

**TASK WORK STATEMENT**  
Transition to Veterans Program Office

## 1. INTRODUCTION

### 1.1. BACKGROUND

The Veterans Opportunity to Work Hire Heroes Act (VOW Act) Public Law 112-56 (Sec. 223, 224) Authorizes the Secretaries of Labor, Veterans Administration, Defense Homeland Security (DHS), and the Department of Defense (DOD) to contract with qualified private entities with experience instructing Veterans on relevant topics on job training, job searching, academic readiness and educational opportunities. In accordance with section 1144 of title 10, the Secretary of Defense may enter into a contract with appropriate qualified private entities for contractors to provide Transition Assistance Program functions to members of the Armed Forces who are being separated from active duty to civilian status.

While the transition assistance program has been in existence for many years to provide counseling, education, and support, the program and DoD and service level delivery is changing rapidly. Due to the current unemployment rate, especially for Veterans, and United States financial uncertainty every effort is being made to ensure today's separating service member is career ready. This programmatic change requires an integrated delivery structure via an interagency partnership with all DoD and federal agencies that currently provide Veteran and family support.

The Transition to Veterans Program Office (TVPO) is responsible for promulgating the VOW Act and Veterans Employment Initiative (VEI) Task Force requirements across the Federal Government to support the successful transition of Service members from military service to civilian communities. The development and deployment of a redesign transition assistance program construct requires the development of a new office within OSD and corresponding policies for this office. The standup of the office creates a fast pace and exciting environment where guidance changes as priorities are identified.

The DOD and Veteran Affairs VEI Task Force is responsible for implementing the revised standards and tools of career readiness for Service members transitioning from military service to Civilian Life.

Readiness is defined as members transitioning to: (1) employment, (2) higher formal education, (3) technical training, (4) small business startups.

### 1.2. OBJECTIVES

The purpose of this contract is to access professional services in the areas of Strategic, Programmatic, and Operations Support for the development and support of the Transition to Veterans Program Office (TVPO) within the Office of the Secretary of Defense. Contract deliverables are required by September 2013 to maintain continued implementation of the requirements of VOW Act and VEI Task Force. This contract will provide operational support

and expertise in the areas of 1) Curriculum Development and Modification, 2) Information Technology Portfolio Management, 3) Training, 4) Strategic Communications, 5) Performance Management and Analysis, 6) Office Technical and Administrative Support, 7) Data Collection, Analysis and Reporting, 8) Research, 9) Technical Writing and Editing, and 10) Graphics Support to ensure long-term support and delivery of services within the DoD in coordination with interagency partners.

### 1.3. SCOPE

The Transition to Veterans Program Office (TVPO) was developed within the Office of the Secretary of Defense to develop and promulgate policies that support the successful transition of Service members from the military back into civilian communities. The TAP functions include but are not limited to the following: (1) Counseling, (2) Assistance in identifying employment and training opportunities and help in obtaining such employment and training, (3) Assessment of academic preparation for enrollment in an institution of higher learning or occupational training, (4) Other related information and services as the Secretary considers appropriate. All members participating in DOD TAP will receive an individualized assessment of civilian positions comparable with their military occupational specialties (MOS) through partnership and collaboration with Secretaries of Veterans Affairs, Secretary of Labor and Homeland Security. The Short-term recommendations of the VEI Task Force include; implementing career readiness standards that all separating Service members must meet; developing a modular, outcome based core curriculum that will be implemented across all the Military Departments to include financial planning, VA benefits and application, a DOL Employment Workshop and implementation the provisions of the VOW Act. The TVPO is a key catalyst in implementing policies, programs and systemic paradigm shifts to ensure Presidential requirements are met. Ultimately the success of transitioning Service members and their families will in large part be realized through the efforts and interagency coordination of the TVPO.

## 2. GENERAL REQUIREMENTS

This section describes the general requirements for this effort. The following sub-sections provide details of various considerations.

