct engineering and scientific research, space hardware and software, development, and operations in space exploration. The OHC organization must understand the direction of the Agency and the Center, anticipate Center needs and requirements, and be agile, prompt, and effective in providing its day-to-day products and services. OHC customers and partners are managers, Center employees, NASA Headquarters and other NASA Centers, other Government agencies, academia, and industry.

OHC views its contractor support to be integral to the operations of OHC and requires a high-performing, integrated, and flexible team, aligned with OHC, and dedicated to OHC's mission success. The Contractor shall be efficient as well as effective and professional, knowledgeable, and experienced in the human resources area, regulations, processes, operations, products, and services. Also, because one of the primary missions of OHC is to strengthen the pipeline of students in science, math, engineering and technology (STEM), and the recruitment of students, research assistants and professors to support the mission of NASA, the OHC support services contractor shall be knowledgeable and experienced in academia and the provision of services and STEM curriculum for educational purposes. Contractor education specialists and the educator resource center specialist, shall work closely with students, teachers, and educational institutions to enhance curriculum, and educational opportunities to support STEM educational areas. The human capital environment is dynamic, and requirements may change quickly, and the Contractor shall be able to adjust and adapt promptly and effectively.

In fulfilling the requirements of this PWS, the Contractor shall provide the necessary management personnel, equipment, and supplies (not otherwise provided by the Government) as well as provide innovative approaches for the provision of human capital services. Data deliverables required by this PWS are in accordance with Data Requirements Description (DRD) provided in Attachment J-2, Data Procurement Document (DPD).

2.0 PROGRAM MANAGEMENT

The Contractor shall provide support in the form of program management for the Centerwide Human Capital Support Services contract and for the OHC organization. The Contractor shall provide for assignment and utilization of Contractor personnel; recognition of critical problem areas; adequacy of staffing; provide well-qualified and trained personnel; cooperate through effective working relationships with other contractors and Government personnel to ensure integrated operation efficiency; assure the effective utilization of relevant technologies; plan, organize, and manage all program elements; employ management actions to achieve and sustain a high level productivity; manage all subcontracts, and respond to emergencies and other unexpected situations. The Contractor shall provide training to maintain cutting edge skills/competencies of contractor personnel, and is responsible for all personnel actions. The Contractor shall effectively communicate with Government personnel to assure information is transmitted about contract performance and industry developments. The Contractor shall benchmark industry best practices. The Contractor shall protect the confidentiality of sensitive information and shall provide an Organizational Conflict of Interest Avoidance Plan in accordance with DRD 1133MA-007.

2.1 Contract Management

2.1.1 The Contractor shall provide administration, planning, coordination and surveillance of overall contract activities. This will ensure disciplined, high performance work, and the timely application of resources which are in accordance with ISO requirements (E.3, MPD 1280.1) and necessary for completion of all tasks of the PWS to include mission and IDIQ schedules. The Contractor shall comply with Acceptable

Quality Levels (AQLs) found in 2.2.2.1.1 and 2.2.2.1.5 of Attachment J-4. The Contractor shall evaluate the current systems for providing support and continually seek and recommend ways to improve the process, saving costs and time. The Contractor shall report any process improvements and/or cost savings or recommendations for the Government that may improve efficiency in the Quarterly Progress Report (DRD 1133MA-002).

2.1.2 The Contractor shall develop, implement, and maintain a Management Plan in accordance with DRD 1133MA-001, "Management Plan" for accomplishment of the tasks described by the PWS. In accomplishing this effort, the Contractor shall make adjustments and respond to proposals in the application of its workforce and resources to specific activities, as demands and priorities require. The plan shall address risk management and associated risks applicable to the tasks in accordance with Marshall Work Instruction (MWI) 7120.6, Program/Project Continuous Risk Management.

2.1.3 The Contractor shall provide Badged Employee and Remote Information Technology (IT) User Listings in accordance with DRD 1133MA-004. The Contractor shall provide Contractor Employee Clearance Documents in accordance with DRD 1133MA-005. The Contractor shall provide Position Risk Designations for Non-NASA Employees in accordance with DRD 1133MA-006. The Contractor shall determine the data restriction that applies to each data deliverable and mark or transmit the data restriction in accordance with the DRDs.

2.1.4 The Contractor shall provide necessary training relative to the support provided by this contract for new and existing Contractor employees to ensure mission success.

2.1.5 The Contractor shall deliver accurate and timely data, information, and reporting for a variety of metrics, and shall maintain records related to the performance metrics and Acceptable Quality Levels (AQL) defined in Attachment J-4. The Contractor shall submit Quarterly Progress Reports in accordance with DRD 1133MA-002 that include an assessment of each performance metric, along with rationale explaining any performance requirements where deficiencies were noted and a corrective action plan to ensure these deficiencies do not occur in the future.

2.1.6 The Contractor shall ensure the timely processing of all paperwork, such as purchasing and transportation requests, Requests for Proposals, delivery orders, contracts, and deadline/milestone estimates, as defined by the Government. The Contractor shall meet the scheduled reporting dates contained in each contract Data Reporting Document (DRD) in accordance with AQL 2.2.2.1.6 in Attachment J-4.

2.1.7 The Contractor shall solicit customer satisfaction feedback from contract customers as requested and provide this information to the COTR and technical monitor that initiated the request. The Contractor shall not be the cause of valid customer complaints (a valid complaint is any complaint transmitted to the Contractor in writing by the COTR or Contracting Officer). The AQL addressing this requirement is found in 2.2.2.1.3 of Attachment J-4.

2.2 Property Management

The Contractor shall prepare and maintain a report identifying and listing all equipment provided by the Government for use by the Contractor in the performance of the contracted effort, and for which the Contractor has been given physical custody. This report shall be prepared and maintained in accordance with DRD 1133LS-001.

2.3 Financial Management

The Contractor shall manage, maintain and oversee the contract budget and financial management. The Contractor shall establish, implement, and maintain a financial reporting system in accordance with the NASA FAR Supplement, NFS 1852.242-73. The Contractor shall submit Financial Management Reports in accordance with DRD 1133MA-003, "Financial Management Report (533M)."

