

DRAFT Statement of Work
Office of HC (Code 110)
Task Title: Professional HC Consultation Services

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 (HC) 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.

BACKGROUND

The OHCM is made up of five individual offices: 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, and as well provides business support such as financial resources, contract management and various reporting requirements to OHCM; 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 & Work-Life 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 work-life.

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

SCOPE

The GSFC OHCM requires the services of a HC professional with subject matter expertise in HC management, federal regulations, processes, operations, and products supporting the OHCM as fully outlined above. The contractor shall partner with an external OHCM organization development expert in order to support the advancement of HC services to the Center.

The Contractor shall deliver assessments and recommendations, and execute an implementation plan that will map a successful path forward to the future state of OHCM as follows:

Phase I: Assessment

Part A: Current State

- Assess and provide a thorough analysis of OHCM's current state of HC services for each organization (OLCO, OCO, TAO, TCO, and PWDO). This assessment shall include an assessment of processes, practices, staff resources, collective organizational competencies, and organizational structure in order to inform a set of recommendations for the future state of OHCM operations.

Part B: Best Practices and Benchmarking

- Research and document best practices in HC to inform benchmarking and to discover innovative HC practices, processes and competencies in the general HC areas e.g., staffing, classification, training/employee development, organizational development, executive resources, employee and labor relations, performance management, worklife and wellness, awards and recognition, etc. as described in the background.
- Benchmark a minimum of three successful HC government agencies in order to assess their best practices and current state. This should include any organizational or cultural evolution efforts that may affect the benchmarked HC office under review.

Part C: Future State

- Develop a future state roadmap, implementation plan, and recommendations for HC services in order to demonstrate where OHCM should place emphasis in order to realize short and long-term yields for the successful advancement of OHCM operations. Future state should include recommended process changes, technological/systems changes, and organizational/restructuring changes as well as any potential barriers or constraints e.g., potential costs, FTE staff resources, skills gaps, competency gaps, and equipment/software requirements that may be required to achieve the future state.

Phase 2: Implementation

The Contractor shall implement the selected future state recommendations, and in doing so, shall challenge the OHCM on its thought processes on the strategic delivery of future state HC services as a mission-enabling organization. In doing so, the Contractor's implementation plan shall include the following factors:

- What: Specific actions to undertake in order to demonstrate a quality, achievable, and comprehensive plan towards advancing the future state of OHCM HC services. These actions shall include check-ins to assess implementation.
- How: An estimation of resources required to execute the plan.
- Who: Identification of roles and responsibilities minimally required for each action.
- When: Establishment of a milestone schedule to chart the critical and timely path for successful action(s) completion to include estimated timeframe to achieve the desired future state.

DELIVERABLES/DELIVERY SCHEDULE

At the start of the task, the Government will provide the Contractor with all available documented resources, as well as vital points of contacts across the Center in order to better inform the Contractor on the infrastructure of GSFC.

Phase I: Assessment

Part A: Current State

- The Contractor shall deliver the initial current state assessment and analysis, and execute a presentation by TBD.

Part B: Best Practices and Benchmarking

- The Contractor shall research and document best practices, and develop benchmarking questions for a minimum of three successful HC government agencies. These deliverables shall be presented by TBD.
- The Contractor shall benchmark other successful HC government agencies and deliver a documented assessment by TBD.

Part C: Future State

- The Contractor shall develop and present a future state roadmap, implementation plan, and recommendations for HC services by TBD.

Phase 2: Implementation

The Contractor shall implement the selected future state recommendations, in accordance with the approved action plans and resources for the periods of time that correspond to due dates that fall within the initial task period of performance, which ends TBD.

As well, the Contractor shall deliver a 6-month interim assessment of the implementation plan by TBD, and a final assessment no later than one month after the end of the initial task by TBD.

GOVERNMENT-FURNISHED EQUIPMENT AND GOVERNMENT-FURNISHED INFORMATION

Work space and office equipment will not be furnished for this task.

PLACE OF PERFORMANCE

Work shall be performed at contractor's site. However, the contractor shall travel to NASA/Goddard Space Flight Center in Greenbelt, MD in order to present information and findings.

TRAVEL

The contractor shall travel to the GSFC approximately (TBD) within the defined period of performance at an estimated cost NTE (TBD).

PERIOD OF PERFORMANCE

The period of performance for this task shall be TBD through TBD.