

Attachment A
Statement of Work
October 2012

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Attachment A: Office of Human Capital Management Statement of Work for Professional Services**1.0 INTRODUCTION**

The vision of the Office of Human Capital Management (OHCM) at NASA's Goddard Space Flight Center (GSFC) is to set the standard in delivering innovative human capital solutions to support the objectives of its clients and partners. In support of GSFC's mission, OHCM provides strategies, solutions and services that support the achievement of GSFC's mission, by planning for and providing the right talent, in the right place, at the right time, and in the right way to ensure mission success. The OHCM develops innovative programs and policies to meet the needs of a diverse, highly talented workforce and strives to create and maintain a supportive work environment enabling all individuals to contribute to GSFC's mission success.

The OHCM is made up of six individual offices: the Business, Planning and Strategic Alignment Office provides business and administrative support such as space management, information technology, financial resources and reporting requirements to OHCM; the Organizational Leadership and Culture Office (OLCO) provides strategies, transformation products and services, change management, leadership development, business coaching, diversity management and resource optimization; the Organizational Capability Office (OCO) provides tools and programs that offer competency management, succession planning, skill gap analysis measurements, evaluation of the effectiveness and fairness of OHCM programs, and partners with the Office of the Chief Financial Officer (OCFO) on workforce planning to ensure consistency with GSFC's mission and goals; the Talent Acquisition Office (TAO) provides strategy and services including staffing and placement services, classification, compensation and position management; the Talent Cultivation Office (TCO) develops and implements an array of learning programs, products and services including personal and professional development in alignment with GSFC's mission; and the Performance and Worklife Dynamics Office (PWDO) provides a broad range of services and expert advice, counsel and solutions to employees, supervisors and managers in the areas of managing performance, performance accountability, employee relations, awards and recognition, worker's compensation expertise, consultation, and services, workplace flexibilities and other elements that create a culture which promotes and fosters high performance and a rich quality of worklife. For more information and an organization chart of OHCM, visit our website at: <http://OHCM.gsfc.nasa.gov>.

OHCM operates in a dynamic environment providing services to GSFC management, major space programs as well as smaller programs and projects, GSFC staff offices, and organizations that conduct engineering and scientific research, space hardware and software development, and operations in space exploration. In addition, we have critical partnerships with other entities at GSFC and elsewhere, i.e., NASA Shared Services Center, Equal Opportunity Programs Office, Diversity and Inclusion Office, and the Legal Office. In order for OHCM to remain relevant to GSFC's mission, the OHCM must understand the direction of NASA and GSFC, anticipate GSFC's needs and requirements, and be agile, prompt, and effective in providing its day-to-day products and services. OHCM customers and partners are managers, GSFC employees, NASA Headquarters and other NASA Centers, other Government agencies, academia, and industry. It is also essential that OHCM maintain its credibility within GSFC and

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NASA by delivering its services on schedule while maximizing the advantages of IT resources to increase its efficiency and effectiveness of operations.

OHCM views its contractor support to be integral to the operations of OHCM and requires a high-performing, integrated, and flexible team, aligned with OHCM and dedicated to OHCM's mission success. The contractor shall be efficient as well as effective and professional, knowledgeable, and experienced in the areas of human capital management, including federal regulations, processes, operations, products, and services. Contractor employees will have access to information that is covered by the Privacy Act and thus are duty bound to protect that information just as their civil service colleagues.

1.1 SCOPE

The contractor shall provide overarching professional Human Capital services that will include a full array of support in accomplishing the vision and mission of OHCM. These services include, but are not limited to: GSFC's recruitment projects, human capital projects, ongoing staffing and classification services, learning/training, coaching, leadership development, organization effectiveness, change management, career development, labor relations, awards, performance management, and worklife initiatives. The contractor shall support OHCM in maintaining its partnerships with stakeholders as well as human capital work requested by its customers. In order to comply with the Section 508 Electronic and Information Technology Accessibility Standards, the contractor shall perform all work required under this contract in compliance with the following technical standards delineated in Code of Federal Regulations (CFR) Title 36:

1194.21 Software Applications and Operating Systems

1194.22 Web-based Intranet and Internet Information and Applications

2.0 PROGRAM MANAGEMENT

The contractor shall provide program management support for the Center-wide Human Capital Professional Services contract. The contractor shall provide management and oversight for all tasks and assignments in this contract. The recognition of critical problem areas, the assessment of staffing adequacy, providing well-qualified and trained personnel, cooperating through effective working relationships with other contractors and Government personnel to ensure integrated operation efficiency is effective to the success of this contract. The Program Management shall plan, organize, and manage all program elements, exercise management actions to achieve and sustain a high level of productivity, manage all subcontracts if applicable, and respond to emergencies and other unanticipated situations. The contractor shall provide training to maintain cutting edge skills/competencies of contractor personnel, and is responsible for all personnel actions pertaining to contractor personnel. The contractor shall provide necessary training relative to the support provided by this contract for new and existing contractor employees to ensure mission success. The contractor shall effectively communicate with Government personnel to assure information is transmitted about contract performance. The contractor shall benchmark relevant industrial and government best practices. The

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contractor shall protect the confidentiality of sensitive information. In addition, the contractor shall draft standards of operation/work instructions for processes which they are responsible for executing.