2.4 Safety and Health

2.4.1 The Contractor shall establish and implement an industrial/occupational safety, health, and environmental program and provide Safety, Health, and Environmental (SHE) Plan in accordance with DRD 1133SA-001. Contractor employees shall attend monthly safety meetings as defined by AQL 2.2.2.1.4 of Attachment J-4. The Contractor's industrial/occupational safety, health, and environmental program shall incorporate the following:

a. Management leadership and employee involvement

b. System and worksite analysis

c. Hazard prevention and control

d. Safety and health training

e. Environmental compliance

2.4.2 Mishaps and safety statistics shall be reported to the MSFC Safety and Mission Assurance Office in accordance with DRD 1133SA-002, "Mishap and Safety Statistics Reports."

2.5 Information Technology Security

The Contractor shall prepare a Contract Information Technology Security Program Plan that documents how the Contractor will comply with the requirements of NPR 2810.1, Security Information Technology, and the Privacy Act. The Contractor shall prepare the plan in accordance with DRD 1133CD-001.

2.6 OHC Management and Business Support

2.6.1 Eliminated Modification 65

2.6.2 Eliminated Modification 65

2.6.3 Eliminated Modification 65

2.6.4 Eliminated Modification 65

2.6.5 Eliminated Modification 65

2.6.6 Eliminated Modification 65

3.0 ORGANIZATION AND LEADERSHIP DEVELOPMENT SUPPORT

This effort shall include the delivery of a wide variety of products and consultation services in the context of optimizing individual, team, and organizational performance. This will include various team exercises and interventions, change management initiatives, individual and team coaching and mentoring, strategic planning, conflict resolution, formal and informal process improvement, human factor measuring and planning, and industrial and organizational psychology modeling. In addition, the Contractor shall plan, design, and conduct various training courses, to include technical courses as well as organizational and leadership development programs courses. The Contractor shall receive positive evaluations on any training or activities led, in accordance with AQL 2.2.2.2.3 in Attachment J-4. The Contractor shall provide the necessary procurements and logistical support.

3.1 Unique Technical Training

3.1.1 The contractor shall develop and conduct technical courses to meet specific needs of the MSFC technical community that cannot be met through standard college curricula.

3.1.2 The Contractor shall provide coaching/mentoring assistance to MSFC organizations, in technical areas of expertise such as the spacecraft Design Process, Engineering Risk Analysis, Structures, Materials, Avionics, Controls, Propulsion, Operations, Fluid Dynamics, and Flight Mechanics as requested. This service shall include informal mentoring, delivered via e-mail, phone conversations or personal office visits.

3.1.3 The contractor shall prepare technical content, distribute technical training materials at training sessions and solicit written evaluation responses from attendees.

3.1.4 The Contractor shall design knowledge capture and management strategies, create advanced learning environments via electronic/computer-based tools, and prepare a variety of knowledge transfer materials, such as technical publications, and video archives. The Contractor shall identify MSFC science and engineering lessons learned, and communicate those lessons within the Center, and throughout the Agency as required.

3.1.5 The Contractor shall provide professional expertise and consultation for organization development and leadership development efforts focused on nurturing a healthy and effective organizational culture relevant to NASA's vision, mission and goals.

3.2 Organization and Leadership Development Programs

3.2.1 The Contractor shall provide a range of support to include professional organization development consultation and change management expertise, including assessment, planning, implementation and evaluation. Support provided shall include abilities, skills and methods to effectively diagnose situational, interpersonal and organization dynamics, to identify innate individual and organizational strengths and root causes of ineffectiveness and inefficiency, and to provide suggestions and recommendations for improving the organizational culture, processes and performance.

3.2.2 The Contractor shall participate in the process for developing leaders by enhancing an empowering and high-performance culture, improving trust and communication; clarifying goals, roles, relationships, expectations, plans, priorities, and procedures; establishing group norms and values; developing effective teamwork; creating shared visions; and a variety of other skills, knowledge and experience widely considered to be functions of organization development professionals. The Contractor shall use and/or recommend tools and training courses such as, and including but not limited to, the Leadership Development Series, Situational Leadership II (Ken Blanchard), the Myers-Briggs Type Indicator personality inventory, Gallup Strength Finder Profile and Strengths coaching, Power+Systems Organizational Model, Appreciative Inquiry, and Dominance/Influence/Steadiness/Conscientiousness.

3.2.3 The Contractor shall perform and/or recommend client interventions using professional consulting models. This will include creating, proposing, and implementing strategies for organizational change, internal and external, collaboration and integration, communication and synergistic teamwork. Additionally, the Contractor shall provide follow-up assessments to determine outcomes and progress, as described by AQL 2.2.2.2.1 of Attachment J-4.

3.2.4 The Contractor shall support the Government with improving processes by teaching and applying the principles, systematic methodologies and tools of organizational quality improvement. The support shall include consultation, instruction and facilitation that result in identification of gaps between current methods and processes and the ideal state, developing improvement action plans, and implementing actions to eliminate existing gaps in processes.

3.2.5 The Contractor shall develop a process for building process improvement skills and commitment to continuous improvement of quality and productivity within management and the workforce. Whenever appropriate, that process shall include instruction in existing and validated tools.

3.2.6 The Contractor shall have the responsibility of developing, documenting and presenting metrics that identify the before state, and presenting metrics that identify the after state of improved organizational processes.

3.2.7 Eliminated Modification 5

3.2.8 Eliminated Modification 5

3.2.9 The Contractor shall support the succession planning activity by assisting in the development and the execution of the Succession Management Program. The

Contractor shall interface with management and candidates, assist candidates with preparation of required applications and documentation, monitor and track candidate's progress, and prepare associated presentations to management.

3.2.10 The Contractor shall support the Personnel Management Advisory Committee (PMAC) regarding the various high level development programs for which PMAC is responsible by reviewing candidate applications and assisting with necessary changes in preparation for review by the Board.

3.2.11 The Contractor shall provide formal executive coaching using certified models and industry standards to optimize the performance of individual leaders.

3.3 Logistic Support for Leadership and Organization Development

3.3.1 The Contractor shall provide coordination expertise to organize and arrange facilities and logistics for retreats, workshops, training sessions, technical interchange meetings, organization development interventions, and leadership development sessions, both at the Center and off-site, which may be in the local commuting area, and/or at a location more than 50 miles away, and may require overnight stay. Travel cost will be in accordance with Clause B.7, Allowable Items of Cost.

3.3.2 The Contractor shall provide support for multiple activities occurring at the same time at various locations. Activities may be on-site or off-site. The Contractor shall maintain contacts, technical experts, purchasing sources, and other resources to respond rapidly to last minute or quick turnaround requirements if necessary.