### 2.1. NON-PERSONAL SERVICES

The services and performance required under this contract are determined to be not inherently governmental. The contractor shall not perform or give the appearance of performing inherently governmental functions as described in FAR Part 2 and Subpart 7.5, and all applicable DoD policy. The Government shall neither supervise contractor employees nor control the method by which the contractor performs the required tasks. All contractor personnel shall identify themselves as contracted support personnel in all forms of communication with all entities with whom the TRANSITION TO VETERANS PROGRAM OFFICE has business dealings. It shall be the responsibility of the contractor to manage its employees and to guard against any actions that are of the nature of personal services, or give the perception of personal services. If the contractor believes that any actions constitute, or are perceived to constitute personal services, it shall be the contractor's responsibility to notify the Contracting Officer immediately.

## 2.2. BUSINESS RELATIONS

The contractor shall successfully integrate and coordinate all activity needed to execute the requirements specified herein. The contractor shall manage the timeliness, completeness, and quality of the contract deliverables. The contractor shall provide corrective action plans, proposal submittals, timely identification of issues, and effective management of all contractor personnel (including subcontractors). The contractor shall seek to ensure customer satisfaction and professional and ethical behavior of all contractor personnel.

## 2.3. CONTRACT MANAGEMENT

The contractor shall establish clear organizational lines of authority and responsibility to ensure effective management of the resources assigned to this requirement. The contractor must maintain continuity between the support operations at the Pentagon and the contractor's corporate offices.

The contractor shall establish processes and assign appropriate resources to effectively administer this contract. The contractor shall respond to Government requests for contractual actions in a timely fashion. The contractor shall have a single point of contact between the Government and Contractor personnel assigned to support this contract. The contractor shall assign work effort and maintaining proper and accurate time keeping records of personnel assigned to work on this requirement.

## 2.4. SUBCONTRACT MANAGEMENT

The contractor shall be responsible for any subcontract management necessary to integrate work performed on this requirement and shall be responsible and accountable for subcontractor performance on this requirement. The prime contractor will manage work distribution to ensure there are no Organizational Conflict of Interest (OCI) considerations. Contractors may add subcontractors to their team after notification to the Contracting Officer or Contracting Officer Representative (COR).

## 2.5. CONTRACTOR PERSONNEL, DISCIPLINES, AND SPECIALTIES

An integral part of successful performance under this contract is not only the production of quality products described in Section 3.0, but the responsiveness of contractor personnel in the day-to-day output of work products. While the end product or deliverable is vital to successful performance, day-to-day oversight also includes client interaction and responsiveness. Accordingly, the contractor is required to proactively maintain assigned tasks, and be responsive to all entities with professional business dealings related to the assigned tasks.

The Contractor must at all times maintain an adequate work force for the uninterrupted performance of all tasks defined within this PWS. When hiring personnel, the Contractor shall keep in mind that the stability and continuity of the workforce are essential.

The work to be performed herein is considered bona fide professional labor and is exempt from the Fair Labor Standards Act (FLSA).

## 2.6. TRAINING

The Contractor shall provide training, as necessary, for their own personnel to ensure that personnel are trained on the common suite of Microsoft Office tools (e.g., Word, Excel, Powerpoint) and other applicable programs. The Contractor shall also ensure that all of its employees have been properly trained and are qualified to perform assigned tasks under this PWS. The Government will provide or coordinate training on any new Government-provided equipment or Government-directed training (e.g., Information Assurance). If such training requires travel on the part of contractor employees, local travel costs (i.e., Metro) shall be borne by the contract personnel.

## 2.7. TRAVEL

All travel within 100 miles of the National Capital Region is included in the price of this contract. Travel outside the National Capital Region will not normally be required. When movement of contractor personnel is required locally (i.e., Metro) costs will be borne by the contractor. The Government will reimburse the contractor for all other travel outside the 100 mile limitation that was authorized in advance by the Contracting Officer, for reasonable travel related expenses. Such direction will be made by the Contracting Officer via issuance of bilateral modification(s), on a cost reimbursement basis to the contract against the Government specified not-to-exceed amount.

## 2.8. LOCATION

Work will be performed at the Pentagon, Arlington, VA; Mark Center, Alexandria, VA; or other government sites within the National Capital Region. Performance of the tasks in this PWS may be accomplished via approved telework agreements. In the event of a local or national emergency, operations may be moved to another government facility or additional telework may be authorized.

