

Project Scope

The contractor shall provide support services to the XYZ office to enhance its civilian and manpower analysis planning and staffing capabilities while supporting the enhancement of XYZ's human capital infrastructure through these and other strategic improvements. The output of this effort provides a means for XYZ leadership and staff to fully execute the roles and responsibilities of the staffing processes; improve current tracking and reporting methodologies, including development and maintenance of a cost-benefit tool to facilitate manpower decision-making; provide workforce sustainment support; educate the workforce through training; and develop and implement a performance management program.

Specific Tasks

Below are the specific tasks that the contractor is required to perform in the delivery of services required by this SOO and the resulting task order. Tasks 1 and 2, their associated deliverables and performance standards require performance during the initial six (6) month base period of the task order. Tasks 3 and 4, their associated deliverables and performance standards require performance during the six (6) month option period 1 and Tasks 5 and 6, their associated deliverables and performance standards require performed during six month option period 2.

Task 1: Provide Technical Support to the Civilian Human Resources Branch

Task 1.1: Position Descriptions (PDs)

- a. Develop new PDs and review and modify existing PDs for the entire Command, as directed, and update the PD Library with classified positions.
- b. Provide guidance and support in determining the specific knowledge, skills, and abilities necessary to effectively perform positions when the PDs do not match the requirement.
- c. Maintain and update the PD Library as PDs are created and/or as existing PDs are modified. The Contractor will support J-1 with PD review and revision as identified by PD analysis.
- d. Provide ongoing guidance and support in PD Library functionality.
- e. Maintain and enhance the SOPs on how to conduct an internal Personnel Management Evaluation (PME).
- f. Leverage J-1 Pilot PME findings and process to develop structure for a XYZ-wide PME.
- g. Provide technical support to position maintenance review, utilizing the previously developed approved standardized approach, for ongoing maintenance reviews of XYZ PDs.

Task 1.2: Classification and Staff Advisory

- a. Provide Tiger Team support and guidance in the creation of Vacancy Announcements and PDs.
- b. Provide technical support and input for classification and staffing services regarding XYZ staffing issues.

Task 1.3: Metrics/Dashboard

- a. Provide reporting functionality for the monthly Civilian Staffing & Recruiting Dashboard, to include instructions on maintenance and regular updates.
- b. Develop interactive XYZ Leadership Dashboard to provide targeted data visualization reports summarizing C-BA results across the organization.
- c. Provide technical support and maintenance to implement methods of tracking Performance Management (PM) metrics.

Task 1.4: Workforce Sustainment

- a. Provide transition assistance support in the establishment and staffing of a Transition Assistance Program and other programs as required during the Workforce Restructuring efforts that can impact XYZ. Continue to provide support for the JTAP Office. This office can provide employees, managers and supervisors with general information on the variety of transition assistance programs and services.
- b. Provide strategic guidance and technical support focused on assisting XYZ leadership, hiring managers and supervisors in the many aspects of a Workforce Sustainment Program. In addition to advising in fulfilling the prerequisite hiring requirements, the Contractor will coordinate candidate interview, selection, and onboarding processes.
- c. Provide strategic guidance and instructions for the Innovative Recruiting Program with a focus on recruiting current status federal employees. The contractor will assist XYZ to understand the targeted events necessary to support innovation and optimization.
- d. Provide support and guidance in assisting managers and supervisors with filling critical internal positions via varying workforce sustainment programs.
- e. Provide assistance and support of Intern and other special programs. Provide technical support and maintenance to solicit XYZ participation in workforce sustainment efforts.
- f. Provide support in oversight management of the intern/recent graduate “total experience” when joining XYZ.
- g. Provide strategic guidance and support in the planning, development and execution of a Mentorship Program for all XYZ personnel levels based on the existing Mentorship Program for Interns.

Task 1.5: Training

- a. Review and update Human Resources 101 Training, Structured Interview Training, Job Analysis Training, and Mentorship Training to address current organizational requirements and ensure compliance with Department of the Army (DA), DoD, and OPM regulations, as needed.
- b. Provide technical support to provide the Human Resources 101 Training for managers and supervisors.
- c. Provide technical support to provide the Structured Interview Training for Hiring Managers Course.
- d. Provide support and guidance to provide Job Analysis Training, to include how to perform a job analysis and develop tasks, duties and competencies for job analysis and evaluations.
- e. Provide support and guidance to provide a series of instructor-led training on formal mentorship, to include educating Mentors on their responsibilities for their role as well as identifying the benefits for both Mentors and Mentees.