3.3.3 The Contractor shall determine all logistical/support requirements for leadership and organization development activities. The contractor shall consolidate the activity requirements and submit them to the organization's technical monitor or their designated representative in accordance with AQL 2.2.2.2.2 of Attachment J-4.

3.3.4 The Contractor shall be responsible for the procurement and/or coordination of all logistics associated with organizing programs and activities, to include occasionally managing the creation/production/set-up of publicity products, catering, rooms and speaker support, audiovisual equipment including transportation, if required, and supporting exhibits, unique to Organizational Development.

3.3.5 The Contractor shall attend and support activities as needed to ensure they run smoothly, comfortably, and with a minimum of logistical problems regarding availability of space, technical support and other contracted accommodations. Logistics shall involve travel and making arrangements for activities on-site and/or off-site from MSFC.

3.3.6 The Contractor shall provide advice on web site content requirements; support on line conference registration, and recommend, initiate, and as appropriate, review the content of brochures, posters and other products that support the Organization and Leadership Development Office.

3.4 Procurement for Organization and Leadership Development Services and Materials

3.4.1 The Contractor shall provide or procure all services and materials to support all functions as defined in Section 3.0. Services and material will be in accordance with Clause B.7, Allowable Items of Cost. The Contractor shall procure the use of instructors, consultants, organization development specialists, coaches, space and facilities for training sessions and organization/leadership development sessions (for both on-site and off- site activities), materials, supplies, equipment, and other support services/equipment/systems as required. The Contractor shall also be responsive to unique support requests transmitted by the COTR or the Contracting Officer in accordance with AQL 2.2.2.2.4 of Attachment J-4.

3.4.2 The Contractor shall enter trainee, course, and cost data into the Agency training administration system, such as System for Administration, Training, and Educational Resources for NASA (SATERN), and update with actual data, such as cost and attendance in accordance with AQL 2.2.2.5.3 of Attachment J-4.

3.4.3 The Contractor shall provide support to establish requirements to maintain a process for recording and sharing relevant information, statistics and metrics for all functions of the Organization and Leadership Development Office. This information shall include quarterly training services reports; data, charts and reports for the Leadership Development Series; and data, charts and reports for organization development projects.

3.4.4 The Contractor shall develop and implement purchasing processes/procedures for conducting this procurement effort, consistent with Clause B.7, Allowable Items of Cost.

4.0 WORKFORCE STRATEGY AND PLANNING

4.1 Strategic Workforce Analysis and Plans

4.1.1 The Contractor shall support the Office of Human Capital (OHC) in developing top-level strategic workforce analyses and plans that are linked to Agency and MSFC strategic and program planning efforts. The Contractor shall support the identification of mission critical occupations and competencies needed in the current and future workforce and shall support OHC in the development of strategies to close gaps.

4.1.2 The Contractor shall perform analysis to identify current and future human capital needs, including workforce size, deployment across the Center, and competencies needed for the Center to fulfill its mission. The Contractor shall perform Center organizational diagnosis and modeling activities to identify and document workforce capabilities, current trends, turnover, and possible gaps in organizational structure and/or workforce competencies. The Contractor shall provide the assessment of future workforce trends and emerging Center strategies and provide reports as to their relative alignment.

4.2 Workforce Studies and Data Analysis

4.2.1 The Contractor shall design and conduct a variety of comprehensive studies, support surveys, perform quantitative analysis, and statistical trending to identify and propose solutions to a wide range of current and future year workforce requirements and other human capital issues such as the effects of projected losses and gaps in workforce capabilities, effects of conversion to full-time permanent status, direct to indirect workforce ratio, appropriate full-time permanent to other-than full-time permanent workforce composition, deployment of support personnel, and recommended fresh-out hiring. The Contractor shall take the results of the studies and analysis and prepare statistical and narrative information for formal presentation to management. The Contractor shall meet all deadlines established by the COTR or the Contracting Officer in the pursuit of these activities in accordance with AQL 2.2.2.3.1 of Attachment J-4.

4.2.1.1 The Contractor shall produce reports of historical or planned workforce information. The Contractor shall track and report workforce metrics. The Contractor shall provide input and recommendations to OHC management regarding trends in strategic workforce planning in the human resources field.

4.2.1.2 The Contractor shall provide analysis on organizational planning issues, such as the expected impact of reorganizations or other mass changes or situations involving a broad perspective on complex, interrelated actions. The Contractor shall utilize change management and reengineering tools and techniques to provide recommendations to OHC management on a variety of organization design and workforce improvement activities. The Contractor shall interpret complex data on related issues such as position management, position classification, workforce planning and analysis, staffing, placement, and pay.

4.2.2 The Contractor shall perform complex data analysis using analytical tools on data extracted from Oracle personnel databases, and the Federal Personnel/Payroll System (FPPS) ensuring that data is correct and current.

4.3 Workforce Planning and Tracking

4.3.1 The Contractor shall work with personnel within the Office of Human Capital, Office of the Chief Financial Officer, and the Office of Strategic Analysis and Communication, in the development and tracking of both short and long range workforce requirements and phasing plans for NASA/MSFC budget planning of workforce full-time equivalents (FTE). The Contractor shall analyze workforce plans versus actual data, explain deviations, and recommend solutions.

4.3.2 The Contractor shall provide recommendations for Center staffing strategies that consider management of Full-time Equivalents (FTE) within programmatic and organizational personnel ceilings.

4.3.3 The Contractor shall support workforce planning by providing responses to workforce data requests from NASA or MSFC customers in accordance with AQL 2.2.2.3.2 of Attachment J-4. These requests may be for historical and planned future workforce information. The Contractor shall provide human resource data for electronic information systems. The Contractor shall assure data integrity, provide user assistance, and shall prepare information for formal presentation.

4.4 System Administration

4.4.1 The Contractor shall provide administration and oversight support for the NASA Competency Management System (CMS). The CMS is the workforce competency data system for NASA, and NASA/MSFC is responsible for coordination and collection of NASA/MSFC competency data for Center use and for Agency deliverables to NASA Headquarters. The Contractor shall support the granting of access to the system and provide overall help and assistance to system users.

4.4.2 The Contractor shall provide administration and oversight support for the NASA Workforce Integrated Management System (WIMS). The WIMS enables the NASA/MSFC to plan the workforce to current and future mission needs. The Contractor shall process the granting of access to the system, providing overall help and assistance to system users, updating the WBS and other tables, and supporting system functions such as system freezes and system refreshes.