Contractor personnel must obtain and maintain a Pentagon building pass, as well as a Common Access Card (CAC) to access to all IT systems prior to conducting work on this contract. Contractor personnel must also read and familiarize themselves with all organizational mission statements and charters, organizational structures, operating instructions, Standard Operating Procedures (SOP) and policy.

## 2.9. HOURS OF WORK

Normal workdays are Monday through Friday except US Federal Holidays. Workers typically work eight (8) hours per day, 40 hours per week. Flextime workers start not earlier than 0600 and not later than 0900. Core hours of work are from 0900 to 1500 daily. All employees are expected to be available during core hours.

Contractor personnel are not customarily expected to work on holidays, but holiday work is possible, subject to advance scheduling with the contractor. Recognized Federal holidays are as follows:

New Year's Day	Labor Day
Martin Luther King Jr.'s Birthday	Columbus Day
President's Day	Veteran's Day
Memorial day	Thanksgiving Day
Independence Day	Christmas Day

The amounts in schedule of the contract include an allowance for holidays to be observed. The government will not be billed for such holidays, except when services are required by the government and are actually performed on a holiday.

When the government grants administrative leave to government employees, or is closed as a result of inclement weather, potentially hazardous conditions, or other special circumstances, contractor personnel working at the specific facility/location granted administrative leave may also be dismissed at the discretion of the On-site Manager to the extent that the overall performance is not adversely impacted. The contractor shall at all times maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS when the government facility is not closed for the above reasons.

The contractor shall provide the COR a current schedule for its entire staff assigned to the contract, including planned leave. The contractor shall assign alternates to cover assignments of any of its staff that are absent sufficient to ensure that the services are not disrupted.

### **3. PERFORMANCE REQUIREMENTS**

The following section specifies the Performance Objectives and Performance Elements for the contract.

- 3.1. TAP Curriculum Facilitator Training Program – The contractor shall design and deliver a Facilitation Training Program to strengthen installation level Transition Assistance Program and Education Center facilitator skills in the areas of: Personal Financial Management, Military Occupational Code Crosswalk, Accessing Higher Education, Additional Topics Relevant to Military Personnel and Families.
- 3.1.2 The Contractor will develop and coordinate the ability of participants to demonstrate increased level of learning in the subject by completing a practicum based on guidance from TVPO leadership.
- 3.1.3 Contractor shall manage all logistical support in providing up to 30 classes annually (class schedules will be broken into groups of 10) and will register 24 participants for each 4.5 day course. The contractor will develop all training materials and will host a practicum at the end of each training session for participants to demonstrate mastery of facilitation skills and course content based on DOD standards.
- 3.1.4 The Contractor shall conduct one Pilot course for 18 attendees as described above.
- 3.1.5 The Contractor shall provide instructors and will cover all travel costs associated with providing the training on military installations at CONUS and OCONUS locations (not to exceed 24 sessions per year).
- 3.1.6 The Contractor shall provide notebooks/course guides for up to 24 participants in each training group. The contractor shall prepare charts and graphics to be used during the course and customize presentation material. The Contractor shall coordinate notebooks/course guides format and content with TVPO Director prior to conducting the first course.
- 3.1.7 The Contractor shall provide the training facility for course participants.

