

Project Background

Approximately 80% of XYZ's annual budget is spent on grants and contracts. In fiscal year thirteen (13), XYZ awarded over \$5 billion in grants through over 12,000 actions. XYZ's Procurement and Grants Office (PGO) oversees these activities and promotes initiatives to improve service delivery to internal and external customers and to increase efficiency of internal grants management operations. In order to improve XYZ's grants management operation, PGO is implementing an enterprise-wide grants management service, assessing grants management needs and current human-resource driven business processes to optimize operational performance. The grants management service, Grant Solutions (GS), is one of two XYZ-approved grants management tools. Supporting the implementation of GS will allow PGO to focus on service delivery, optimizing agency transparency and efficiency.

Project Scope

The contractor shall provide support to PGO implementation through strategic planning initiatives including program analysis, stakeholder coordination and communication, program performance reporting and performance management processes. Also included is knowledge management support to capture, monitor, and report and provide organizational knowledge to key PGO decision makers. Additionally, the contractor will provide operational analysis of organizational performance management and workforce initiatives. The contractor shall also develop and assess new and existing policies, strategic communication plans and mechanisms, and develop consistent and accurate messages for internal and external stakeholders, to ensure adoption of initiatives. The contractor shall also assist with job aids and performance support for funding and resources.

To obtain support that enables PGO to improve organizational and personnel processes and procedures. The contractor will meet the needs within the following support areas:

- **Organizational Performance and Efficiency Improvements**
- **Organizational Transformation and Communication**
- **Strategic Human Capital Alignment**

Tasks and Deliverables

Task 1: Performance Improvement Training Plan

The contractor shall provide performance support to the PGO for planning and training initiatives, including consulting and management coaching on the analysis and development of organizational processes and implementation of a performance/knowledge management process for capturing, monitoring, and reporting data on workforce adoption and program effectiveness for key PGO decision makers.

Provide support for the following:

- Support management staff through consulting and coaching in development and refinement of priorities and collecting supporting performance data for approximately

100 performance metrics related to procurement and grants management, risk management and compliance, communications, and technology

- Consulting on performance support including overarching project metrics and work stream metrics, service desk/call center support practices for providing support to up to 5000 users representing different audiences with differing levels of expertise, and provide support to 10-15 work stream managers
- Support the development and delivery of trainings and a variety of e-learning at various stages of program and process implementation. Training would be tailored for different audiences including XYZ programs, financial and grants management staff, and domestic and international grantees
- Consult on the development and implementation process and system plans for synthesizing and using performance data to inform decision-making
- Use knowledge management and e-learning technology to improve efficiency and effectiveness of performance management processes
- Support the development and training on a knowledge management tool for enterprise-wide implementation
- Support outreach, including to executive level leadership through a variety of strategies
- Provide monthly, annual, and ad hoc reports based on performance data collected on performance support initiatives to improve customer service
- Implementation plan on effective use of existing workforce across 10-15 functional work streams (which may be cross organizational in nature)
- Best practices in human resource planning to ensure integration across various 10-15 functional work streams to ensure activities are aligned to enhance efficiency
- Support knowledge management to track, report on, and archive data requests and inquiries, including help desk strategies
- Provide best practices, plans, and techniques for effective change management, especially related to procurement and grants, across XYZ's workforce

Task 2: Stakeholder Communications Plan

The contractor shall support ongoing enterprise-wide implementation of new business processes through stakeholder coordination for XYZ employees and grantees domestically and internationally, program status reporting, and management presentations. The contractor shall develop and review policies, strategic communication plans and mechanisms for a variety of domestic and international audiences (XYZ program and grants staff, domestic and international grantees), and develop consistent and accurate messages for internal and external stakeholders. In addition, the contractor will consult on knowledge management, e-learning, and traditional classroom training. Provide support for the following:

- Develop outreach plans to provide strategic communications to a variety of audiences, branding, and learning strategies, including content appropriate for web-based job aids and e-learning
- Provide a comprehensive workforce training plan for grants management processes for fourteen XYZ grant-making centers and domestic and internationally grantees.
- Create briefings and other communications material. Enhance and maintain PGO Internet and Intranet content, structure, and usability

Task 3: Organizational Strategic Roadmap

The contractor shall provide consultation on PGO strategic planning initiatives that engage and represent the entire PGO workforce (approximately 300 staff), and include workforce metrics and initiatives, as well as providing performance support and consultation for the development and implementation of a performance management process that includes a system for capturing, monitoring, and reporting data for key PGO decision makers. Support includes, but is not limited to:

- Support the Office of Policy, Performance and Communication (OPPC) staff in development and refinement of PGO strategic workforce priorities and collecting supporting performance data for approximately 100 metrics
- Develop and implement process and system plans for synthesizing and using performance data to inform decision-making and provide training to key staff
- Consult on knowledge management related to long-term strategic workforce priorities and performance
- Coach PGO leaders and staff on developing and implementing action plans for achieving strategic directives
- Support customer service improvement initiatives, by analyzing findings, researching best practices, and recommending solutions to key challenges
- Produce reports, including those related to executive level projects

Option Years: Work conducted during the two option years will consist of the tasks and deliverables listed above.

Performance Objectives

Below are the performance objectives for this requirement.

Task(s)	Objective(s)	Performance Objective
0	Project Management Plan	Plan should include all activities and related communications, training and change management activities. Project plan that accounts for simultaneous implementation of different components of Grant Solutions in all XYZ Centers, Institutes, and Offices that includes: • critical path • clear milestones • realistic timelines • schedules • identification of risks and issues
1	Performance Improvement Training	Comprehensive training plan and approach to achieve organizational performance improvement. Performance metrics, and approach to measuring

Task(s)	Objective(s)	Performance Objective
		progress and implementing knowledge management.
2	Stakeholder Management and Communications Plan	Stakeholder analysis, management approach and communications strategy
3	Strategy Implementation Plan (Roadmap)	Strategy roadmap, performance metrics, and implementation approach

Target Audience

Implementation of Grant Solutions is far-reaching and involves grants management staff within the Procurement and Grants Office, XYZ programmatic staff responsible for achieving public health outcomes and providing programmatic support for XYZ grant recipients, XYZ grant applicants, and XYZ grant recipients.

The Office of Policy, Performance, and Communications, is far-reaching and involves grants and contracts specialists within the Procurement and Grants Office, XYZ programmatic staff responsible for achieving public health outcomes, XYZ grant and contract recipients and applicants.

Operating Constraints

All selected contractor personnel assigned to work on this project shall be required to sign a XYZ-specific non-disclosure statement regarding key aspects of the project and project content.

Security Awareness Training (SAT) is required for all contractors on an annual basis by XYZ. In addition, employees and contractors are required to wear ID badges at all times while in government facilities.

Place of Performance

Work will primarily be performed in government offices in leased and government-owned facilities. Some work may be performed at contractor's office space.

Period of Performance

The period of performance for this task order is 12 months from date of award, with two option periods extending to September 2017.