4.5 Contractor Competency Data Reporting

The Contractor shall report the competencies and skills of its workforce at the mid-point and end of each contract year to the OHC Workforce and Strategy Planning Office. This competency determination shall be consistent with the NASA Competency Management Dictionary, with only the most significant competencies identified for each individual. The process to be used and the reporting format will be defined by the OHC Workforce Strategy and Planning Office.

5.0 ACADEMIC AFFAIRS

The Contractor shall provide implement and maintain a process to inspire, attract and engage students and educators in the pursuit of science, technology, engineering, and mathematics (STEM) disciplines. The purpose of NASA/MSFC Academic Affairs and education program is to strengthen the nation's future workforce, to strengthen and expand the K-16 stem pipeline, and to engage Americans in NASA's mission through a diverse portfolio of education initiatives that target America's students at all levels, including those in traditionally underserved and underrepresented communities. The objective is to result in a pipeline of a diverse group of the best and brightest students and educators in support of the human capital mission. For NASA/MSFC to meet its objectives, the Contractor shall provide support in the following areas:

5.1 Elementary and Secondary Education Programs

The Contractor shall support Elementary and Secondary projects by engaging students, educators, families, and institutions to achieve established goals. The Contractor shall provide educators with tools, experiences, and opportunities to further their education and participate in unique NASA learning experiences to enhance their knowledge of STEM disciplines. The Contractor shall interface on the behalf of NASA/MSFC with educational institutions with the role of providing the framework to unite students, families and educators for educational improvement.

5.2 Higher Education Programs

The Contractor shall support Academic Affairs by identifying shortfalls and matches between MSFC research needs and the skills and abilities available within U.S. higher education. The Contractor shall communicate this information to the Academic Affairs Office. Support for these areas may include, but is not limited to, support for Minority University Research and Education Programs (MUREP), summer programs for undergraduate and graduate students who could possibly support MSFC research and development. The Contractor shall interface with institutions of higher education and devise methods to strengthen their research capabilities and provide opportunities that attract and prepare increasing number of students for NASA-related careers.

The Contractor shall identify the research needs of the program offices and departments at MSFC; identify universities with the specific research capability to meet MSFC needs; identify "best practices" of university programs throughout NASA and within other organizations in both the public and private sectors as a basis for developing new university programs. These research activities will include establishing contact, gathering documentation and data from them and other relevant sources, and compiling and communicating the information in an understandable format.

5.3 Educator Resource Center (ERC)

5.3.1 The Contractor shall operate the MSFC Educator Resource Center (ERC), located off-site at the U.S. Space and Rocket Center, in the Education Training Facility, to provide educators access to NASA information on state-of-the-art instructional technologies, expertise, and facilities that enhance the teaching of STEM education at all levels. The Contractor shall provide these services in accordance with the Agency's goals and objectives for all ERCs.

5.3.2 The Contractor shall respond to customer requests, utilizing the resources of the ERC. The current hours of the ERC are 9:00 a.m. to 5:00 p.m., Monday through Friday, except federal holidays. These hours may be subject to change, depending on NASA and customer needs. The contractor shall provide adequate ERC staffing during operating hours and ensure ERC customer satisfaction in accordance with AQLs 2.2.2.4.1 and 2.2.2.4.2 of Attachment J-4.

5.4 Informal Education

5.4.1 The Contractor shall be engaged in a process for implementing activities to accomplish NASA's education goals in informal education settings and with community and industry partners. The Contractor shall provide informal partners with information on NASA informal education products and services and opportunities to work with NASA to develop the STEM workforce, encourage students to pursue STEM careers, and engage America in NASA's mission. Informal partners include museums, science centers, planetariums, libraries, after-school programs, community organizations, business and industry, the media and public.

5.4.2 The Contractor shall provide support in the administration of projects such as Field Trip to the Moon, Lunarautics, and Radiation and Human Space Flight, or others as identified. Project Management duties include overseeing overall performance (internal and external deliverables and schedule), manage budget, submit monthly

progress reports, coordinate with partners and stakeholders on open or vague elements of projects (conference, dissemination, focus of original proposals). Curriculum development includes the following: research, review and evaluate existing content related educational materials; develop new content related education materials; ensure that educational materials are in accordance with NASA Education Framework and Communications standards; distribution of educational products via NASA and other networks. Workshop development includes: development of hands-on classroom activities; delivering workshops featuring hands-on activities at conferences; ensuring that materials are in accordance with NASA Education Framework and Communications standards and messages; distributing workshop materials via NASA and other networks.

5.5 Program Support

5.5.1 The Contractor shall be responsible for the preparation of requirements for education programs, initiatives, web sites and data bases.

5.5.2 The Contractor shall provide coordination and logistics support for education projects, both MSFC specific and Agency supported, that include project management, communication at Center and Headquarters levels, incorporation of NASA expertise, and the hosting of special events.

5.5.3 The Contractor shall assist in outreach activities and informing the public about Center education projects at MSFC and throughout NASA. These activities include; assisting in project logistical support, teacher/student workshops, programming specific tours, and general dissemination of NASA products and services for informing the public.

5.5.4 The Contractor shall, as requested by the Government, provide input to the NASA Education Evaluation Information System (NEEIS), Education Programs Department weekly notes, Weekly Activity Reports, Academic Affairs Office Database system, and other reports as required.

5.6 Education Initiatives

The Contractor shall support a myriad of educational initiatives and programs which are intended for all levels of students, as well as educators, such as the Great Moonbuggy Race, the Student Launch Initiative, FIRST Robotics, NASA Explorer Schools, Engineering Design Challenges, Alabama A&M Senior Day, the MSFC Co-op Program, and other initiatives and projects, that educate, engage, and attract students, educators, families, and general public to the NASA mission and STEM disciplines, by communicating, gathering data, fact finding, planning, and assisting in the execution of the activity. The customer satisfaction associated with these initiatives in accordance with AQL 2.2.2.4.3 of Attachment J-4.

5.7 e-Technology

Eliminated Modification 65

5.8 Conference Planning and Coordination

The Contractor shall provide for conference planning and logistics unique to the academic/education function and execute plans to ensure that conferences run smoothly, and in a coordinated manner.

