

STATEMENT OF WORK
Product Development Lead (PDL)
Program Moderator/Facilitator

Purpose

This procurement is for services to facilitate and moderate classes for the Product Development Lead (PDL) program at the Goddard Space Flight Center in Greenbelt Maryland. This program is designed to enhance the technical skills of GSFC employees.

Background

The Applied Engineering and Technical Directorate in collaboration with the Office of Human Capital Management (OHCM) have a commitment to deliver technical training for product development leads (PDLs) as well as those aspiring to be PDLs. The current PDL program was developed in 2011 and implemented in 2012.

Delivering mission and instrument hardware/software has become increasingly challenging due to the constrained budgets and technical complexity of NASA's science missions. The cost, schedule and technical performance responsibility for delivering mission subsystems now lies with mid-level engineers who may have the technical experience required but lack the programmatic and team leadership knowledge, skills and tools to deliver within resource constraints.

PDL is designed to provide a disciplined approach in training and preparing knowledgeable experienced individuals who accept the ownership, responsibility, and accountability for developing and delivering their assigned flight mission subsystems that meet technical requirements within cost and schedule constraints. This course provides current or newly assigned Product Development Lead (PDL) Engineers with practical application learning activities to emphasize and reinforce key subject areas relevant to PDLs.

Scope

The contractor shall be responsible for moderating and facilitating each workshop for the PDL program which includes the full spectrum of orientation and workshops for each session, Fall, Winter, and Spring. The program orientation is a half day event followed by 12 days of workshops spread over a 2-3 month period.

PDL Training Program Architecture

The following screen shot provides an overview of the PDL program. Note that the PDL program has an internal GSFC website that contains programmatic information from individual workshop specific information including slides, objectives, presenters, and course schedules.

PDL Training Program Architecture

Orientation Workshop	1 Half-Day Session	PDL Orientation	<ul style="list-style-type: none"> • Expectations, scope, and logistics • Tools available to PDLs – Wiki and templates
Core Workshops	2 Half-Day Sessions	Workshop 1: PDL Role Throughout Project Lifecycle	Workshop covers: <ul style="list-style-type: none"> • PDL subsystem responsibilities • PDL deliverables • Documents overview
	2 Full-Day Sessions	Workshop 2: Getting to Good Requirements/Risk Management	Workshop covers: <ul style="list-style-type: none"> • Requirements development, flowdown and analysis • Allocation, traceability, verification and validation • Evaluating a requirement change • Risk Management
	2 Full-Day Sessions	Workshop 3: Schedule Matters	Workshop covers: <ul style="list-style-type: none"> • Basic scheduling concepts • Schedule development, management, and reporting • Utilizing in-house schedule checklists
	3 Full-Day Sessions	Workshop 4: Cost Estimating and Tracking	Modules: <ul style="list-style-type: none"> 5.1 NASA Budget Process 5.2 Performing Procurements with Ease 5.3 Grassroots Cost Estimating and Basis of Estimate (BOE) 5.4 Statement of Work (SOW) Walk-through 5.5 Contractor Task Report and NASA Form 533 5.6 Top 10 Things a Project Wants a PDL To Know 5.7 Top 10 Things That Cause Cost Overruns 5.8 Earned Value Management (EVM)
	3 Half-Day Sessions	Workshop 5: Navigating PDL Processes	Modules: <ul style="list-style-type: none"> 2.1 WBS 2.2 Product Plan 2.3 Configuration Management 2.4 Anomaly Reporting
	1 Full-Day & 1 Half-Day Session	Workshop 6: Leadership for PDL's Sake	Modules: <ul style="list-style-type: none"> 6.1 Leadership Aspects of Being a PDL 6.2 Leading a Technical Team 6.3 Functional Leadership Skills



Total Class Time: 12 days spread over 2-3 months:

- Orientation: 1 half day
- Core Workshops: 11.5 days

Product Development Lead Training Program

For more information, visit <http://pdl.gsfc.nasa.gov>

The contractor shall be the moderator/facilitator of the above mentioned program.

The moderator/facilitator shall:

- Interface with the GSFC PDL Project Manager (PM) on all program related issues.
- Interface with the GSFC COR on all administrative and logistical issues.
- Manage classroom dynamics during instructional delivery.
- Moderate panel discussions involving technical experts when assigned.
- Carry out train-the-trainer meetings with individual instructors of the PDL program when needed.
- Provide instructional delivery strategies, tips, and guidance to the PDL instructors.
- Provide strategies for enhancing the content and improving the delivery of the PDL workshops at the end of each session where needed.
- Assist with program evaluation and assessment activities.
- Introduce all GFSC speakers and external vendors (if applicable).
- Provide liaison with instructors and guest speakers.
- Distribute and collect program evaluations.
- Assure that the classroom is prepared and properly equipped for each offering.
- Respond to inquires from participants and GSFC management.