3.0 TRAINING AND CAREER DEVELOPMENT

The contractor shall provide support services to the human resource development subject matter experts. The contractor support shall include, but is not be limited to: professional support for Internal (On-site) and External (Off-site) training; opening and closing on-site classes; communicating and marketing training opportunities to the GSFC community; maintaining documentation of records; coordinating vendor arrangements; setting up classrooms; handling class materials; maintaining tracking spreadsheets/databases of training investments; administering NASA's Learning Management System (SATERN/Skillsoft); leveraging new social networking and media technology for delivering training and knowledge sharing in the 21st Century, managing GSFC's Learning Complex (i.e., Classrooms, Computer Classrooms, Learning Center; and Professional Development Center); Career Coaching/Counseling; and, providing Senior Human Capital support of GSFC's Technical Training Programs.

4.0 HQ TRAINING

The contractor shall provide training and career development support for NASA Headquarters (HQ). The contractor shall provide management and oversight support for all work associated with this task. These services include, but are not limited to, consultative, design and implementation of training programs and career counseling, design and/or redesign programs and products. Participation in general and high-level meetings is required.

5.0 HUMAN RESOURCE ADMINISTRATION

The contractor shall provide support to various Human Capital programs, projects and initiatives ranging from preparing and reviewing personnel documents, processing personnel actions, supporting the classification of positions and/or drafting position descriptions, and supporting a very active recruitment function. The contractor shall be responsible for processing personnel actions in an electronic system which is the Federal Personnel Processing System (FPPS). The contractor shall be responsible for processing permanent change of station (PCS) travel orders for new hires authorized for such entitlements. The contractor shall perform data quality review to minimize errors in processing.

In addition, the contractor shall provide support services in the areas of planning, monitoring, developing, rating and rewarding good performance. The contractor shall provide support to the Performance Management program. The contractor shall provide support to the Work Life program which increases the capacity of employees to perform through training, improvement of work processes, awards or other methods.

6.0 OVERALL SERVICES

The contractor shall provide a variety of human capital services in support of OHCM, the Center directorates, and the mission of the organization. These services shall include, but are not be limited to: organizational development, organizational effectiveness, coaching, statistical analysis, and team facilitation.

6.1 ORGANIZATIONAL LEADERSHIP and CULTURE

The contractor shall provide strategic organization development (OD)/organization effectiveness (OE) services. These services are required to support GSFC organizations and teams through challenging cultural and organizational change efforts. This support will include strategic OD/OE planning and implementation, leadership workforce, executive transition services, diversity and inclusion program planning/implementation for OHCM, and evaluating/tracking development metrics. In addition, the contractor's support shall include an onsite, professional coordinator to provide professional services in the areas of coaching, organization development, and leadership development initiatives.

6.2 STRATEGIC WORKFORCE ANALYSIS AND PLANS

The contractor shall provide analytical support to OHCM in developing top-level strategic workforce analyses and plans that are linked to Agency and GSFC strategic and program planning efforts. The contractor shall support OHCM in the identification of mission critical occupations and competencies needed in the current and future workforce and shall support OHCM in the development of strategies to close gaps through a series of statistical analyses.

6.3 FACILITATION SERVICES

The contractor shall provide facilitation services in support of OHCM, its partners, and the Center. These services shall encompass providing certified facilitators in support of the Center's Diversity Dialogue Projects, Center employee Advisory Committees, Directorate Retreats, and Center teams. Facilitators should be skilled at team formation, communications/team building strategies, and various aspects of organizational development.

7.0 METRICS AND REPORTING

The contractor shall provide a monthly progress report outlining the accomplishments and status of all actions associated with the tasks within five days after the end of the month to the Contracting Officer's Technical Representative (COR). The contractor may be required to provide special reports that are unique to specific tasks. The metrics and reporting shall serve as an indicator of program progress.

8.0 HUMAN CAPITAL SUBJECT MATTER EXPERTS

The contractor shall make available subject matter experts in human capital consulting, as required, on an interim basis, or for longer term periods as specified in individual task orders. These experts may cross a broad spectrum of the human capital discipline areas as described in this Statement of Work.

9.0 WORK ENVIRONMENT: PHYSICAL

The contractor services shall be primarily performed at the NASA's Goddard Space Flight Center Greenbelt, MD and at NASA Headquarters, Washington, DC. Occasional travel to Wallops Flight Facility, Virginia; Independent Verification and Validation Facility, Fairmont, WV; and Goddard Institute for Space Studies, New York, NY. Additional travel and/or training may be required in the performance of work on tasks.