5.9 Unique Educational Staffing and Support

The Contractor shall provide requirements and staffing support to exhibits which are unique to the education and academic affairs function. Such support shall include working with the NASA/MSFC Office of Strategic Analysis and Communications to prepare the requirements for creation and shipment of exhibits, (including but not limited to pop-ups, exhibits, posters and other display materials and publications) for the educational public. Upon shipment or delivery of the exhibits, the Contractor shall staff the exhibit to inform and educate the public about the MSFC research, programs and projects which are being displayed, and which are unique to education and academic affairs.

5.10 Partnerships and Linkages

The Contractor shall provide for strategic partnerships, coalitions, collaborations, and linkages with formal and informal education providers and partners, including but not limited to state and federal alliances.

5.11 Grant Coordination Support

The Contractor shall support the Civil Servant lead with preparation of grant language and requirements in the review of proposals for grants, and other activities in coordination with the NASA/MSFC Procurement Office, NASA Shared Service Center (NSSC), for education grants made by MSFC to universities, non-profit organizations and other entities.

5.12 Intergovernmental Personnel Actions (IPA) Coordination

Eliminated Modification 13

5.13 Diversity and Equal Opportunity Support

The Contractor shall assist the NASA/MSFC Office of Diversity and Equal Opportunity (ODEO) in the development and administration of activities designed to promote equal opportunity and diversity at NASA/MSFC, and to foster a commitment to create an environment that is free from unlawful discrimination.

5.13.1 The Contractor shall coordinate NASA/MSFC and Team Redstone activities, public forums and conferences supported by the ODEO, designed to enhance inclusion of the minority community and individuals with disabilities into the majority workforce.

5.13.2 The Contractor shall assist in outreach activities in the community and in informing the public about diversity and equal opportunity programs through suggested web site improvements, logistics and staffing for exhibits, supporting the creation of brochures, posters, and other public information products.

5.13.3 The Contractor shall respond to inquiries for information about NASA/MSFC diversity and equal opportunity.

5.13.4 The Contractor shall manage and implement the NASA/MSFC Minority Summer Internship Program. This shall include recruiting and placing students for the summer program, and planning and conducting workshops for the interns.

6.0 TRAINING AND INCENTIVES

The Contractor support required for this effort shall include the administration and execution of training and conference procurements. Additionally, the Contractor shall provide services in support of incentive awards, logistics and administrative/management support for Marshall Institute.

6.1 Incentive Awards

6.1.1 The Contractor shall perform a variety of duties in the support of Incentive Awards services to MSFC employees such as entering awards data into the Agency Awards System (NASA Automated Awards System, NAAS), participating in the processing of awards, reviewing of honor award nominations, and the preparation of certificates, which may include printing and framing as appropriate.

6.1.2 The Contractor shall plan and administer certain awards, including cash awards for superior accomplishments, honorary awards, and other special awards in accordance with available NASA regulations and policies.

6.1.3 The Contractor shall coordinate incentive awards activities between the various organizations and the Center by ensuring timely and continuous publicity to all phases of the program by preparing and disseminating appropriate news releases through the Public and Employee Communications Office, including write-ups covering individual awards, group awards and similar program activities.

6.1.4 The Contractor shall perform a variety of duties such as scheduling, preparation of materials, and reservation of space in the support of appropriate ceremonies and, when deemed advisable, arrange for presentations by Center Director or his designated representative.

6.1.5 The Contractor shall render staff assistance to administrative officers and management officials advising them on the latest regulatory and instructional material relating to the awards program, ensuring an awareness of responsibilities to facilitate participation in promoting the awards program throughout the Center.

6.1.6 The Contractor shall implement and maintain management advisory services to the Center in all matters involving the awards program.

6.1.7 The contractor shall make preliminary reviews of all recommendations for honorary awards to ensure that they are in compliance with established policies and procedures.

6.1.8 The Contractor shall establish and maintain data required to provide relevant statistical analysis and metrics to the Training and Incentives Office. This information should be in form of narrative reports, graphics and charts, and summary analysis of information and reported on a monthly basis.

6.2 Marshall Institute Operations

6.2.1 The Contractor shall administer and coordinate the operation of the Marshall Institute Training facilities: (1) Self Study Learning Center (SSLC) and classrooms, located at MSFC Building 4200, Room G13; and (2) the Education-Training Facility (ETF), located at the Space & Rocket Center, consisting of traditional classrooms (including audio-visual), computer classrooms, equipment, and storage areas (containing course materials and classrooms supplies).

6.2.2 The Contractor shall communicate Marshall Institute (MI) activities via appropriate channels to include publishing daily, weekly, and monthly classroom schedules, both electronically and in hard copy.

6.2.3 The Contractor shall develop and administer a learning materials needs and evaluation for all SSLC courseware.

6.2.4 The Contractor shall assist the Training and Incentives Office staff in the use of available media for daily announcements of scheduled courses and activities available to MSFC employees at both facilities.

6.2.5 The Contractor shall make arrangements for downlinks of seminars through appropriate access for employee participation.

6.2.6 The Contractor shall provide reminder notices to participants prior to the scheduled training.

6.2.7 The Contractor shall update SATERN, NASA's training administration system, or any future library management system selected by the Center or the Agency, especially the library management function, presently provided by AdminStar.

6.2.8 The Contractor shall participate on the team to develop a method to increase the functionality of the Library Management System of SATERN and manage special projects such as determining requirements for on-line training and accompanying licenses, the activity to provide web curriculum for engineering and other certifications, and the development of a curriculum for Management Support Assistant (MSA), Executive Support Assistant (ESA), and Administrative Officer (AO) training. The Contractor shall explore new technologies and benchmark industry regarding cutting-edge methods and materials and other SSLC functions.

6.2.9 The Contractor shall develop and maintain metrics relevant to SSLC and classrooms utilization of ETF and G13 on a weekly basis.

6.2.10 The Contractor shall establish and maintain data required to provide relevant statistical analysis and metrics to the Training and Incentives Office. This information should be in form of narrative reports, graphics and charts, and summary analysis of information and reported on a monthly basis.

6.2.11 The Contractor shall support the Training Investment Strategy in the areas of e-learning and blended learning. The contractor shall have an understanding of the level of organizational urgency to enable partnering with Center managers and employees to close competency gaps and increase value of skills and capacity building through e-training/blended learning.

6.2.11.1 The contractor shall understand and communicate available e-learning funding options (allocation methodology), impacts, and processes (interim and long-term). The contractor shall provide consultation, advice, and guidance to employees and organizations to strategically target cost-effective e-training/blended learning opportunities in training investment areas.