- 3.1.8 The Contractor shall provide instructor(s) to instruct and guide learning activities at each training course session.
- 3.1.9 The contractor shall provide a Computer Facility with enough computer systems to accommodate each course attendee.
- 3.1.10 The Contractor shall have standard Microsoft OS/Office software available on Computer Facility systems: Microsoft XP/Vista, MS Office Word, Excel, PowerPoint and Internet Explorer.
- 3.1.11 Contractor shall provide each participant with a certificate of successful course completion. The contractor will develop an online training evaluation tool to be used by participants to measure training effectiveness and gain participant feedback on the training, logistics, training facility, and total training environment. The contractor will provide to the COR on a monthly basis evaluation feedback, number of successful certifications, and will discuss needed improvements based on participant feedback. Selection of DoD participants to attend the training will be in coordination with the DoD Transition to Veteran Programs Director of Operations
- 3.1.12 Department of Defense will own all Material and Evaluation tools during and prior to all contractor efforts. The Contractor will stay up to date on training materials and will provide updates to these materials on an on needed basis. This will be determined and approved by the DoD.
- 3.1.13 The Contractor shall develop a Course Critique Questionnaire to be completed by each course participant after the completion of each course. The contractor shall work with the TVPO Director or designee to create the Course Critique Questionnaire format and content to ensure the questionnaire will address the course objectives that need to be met. The Course Critique Questionnaire shall have a rating scale of 1 through 5. A rating of 3 or less is “no positive effect”. A rating of 4 is “some positive effect” and a rating of 5 is “positive effect”. The course critique shall be provided in both hard copy and on-line for participants to provide course feedback. The participant feedback on the quality of the training delivery, materials and environment will average no less than 4.5 on a scale of 5 (participant feedback tool developed in collaboration with TVPO leadership).
- 3.1.14 The Contractor shall provide feedback to the TVPO Director or designee for discussion of how to sustain and build on results. The Contractor shall compile all course critiques completed by course participants and provide an electronic copy of a consolidated Course Critiques Report for each training course/class, via email, to the TVPO Director or designee no later than five days after each training course/class completion.
- 3.1.15 Deficiencies identified by the Government via course critiques, course auditing by TVPO staff, and meetings shall require the contractor’s written response within five working days. The Contractor’s corrective action and time for completion shall be coordinated with the TVPO Director or designee.
- 3.2 Strategic Communication Development and Analysis
- 3.2.1 The contractor shall analyze existing/outdated Strategic Engagement Strategy and make recommendations based on new and evolving presidential directed Veterans Initiative task force requirements on a monthly basis.

- 3.2.2 The Contractor shall meet with all stakeholders (Veterans Affairs, Department of Labor, Department of Education, the Consumer Finance Protection Board, Service members, veterans and their families) on a quarterly basis to identify Strategic Communication Strategy modifications, and will produce/revise the annual strategy with milestones for senior leader review/approval. The strategy will include messaging, delivery systems, targeted audiences, delivery milestones and analysis/evaluation criteria and delivery methodology.
- 3.2.3 The Contractor shall develop an analysis/process to identify strategic communication strategy/delivery effectiveness. The Contractor shall brief TVPO leadership monthly on findings and recommended changes.
- 3.2.4 The Contractor shall provide annual OSD TAP staff Strategic Communication training to articulate strategy changes, key influencers, mapping communication strategy to mission messaging and requirements and communication feedback loop.
- 3.2.5 The Contractor shall include in the strategic communications plan a way to support all social media messaging and shall develop a strategy to complete and develop sensing sessions with end users.
- 3.2.6 The Contractor shall develop public affairs messaging in coordination with leadership, Strategic Communications and Legislative experts for senior TVPO leadership approval.
- 3.2.7 The Contractor shall coordinate messages and messaging strategies with interagency public affairs experts as appropriate based on senior TVPO leadership direction.
- 3.2.8 The Contractor shall review and analyze assigned legislative affairs requirements and develop proposed responses from short paragraphs to full multipage documents within 48 hours of assignment.
- 3.2.9 The contractor will work closely with report and technical writers and editors to ensure the accuracy of information included in Congressional reports.
- 3.3 Performance Management Development and Analysis:
- The Contractor shall analyze existing internal and external TAP performance management practices and make recommendations based on evolving Presidential Directed Veteran's Employment Initiative Task Force requirements. The Contractor shall revise the TVPO Performance Management Plan on a quarterly basis based on senior leader requirements and recommendations.
- 3.3.1 The Contractor shall develop analytical and evaluation tools and metrics to measure the effectiveness of both OSD TVPO, service, and interagency implementation on an as needed basis.
- 3.3.2 The Contractor shall develop analysis criteria, engagement plan, and metrics to support visits of a performance management team to installations to conduct performance management analysis/reviews of implementation of measures to meet VEI Task Force requirements.
- 3.3.3 The Contractor shall support briefings to senior leaders on an as needed basis on milestones, and percentage of compliance with the existing Performance Management Strategy (both internal and external).