- Complete other duties that arise in direct relation to the delivery of PDL.
- Submit in written form to the PDL Project Manager all questions or concerns that were not fully answered or resolved during the workshop sessions.

Performance and Schedule

The contractor shall moderate the orientation and each workshop for each session. The proposed dates for the FY 2013 – 2014 years are as follows:

PDL Schedule: 2013 – 2014
Fall 2013: <ul style="list-style-type: none"> • Orientation: 9/9/13 • Workshop 1: PDL Role Throughout Lifecycle: 9/18/13 and 9/19/13 • Workshop 2: Getting to Good Requirements: 10/1/13 and 10/2/13 • Workshop 3: Scheduling Matters: 10/17/13 and 10/18/13 • Workshop 4: Cost Estimating and Tracking: 10/28/13, 10/29/13, and 10/30/13 • Workshop 5: Navigating PDL Processes: 11/12/13, 11/13/13, and 11/14/13 • Workshop 6: Leadership for PDL Sake: 11/20/13 and 11/21/13
Winter 2014: <ul style="list-style-type: none"> • Orientation: 1/9/14 • Workshop 1: PDL Role Throughout Lifecycle: 1/14/14 and 1/15/14 • Workshop 2: Getting to Good Requirements: 1/29/14 and 1/30/14 • Workshop 3: Scheduling Matters: 2/11/14 and 2/12/14 • Workshop 4: Cost Estimating and Tracking: 2/24/14, 2/25/14, and 2/26/14 • Workshop 5: Navigating PDL Processes: 3/10/14, 3/11/14, and 3/12/14 • Workshop 6: Leadership for PDL Sake: 3/25/14 and 3/26/14

The PM shall have the option to assign appropriate designee(s) to sit-in and participate in the training session in addition to the 30 students.

The PM shall coordinate the scheduling of any guest speakers or external speakers and all logistical arrangements associated with the participation of guest speakers.

The PM shall have the option to recommend sub-contractors to the contractor, as appropriate.

GSFC may, at its option, cancel any course with less than 18 participants within 10 working days of the scheduled start of the course. The canceled course may be rescheduled.

GSFC Staffing

GSFC shall provide a PDL project manager who will provide general management, oversight, guidance, direction to the contractor during all phases of this contract.

GSFC shall provide a Contracting Officer’s Representative (COR), who will provide technical guidance and direction, as appropriate, to the contractor during all phases of this contract.

Contractor Staffing

The contractor shall provide a Project Manager for PDL activities to coordinate with the COR, and staffing to accomplish the services required by this Statement of Work. The Project Manager shall be designated as a key person. Said contractor project manager shall:

- Interface with GSFC COR on all administrative and logistical issues.
- Provide liaison with instructors and guest speakers.
- Maintain records/collect evaluations.
- Prepare and distribute course materials.
- Assure that classroom is prepared and properly equipped for each offering.
- Respond to inquiries from participants and postal management.
- Perform other duties that arise in direct relation to the moderation/facilitation of the PDL program.

Qualifications for Key personnel

The contractor shall engage personnel for the tasks set forth in this statement of work that have experience moderating/facilitating training development courses designed that are technical in nature.

Moderators/Facilitators

The moderators/facilitators must have experience in teaching and facilitating teams and in a classroom environment. Moderators/facilitators are required to have the skills to moderate/facilitate to participants who are primarily in technical positions.

Contractor Travel

The contractor shall provide concise, accurate and fully detailed invoices identified by course offering.

Program Evaluation

The contractor shall administer and collect participant feedback (customer satisfaction) evaluation forms provided by the PDL Project Manager.

Program Property and Materials

GSFC owns all PDL content and materials. GSFC shall provide:

- The program schedule.
- GSFC shall provide classrooms to accommodate up to 30 participants.
- GSFC shall provide standard classroom equipment which includes chairs, tables, flip charts and markers, paper and pens/pencils, video-data projector, VCR and monitor as needed and requested by the contractor.
- List of scheduled participants.

Training Location

Physical location of the training facility:

Goddard Space Flight Center
8800 Greenbelt Road
Greenbelt MD 20770