6.2.11.2 The contractor shall develop routine reports/evaluation for e-training/blended learning activities at the Center, organization, and employee level. The contractor shall assist in developing a common understanding of course needs assessment methodology to assess needs/priorities, understand approved plans and investment areas, and make trades across organizations and investment categories.

6.2.11.3 The contractor shall participate in all aspects of project management and computer implementation of e-learning/blended learning efforts to include, but not limited to (preparing schedules, presentations, communication and training plans, conducting user testing, training evaluation, etc.)

6.2.12 The contractor shall provide a full range of training consultant support needed to satisfy stakeholder and customer requirements and expectations while assisting in the effort to shift the Center's view of training as an "individual benefit", to that of a 'program performance' investment.

6.2.13 The contractor shall develop a common understanding of current versus future training investments and alignment with performance and mission accomplishment (understanding the framework).

6.2.14 The contractor shall develop workshops, training, participants materials, and tools to facilitate process understanding and change.

6.3 Logistics for Training and Incentives

6.3.1 The Contractor shall provide coordination expertise to organize and arrange facilities and logistics for award ceremonies, meetings and MI training facilities or Center facilities, as necessary.

6.3.2 The Contractor shall coordinate multiple meetings/training sessions occurring at the same time at the Marshall Institute Training Facilities.

6.3.3 The Contractor shall maintain contacts, technical experts, purchasing sources, and other resources to respond rapidly to last minute or quick turnaround requirements if necessary.

6.3.4 The Contractor shall provide all logistical/support requirements for all on-site and off-site award ceremonies, meetings and training and incentives activities. The Contractor shall consolidate the activity requirements and submit them to the organization's technical monitor or designated representative in accordance with AQL 2.2.2.5.1 of Attachment J-4.

6.3.5 The Contractor shall arrange all logistics associated with organizing programs and activities, to include occasionally managing the creation/production/set-up of publicity products, catering, rooms and speaker support, audiovisual equipment including transportation if required.

6.3.6 The Contractor shall attend and implement activities as needed to troubleshoot any problems that may arise related to contractual obligations of the vendor regarding logistics and negotiate last minute changes or requests

6.3.7 The Contractor shall evaluate the current systems for providing support and continually seek and recommend ways to improve the process, saving costs and time. The Contractor shall report any process improvements and/or cost savings in the Quarterly Progress Report (DRD –1133MA-002).

6.3.8 The Contractor shall provide web site content to meet requirements; permit on-line conference registration, and recommend, initiate, and oversee the content of brochures, posters and other products that support Training and Incentives Office activities.

6.3.9 The Contractor shall be responsible for all activities and coordination associated with paying any speaker's fees.

6.4 Procurement of Training and Incentives Services Support and Materials

6.4.1 The Contractor shall procure incentive awards services support and coordinate the use of instructors, space and facilities for training sessions, and award ceremonies, materials, supplies, equipment, and other support services/equipment/systems as required. The Contractor shall place all training orders in accordance with AQL 2.2.2.5.2 of Attachment J-4.

Satern Administrator Modification 50

6.4.2.1 The Contractor shall perform as the Centers/Discipline's primary liaison to the SATERN Program Office for business process improvements and actively participates in problem identification & resolution in accordance with AWL 2.2.2.5.3 of Attachment J-4.

6.4.2.2 enter trainee, courses, and cost data into the Agency training administration system, such as SATERN, and update with actual data, such as cost and attendance

6.4.2.3 implement a Center/Discipline user account approval process consistent with the agency and SATERN user account requirements, establish and maintain a network of all SATERN Administrators within the Center/Discipline who will assist in the support process; receive problem escalation notification from other SATERN Administrators and escalates according to Center/Discipline escalation procedures; engage multiple user constituencies within Center/Discipline to ensure any issues with the SATERN system or business processes are identified and resolved; ensure all SATERN Program and Project communications are distributed to Center/Discipline users

6.4.2.4 support SATERN change management efforts/activities at the Center/Discipline and agency level; Communicate system activity and outage plans to Center/Discipline users who are planning activities that are dependent on the system (i.e. mandatory training, conference registration, etc.); recommends changes to SATERN and/or SATERN processes as necessary, and submits SATERN change requests according to agency procedure on behalf of Center/Discipline

6.4.2.5 Promotes and monitors use of SATERN business rules and processes within the Center/Discipline; provide or ensure adequate SATERN Administrator training for other Administrators within their Center/Discipline

6.4.2.6 represent the Center/Discipline as a member of SATERN governance boards; Participates in monthly SATERN Administrators' Forum calls; Supports/attends periodic workshops with SATERN Program Team to assess and resolve operational and service issues at the agency level (some travel may be required)

6.4.3 The Contractor shall provide relevant statistical analysis and metrics, based on data referenced in 6.4.2, to the Training and Incentives Office. This information should be in form of narrative reports, graphics and charts, and summary analysis of information and reported on a monthly basis.

6.4.4 Eliminated

7.0 EMPLOYEE SERVICES & OPERATIONS

The Contractor shall provide support services to manage the Employee Assistance Program, to provide support to the Executive Resources Program, and to provide for the collection and analysis of Human Capital data.

7.1 Employee Assistance Program (EAP) Coordinator

7.1.1 These services shall include employee assessments and diagnostic evaluations; short term counseling (short term is defined as an average of five visits or less); referral to local area resources for additional counseling/treatment and support services (the cost of services received from referral sources is borne by the employee or

family member); referral to locally available community services and support systems; and consultation for manager and supervisors.

7.1.2 The Contractor shall provide an EAP for MSFC in accordance with applicable NASA and MSFC regulations and policies.

7.1.3 The Contractor shall provide promotional materials and participate in the NASA Drug Free Workplace Program.

7.1.4 The Contractor shall provide Employee Assistance Program status reports on a monthly basis and other related administrative/statistical reports as required, and in accordance with AQL 2.2.2.6.1 of Attachment J-4.

7.1.5 The Contractor shall provide development and maintenance of a Critical Incident Stress Management Plan for the Center.

7.1.6 The Contractor shall provide program management and appropriate administrative services necessary to operate the program.

7.1.7 The Contractor shall provide consultations and/or briefings to management, union officials, human capital staff, and others to promote understanding of the advantages of EAP, to establish working relationships with these groups, to encourage referrals to EAP when appropriate, and to provide training.

7.1.8 The contractor shall provide educational and training opportunities for issues regarding physical or mental health for both individual and group consumption in accordance with AQL 2.2.2.6.2 of Attachment J-4.