- 3.4 Transition GPS Curriculum Development and Modification: The Contractor shall work with DOD and interagency subject matter experts to review and modify all curriculum components on an annual basis based on program evaluation/feedback.
- 3.4.1 The Contractor shall modify the curriculum (facilitator manual, participant workbook and facilitator slides) based on participant, facilitator and program observer feedback
- 3.4.2 The Contractor shall host an annual Service and Inter-agency partner meeting (in person or virtually) to review the curriculum, evaluation feedback and recommended changes.
- 3.4.3 The Contractor shall work with DoD identified IT subject matter experts (SMEs) to ensure changes are reflected in Curriculum Advanced Distributed Learning Systems.
- 3.4.4 The Contractor shall develop and facilitate monthly webinars covering a wide range of topics to include: Transition Overview, Resilient Transitions, Personal Financial Management, Military Occupational Code Crosswalk, Accessing Higher Education Track, Additional Topics Relevant to Military Personnel and Families.
- 3.4.5 The Contractor shall develop webinar content and schedule for OSD TVPO staff approval and coordination with the Defense Management Data Center for release via a .mil website
- 3.4.6 The Contractor shall provide up to 24 sessions annually for an audience of up to 1000 participants per webinar session
- 3.4.7 The Contractor shall provide webinar participant feedback on a monthly basis or as requested by the Government.
- 3.5 Transition Assistance Program Data Analysis/Strategic Performance Program Development: The Contractor shall develop near and long-term data capture storage and analysis strategies based on program requirements, DOD and interagency influencers, TVPO management timelines and milestones, and will develop analytical tools to demonstrate program strengths and weaknesses.
- 3.5.1 The Contractor shall provide data capture and analysis recommendations on an as needed basis.
- 3.5.2 The Contractor shall develop spreadsheets, PowerPoint slides and other materials to demonstrate to senior leadership systemic challenges, and the effectiveness of the strategies.
- 3.5.3 The Contractor shall develop forecasting models, to demonstrate long term requirements based on transitioning Service member projections, service throughput projections and program utilization projections.
- 3.6 Technical/Report/Policy Writing: The Contractor shall provide technical/report/policy writing development capability. The contractor provided support will require research and the creation of documents to meet clearly outlined objectives. Reports and documents must be grammatically correct, free of spelling errors and meet the provided objectives.
- 3.7 Office Technical/Administrative Support: The Contractor shall provide office administrative support to manage senior leader calendars, maintain data filing systems, schedule conference facilities, manage office administrative supply inventories, develop PowerPoint presentations, meet and greet guests, and other as needed administrative and office management duties in support of senior leaders.

- 3.8 **Graphics Support:** The Contractor will provide support in developing graphics for use in marketing the Transition GPS program and will assist in developing images that are synchronized with strategic communication messaging. The contractor will provide graphic support in designing or modifying logos and strategic communication materials on an as needed basis to support the completion of all contract requirements. The Contractor will develop graphics that will visually display key messages to a wide audience.
- 3.8.1 The Contractor shall meet with senior leaders to identify project requirements and project suspenses. Final graphics products will be the property of TVPO.
- 3.9 **Editor Support:** The contractor will provide editing support in reviewing and modifying a wide variety of written products to include curriculum, memos, reports, strategic communication products, congressional testimony, et cetera.
- 3.10 **Special Project/Portfolio Management:** The Contractor will provide support in managing projects that could include Information Technology Portfolio Management, Curriculum Review and Modification, Specialized Strategic Communications Products, Transition GPS Tiger Team requirements, Legislative Affairs Coordination, Web Material Review and Modification, and other project management requirements as identified by senior leaders.
- 3.10.1 The Contractor shall meet with senior leaders to identify project requirements and project suspenses. Final graphics products will be the property of TVPO.

#### **4 SPECIAL REQUIREMENTS**

This section describes the special requirements for this effort. The following sub-sections provide details of various considerations on this effort.

##### **4.3 KEY PERSONNEL**

The Contractor shall provide qualified personnel for the key position under this contract. The key position is Program Manager (PM). The Contractor shall ensure that the PM possesses the skills, knowledge, training, and certification(s) required to satisfactorily perform all services required by the contract.

The Program Manager must have a minimum of five (5) years of executive-level management experience, leading multi-disciplined teams of research analysts and various operational departments. The Program Manager must have a minimum of five (5) years of senior level organizational project management experience, including requirement gathering, design, implementation, and ongoing program management.