7.2 Executive Resources Program (ERP) Support

7.2.1 The Contractor shall process Senior Executive Service (SES) personnel actions, (and GS personnel actions on a limited basis), such as new hires, reassignments, level increases/pay adjustments, transfers, resignations, and details; managing up-to-date MSFC information on the Office of Personnel Management (OPM) SES data base; gain a thorough understanding and working knowledge of policies, regulations, and rules, pertaining to the ERP; track ERP and other metrics as required and maintain relevant data bases; and coordinate changes to the official MSFC organizational chart and charter.

7.2.2 The Contractor shall prepare SES/Scientific and Professional/Senior Level vacancy announcements, position descriptions, receive applications to determine whether basic qualifications of all applicants have been met relative to Office of Personnel Management (OPM) guidelines, and prepare data sheets on SES applicants for the Executive Resources Panel. The Contractor shall provide a weekly status report of SES selection activities in accordance with AQL 2.2.2.6.3 of Attachment J-4. The Contractor shall also perform these tasks for GS positions on a limited basis. The Contractor shall work with SES candidates to write/edit Executive Core Qualifications in compliance with HQ and the OPM requirements to ensure certification by HQ Executive Resources Panel and OPM as per the established OHC process. The Contractor shall be responsible for writing justifications for SES candidates/positions for Center/Administrator consideration/approval and writing and disseminating Key

Personnel Announcements in accordance with AQL 2.2.2.6.5 of Attachment J-4. The Contractor shall provide information for succession management as requested.

7.2.3 The Contractor shall assist the program coordinator with the SES Candidate Development Program by providing the preliminary screening of applications, preparing data sheets for Executive Resources Panel consideration, submitting Center nominations for the NASA Administrator for approval, and briefing candidate(s), supervisors and mentors on program requirements. The contractor shall advise candidates/mentors/supervisors on development of candidate Individual Development Plans and mentor appraisals; and writing/editing/submitting final packages through Center and Agency management for OPM certification. The Contractor shall proof/edit justifications for Presidential and Meritorious Rank awards and coordinate the SES performance appraisal process.

7.2.4 The Contractor shall monitor the OPM schedule of progress for SES appointments and keep the Program Coordinator informed of any schedule problems. The Contractor shall provide recommendations on the resolution of scheduling problems and implement accepted recommendations.

7.2.5 The Contractor shall be in constant contact with the office of participating SES personnel to ensure that SES performance appraisal narratives are completed and that documentation is submitted to Headquarters by the established deadlines in accordance with AQL 2.2.2.6.4 of Attachment J-4.

7.3 Human Resource Data Base Support

The Contractor shall define requirements for establishment, enhancement or modification to OHC human capital data bases.

7.4 Planning and Analysis

The Contractor shall analyze, assess, report and provide presentations as required to support routine and unique studies and projects using human capital data.

7.5 Employee Benefits

7.5.1 Eliminated Modification 65

7.5.2 Eliminated Modification 65

7.5.3 The Contractor shall utilize the Marshall Personnel Information System and the NASA Organizational Profile System for generating specialized reports and for accessing employee data. The Contractor shall utilize the Federal Personnel and Payroll System (FPPS) for processing personnel actions in assigned organizational units of primary responsibility. The Contractor shall assist a senior HR Specialist in issuing FPPS security login identifications and passwords for personnel with approved access. The Contractor shall enter official documentation into the file system maintained to support security access authorizations. The Contractor shall assist in monitoring FPPS information to ensure system-generated personnel actions are processed prior to the pay period deadline.

7.5.4 The Contractor shall assist in the review of a full range of official personnel actions. The Contractor shall determine if all elements on the personnel actions are correct. The Contractor shall also serve as the back-up for the review and certification of these actions. The Contractor shall apply knowledge of the Office of Personnel Management regulations as well as NASA Human Resources rules, procedures, and technical methods which apply to processing personnel actions. The Contractor shall possess delegated signatory authority for effecting all personnel actions and benefits actions at the Center.

8.0 INDEFINITE DELIVERY/INDEFINITE QUANITY (IDIQ)

The Government shall procure, through supplemental agreements and the IDIQ portions, those services that cannot be predetermined or quantified in advance. Individual IDIQ task orders will be awarded in accordance with Attachment B, paragraph B.3. The Contractor shall include a summary status of each active IDIQ task in the Quarterly Progress Report in accordance with DRD 1133MA-002, which includes such things as accomplishments, problems encountered, and recommendations.

8.1 Career Transition Assistance Program

The Contractor shall provide career transition assistance and placement services for employees of MSFC and other NASA employees located at MSFC. The specific objectives of this requirement are:

8.1.1 The Contractor shall develop strategies to assess employee's skills, competencies, options, and matches for employment elsewhere in NASA, elsewhere in the public and private sector, as well as provide assistance in developing skills to assess and analyze retirement feasibility.

8.1.2 The Contractor shall provide career resource services to assist impacted employees prepare for, search for, compete for, and successfully secure new jobs through one-on-one counseling, group training sessions, resume critiquing, interview coaching, and by internet-based job searches and making available internet tools to aid in the job search and preparation.

8.1.3 The Contractor shall undertake outreach efforts in order to maintain lines of communication with local and national employers, interest groups, academia, and Federal, state, and local governments in order to identify job opportunities and facilitate job interviews.

8.1.4 The Contractor shall provide job search support in the public and private sector to include, as appropriate, internet-based job searches, access to appropriate periodicals and related job aids, and actual job solicitation campaigns among appropriate employers in the labor market.

8.1.5 The Contractor shall provide instruction to affected employees on how to prepare an effective resume, how to prepare for an employment interview, how to negotiate salary and benefits, and how to prepare a self-marketing plan. This will include critiques of resumes prepared by employees for such factors as presentation,

grammatical accuracy, and responsiveness to competencies of positions for which application is submitted.

8.1.6 The Contractor shall develop and conduct workshops that include counseling on Veterans' Benefits, planning an effective job search, time management and organization skills, change management, stress/anger management and effective coping skills, financial planning, unemployment compensation, services available under the Worker's Investment Act, Social Security benefits, Federal retirement counseling, transition to teaching, and networking.

8.1.7 The Contractor shall provide Federal specific information and assistance to affected employees (voluntary retirement, early retirement, or resignation) regarding reemployment, retirement (CSRS and FERS) severance pay, benefits, reduction-in-force procedures, Interagency Career Transition Assistance Plan, and unemployment compensation.