During the first 90 calendar days of performance, the Contractor shall make no substitutions of key personnel without the approval of the Contracting Officer, unless illness, death, or termination of employment necessitates the substitution. The Contractor shall notify the Contracting Officer as soon as possible after the occurrence of any of these events and provide the information required below.

After the initial 90 calendar day period, the Contractor may propose a substitution. The Contractor shall notify the Contracting Officer in writing of any proposed substitution at least thirty (30) days in advance of the proposed substitution. The Contractor shall provide a detailed explanation of the circumstances necessitating the proposed substitutions, complete resumes for the proposed substitutes, and any additional information requested by the Contracting Officer.

The Contractor shall, prior to making any substitution permanent, demonstrate to the satisfaction of the Contracting Officer, that the qualifications of the proposed substitute personnel is equal to or better than the qualifications of the personnel originally identified for the position. The Contracting officer will notify the Contractor within 15 calendar days after receipt of all required information of the decision on proposed substitutions.

#### 4.4 GOVERNMENT FURNISHED MATERIALS

Basic facilities such as work space and its associated operating requirements (i.e., phones, desks, utilities, information technology, consumable and general purpose office supplies) will be provided while working in Government facilities. Additionally, the tasks in this PWS require a physical presence in order to ensure successful performance. The Government will provide information, material and forms unique to the Government for supporting the task. All Government unique information related to this requirement, which is necessary for Contractor performance, will be made available to the Contractor. The COR will be the point of contact for identification of any required information to be supplied by the Government.

#### 4.5 SECURITY

Overarching security requirements and Contractor access to classified information is specified in the basic DD Form 254. However, this task does NOT require the use of classified information or secured facilities. All contractor personnel with access to unclassified information systems, including e-mail, shall have at a minimum a favorable National Agency Check (NAC).

#### 4.6 QUALITY CONTROL PLAN

The Contractor shall prepare and adhere to a Quality Control Plan (QCP). The QCP shall document how the Contractor will meet and comply with the quality standards specified in the PWS, and Quality Assurance Surveillance Plan (QASP). At a minimum, the QCP must include a self-inspection plan, an internal staffing plan, and an outline of the procedures that the Contractor will use to maintain quality, timeliness, responsiveness, customer satisfaction, and any other requirements set forth in this PWS.

#### 4.7 DOCUMENTATION

Documents, data files, reports, correspondence, and all other documents and writings, together with any charts, graphs, tables, illustrations, photographs, images, and other illustrative, explanatory, historical documents related thereto or independent thereof, regardless of the medium (or media) by which they were produced, preserved, stored, or created in connection with or for purpose(s) of work performed under this PWS and contract, are property of the Government and shall be delivered to the COR promptly, upon request.

The Contractor agrees to assume responsibility for protecting the confidentiality of Government records, which is not considered public information. Each Contractor or employee of the Contractor to whom information may be made available or disclosed shall be notified in writing by the Contractor that such information may be disclosed only for purposes and to the extent authorized herein. The Contractor shall not release any information related to this contract to the public, media or other unauthorized persons or organizations unless the government has conducted the appropriate security review and granted written approval (e.g. posting information to a public website).

## 4.8 TRANSITION

The Contractor shall follow its transition plan submitted as part of their proposal and keep the Government fully informed of status throughout the transition period. Throughout the phase-in/phase-out periods, it is essential that attention be given to minimize interruptions or delays to work in progress that would impact the mission. The Contractor must plan for the transfer of work control, delineating the method for processing and assigning tasks during the phase-in/phase-out periods

### 4.8.1 Phase-in

The Contractor shall submit a detailed phase-in plan to include start-up activities that may be required to transition to full operational capability upon conclusion of the transition period.

The Contractor shall:

- Provide a detailed transition methodology in logical sequence to ensure a smooth transition of all tasks/subtasks of the contract without interruption or degradation of service levels;
- Provide a timeline for completion; and
- Identify associated risks and issues and risk mitigation strategies.