8.2 Recruitment and Placement

The Contractor shall support the line organization in providing services necessary to fill vacancies either through internal or external sources. These services shall be provided in conjunction with the Human Resources Specialist (HRS) that supports the organization where the vacancy exists.

8.2.1 The Contractor shall provide managers, employees, and job applicants with advice, information and interpretation of the Agency's recruitment and placement procedures, practices, policies, and guidelines (including the Agency's Competitive Placement Plan).

8.2.2 The Contractor shall maintain up-to-date information on current hiring authorities available to Federal agencies and those unique to NASA or MSFC.

8.2.3 The Contractor shall review recruitment and placement actions and provide guidance and information to the submitter regarding any further information necessary to complete the action. The Contractor shall use the current automated staffing tools provided to generate vacancy announcement, search plans, job analysis, and referral lists/certificates. The Contractor shall determine whether qualification requirements are met, establish competitive registers and refer qualified applicants to management officials for interviews. The Contractor shall ensure compliance with Veteran's Preference laws and other priority placement programs. The Contractor's work shall be reviewed and approved by the appropriate HRS.

8.2.4 The Contractor shall provide recommendations for improving or clarifying processes or procedures to alleviate potential or existing problems. The Contractor shall participate in internal audits of procedures, processes and recordkeeping systems.

8.2.5 The Contractor shall either serve as an examiner for delegated examining announcements or support the HRS who has this examining authority.

8.2.6 The Contractor shall prepare and issue any correspondence necessary to complete the required functions. The Contractor will answer applicant inquiries and issue notices to applicants.

8.2.7 The Contractor shall extend employment offers to selected applicants and process personnel actions in accordance with Office of Personnel Management (OPM) and Agency regulations and pay fixing guides.

8.2.8 The Contractor shall maintain a tracking system in order to provide weekly status updates on the progress of internal and external actions.

8.3 Position Management and Classification

The Contractor shall provide a full range of position management and classification advice and services. These services will be provided in conjunction with the HRS who supports the organization where the action is being considered.

8.3.1 The Contractor shall provide studies relating to the classification of positions at MSFC. These studies may include matters related to competitive levels; Fair Labor Standards Act determinations; NASA Classification Codes (NCC); OPM title, series, and grade; position sensitivity; requirements for random drug testing, or other classification matters as necessary. The Contractor shall develop the study, analyze the results, and report the findings to the requesting party.

8.3.2 The Contractor shall provide both general and specific position management advice to the HRS or manager as requested. This will include position management advice on individual actions or major reorganizations in order to provide for the most efficient organizational structure.

8.3.3 The Contractor shall maintain an up-to-date knowledge of position classification and position management policies and regulations provided by OPM, NASA, and MSFC.

8.3.4 The Contractor shall audit positions as necessary to determine the correct duties of the position; the correct NCC; and the correct OPM title series and grade. These audits may be initiated at the request of managers, employees, or as required as a result of classification appeals. The Contractor shall provide comprehensive evaluation statements to support the findings of these audits.

8.3.5 The Contractor shall provide advice to the requesting HRS or manager regarding the development of accurate position descriptions and prepare evaluation statements which support these classification actions.

8.3.6 The Contractor shall review draft and final position classification standards for impact on positions at MSFC. The Contractor shall apply these standards to existing or new positions to determine the effect these standards will have on current classification and position management.

8.3.7 The Contractor shall maintain a tracking system in order to provide monthly reports of accomplishments.

8.4 Leave Administration Programs

The Contractor shall provide services to administer leave programs for MSFC. These services will be provided for any Center organization and will be in support of the HRS who supports that organization.

8.4.1 The Contractor shall administer leave programs including, but are not limited to, the Voluntary Leave Transfer Program, the Family and Medical Leave Act, the Advance Sick Leave Program, Military Leave, leave for blood donation, Sick Leave for Family Care and Bereavement Purposes, and Sick Leave to Care for a Family Member with a Serious Health Condition. (When the Voluntary Leave Transfer Program and the Advance Sick Leave Program are transferred to the NASA Shared Services Center, the Contractor shall be the point of contact for the NSSC for these programs).

8.4.2 The Contractor shall maintain an up-to-date knowledge of the Code of Federal Regulations, OPM, and NASA requirements regarding leave programs. The Contractor shall prepare responses to proposed OPM or Headquarters changes to these programs.

8.4.3 The Contractor shall keep MSFC management and employees informed of new or revised leave policies and adjust Center policies to reflect these changes. The Contractor shall be responsible for planning, developing, and implementing changes as required.

8.4.4 The Contractor shall perform any special studies, reports, or analysis required related to leave programs.

8.5 Drug Testing Pool Maintenance

The Contractor shall provide a full range of services for maintaining an accurate pool of employees subject to random drug testing. This will be in support of the HRS servicing the organization where the employee works and in support of the HRS managing the drug testing program.

8.5.1 The Contractor shall monitor newly classified position descriptions to ensure that positions targeted for random drug testing are placed in the random drug testing pool and coded accordingly. The Contractor shall monitor the movement of employees subject to random drug testing from one position to another to determine if they should remain in the pool.

8.5.2 The Contractor shall monitor the establishment of positions required to have secret or top secret clearances or access to program critical hardware to ensure they are included in the pool.

8.5.3 The Contractor shall prepare notification letters to employees going into the program, track the responses to those notifications, and inform the NSSC of employees being added to the drug testing pool.

8.5.4 The Contractor shall maintain signed copies of employee's acknowledgement of being subject to random drug testing and validate that a signed copy is on file for each employee selected by the NSSC for random drug testing.

8.5.5 The Contractor shall maintain an up-to-date knowledge of NASA and Government-wide drug testing policies. The Contractor shall implement any changes to the program which may occur.

8.5.6 The Contractor shall perform any special studies, reports, or analysis of the program as required.

8.6 Interim Support from Human Capital Subject Matter Experts

The contractor shall provide subject matter experts in human capital consulting, as required, on an interim basis, or for a long-term period, across the broad spectrum of the human capital discipline area in its strategic, operational and administrative roles, such as, strategic planning and metrics, organizational development expertise, staffing and classification, employee recruitment, motivation and retention, awards, human capital information technology, compensation and benefits, employee health, workforce trending and analysis, statistical analysis, training, education, customer service, performance management, coaching, mentoring, communication skills, and employee relations.

[END OF ATTACHMENT J-1]