### 4.8.2 Phase-out

The Contractor shall provide a phase-out plan no later than sixty (60) days prior to expiration of this contract. The Contractor shall maintain complete documentation that is totally assessable to the designated Government representatives via a web portal or some other portal as the Government directs. The Contractor shall overlap with incoming Contractor during transition for a nominal period of 30 days and will work with Government personnel and the incoming contractor to transfer knowledge, information and documentation for all projects and tasks related to this contract.

Note: All automated data files in the possession of the contractor are the property of the Government and shall be turned over to the KO or the COR at the completion or termination of the contract. Additionally, all records related to the execution of the current contract shall be returned to the Government as electronic copies that are readable and accessible by the Government.

## 5 PERFORMANCE REQUIREMENTS SUMMARY

Requirements	Performance Standards	Acceptable Quality Level	Method of Surveillance
<p><i>Provide support personnel to meet PWS requirements 4.3</i></p>	<p>All contractor personnel possess the skills needed to perform the required tasks as specified in the PWS.</p>	<p>All contractor personnel possess the needed skills within 2 weeks of processing to the TVPO office.</p> <p>The Contractor's work products are suitable to support the full range of analysis as specified in the PWS.</p> <p>The contractor's personnel are qualified and adept at presenting clear, concise, factual reports free from political conclusions or any judgment of individual journalist(s). Editorial and typographical errors should be few.</p>	<p>COR review/government personnel feedback</p>
<p><i>Submit a monthly status report</i></p>	<p>The Status Report accurately reflects progress, status; proactively identifies and addresses any problems or issues encountered; and recommended resolutions are feasible and likely to succeed in resolving issues.</p> <p>Report is submitted by the first Friday of every month</p> <p>Reports are grammatically correct and professional in appearance</p>	<p>Deviation with COR or designee approval.</p> <p>No more than 3 reports may be submitted by COB of the first Monday following the first Friday of each month</p> <p>Draft documents contain minor typographical errors; Final documents are error free</p>	<p>COR Review</p>
<p><i>Hours of Work/Workload Management 2.9</i></p>	<p>The contractor ensures that sufficient staff is available on-site at TVPO at all times during core business hours to support assigned requirements. The contractor shall ensure its personnel accomplish the assigned tasks within agreed upon schedules, and at an acceptable level of quality.</p>	<p>The Contractor ensures that sufficient staff is available during core business hours to proactively interact with clients and complete the requirements specified in the PWS. Contractor also ensures the COR is informed of developments with assigned actions.</p>	<p>COR review/government personnel feedback</p>
<p><i>Services and Deliverables 3.1-3.10.1, 6</i></p>	<p>The Contractor provides the full range of services required to support the requirements addressed in the PWS.</p>	<p>The Contractor provides competent expertise and analysis that is consistent with the quality levels specified in the PWS.</p> <p>Deliverables are factual, well-written, 99% free of grammatical errors or misspellings, and free from political conclusions drawn by the analyst or any judgment of individual journalists. Writing meets college Baccalaureate degree standards for English grammar, spelling, and composition.</p> <p>Deliverables are accomplished within the procedures described in the PWS.</p>	<p>Random review of work products by the COR no less than once a week and feedback from appropriate Government sources.</p>

**6 DELIVERABLES**

Deliverables shall be submitted to the COR designated in the COR Appointment letter. All deliverables shall be submitted using Microsoft Office suite of tools (for example, MS Word, MS Excel, MS PowerPoint), or Adobe PDF format, unless otherwise specified by the COR. Electronic submission shall be made via email, unless otherwise agreed to by the COR.

The COR has the right to reject or require correction of any deficiencies found in the deliverables. In the event of a rejected deliverable, the Contractor will be notified in writing by the COR of the specific reasons for rejection.

The following table specifies the deliverables for this requirement

<b>Deliverable</b>	<b>Due</b>	<b>Distribution</b>
<b>Signed agreements for all employees</b>	<b>NLT 14 days after task order award</b>	<b>COR and Contracting Officer</b>
<b>Task Order Status Report</b>	<b>5<sup>th</sup> Day of Each Month during performance</b>	<b>COR</b>
<b>Transition In Plan documentation</b>	<b>Immediately after notice of contract award</b>	<b>COR</b>
<b>Transition Out Plan</b>	<b>NLT 45 days prior to expiration of task order (as required)</b>	<b>COR and Contracting Officer</b>