- f. Provide support and guidance to provide Performance Management Trainings to include the PM 101 Course and the Performance Objectives/Individual Development Plans (PO/IDP) Course.
- g. Develop and provide technical support to provide the PM Action Officer Course Training.
- h. Provide technical support to provide JMD trainings and disseminate learning materials and supporting documents.

Task 1.6: Human Capital Strategies

Task 1.6.1: Talent Management (TM)

- a. Establish, administer and maintain a program to manage and evaluate talent performance at XYZ. The Contractor will support J-1 with the execution of its talent management responsibilities, as identified in organization-wide corrective action plans in accordance with the SOP.
- b. Establish, develop and administer a program to manage the talent performance at XYZ, and ensure that military billets are back-filled with qualified individuals.

Task 1.6.2: Exit Interviews

- a. Provide support and maintenance to implement tracking methods of attrition rates, out-processing personnel exit interview metrics and follow up with candidates who decline offers of employment.
- b. Provide support to the Exit Interview Program by conducting interviews with departing civilian and military personnel.

Task 1.6.3: Director's Priorities

- a. Provide technical support and guidance in developing Standard Operating Procedures (SOPs) as needed.
- b. Provide support in the research of potential Human Capital awards and conferences to bring awareness to XYZ accomplishments and the Workforce Optimization and Sustainment solution.
- c. Provide administrative and training assistance in support of XYZ's Communication Improvement Program. Work closely with XYZ Leadership to identify areas of communication deficiency, utilizing communication improvement techniques, workshops and informational materials related to Business Chemistry to suggest techniques to improve staff relationships and increase the effectiveness of communications within the organization.
- d. Provide support for "other" Director priorities as they occur.

Task 1.6.4: Civilian Professional Development Tiger Team Support

- a. Facilitate completion of Professional Development Tiger Team efforts.
- b. Communicate Career Maps to the organization through Career Gurus.
- c. Conduct maturity assessment of the Talent Management Framework as it relates to Civilian Professional Development Tiger Team efforts.

Task 1.7: Performance Management

- a. Provide strategic guidance and support in the implementation of a formal PM program to include documentation on the PM process.
- b. Provide strategic guidance and support for the Director-mandated Monthly Counseling Sessions.
- c. Develop Requirements document to automate certain functionality and integrate it with the In/Out Processing requirements.
- d. Develop PM Champion Communications and distribute to the organization as needed.
- e. Provide support in preparing work and training agreements.

Task 2: Provide Technical Support to the Manpower Analysis Branch

Task 2.1: Concept Plan/Command Implementation Plan (CIP)

- a. Provide administrative and technical support for the Concept Plan. The Contractor will gather and coordinate information and updates and changes as needed.
- b. Provide technical support and consolidation efforts on regular data maintenance of the Concept Plan.

Task 2.2: Automated Joint Manning Document (JMD)

- a. Provide functional and technical support in maintaining the process to update, adjust and/or change the Automated JMD.
- b. Provide enhancements and guidance for improvements of the Automated JMD functionality.
- c. Sustain the automation of the JMD to encourage stakeholder participation and gain initiative support

Task 2.3: In/Out Processing

- a. The Contractor will work with J-1 to support the development of a technology solution to automate and centralize manual personnel data based on the In/Out Processing Requirements document. The Contractor will facilitate the auto population of electronic forms, expedite billet and duty assignments, and improve overall timeliness and accuracy of document processing.

Task 2.4: Cost Benefit Analysis (C-BA)

- a. Provide technical and functional support for the C-BA tool.
- b. Provide ongoing support, maintenance and evolution of the C-BA tool.
- c. Provide and maintain information in support of workforce optimization exercises, including but not limited to predictive capability to identify the risks and costs associated with changing mission priorities and operational and manpower shifts, before those changes occur.
- d. Provide continued administrative and technical support in customizing the C-BA tool to further facilitate advancements in XYZ's overall Human Capital solution, including integrating with the JMD and providing insights into position management and individual workforce needs assessments. The Contractor will provide C-BA support to consider future organizational changes.
- e. Gather technical requirements to migrate C-BA tools to centralized SharePoint site and develop appropriate levels of controls for all owners and user privileges.

Deliverables – Tasks 1 and 2

The contractor shall provide deliverables as they relate to the Project Scope within the perspective areas of focus: Civilian Human Resources and Manpower in accordance to appropriate Branch Chief’s specifications in draft format for review. All documents, including ad hoc reports, shall be considered drafts until formally accepted in writing by the appropriate Project Manager (PM). The deliverable is considered accepted if written acceptance is not received within two weeks. The contractor shall address all comments provided by XYZ on the draft deliverable. Each deliverable will be subject to inspection and acceptance by the OPM PM or designated customer agency Point of Contact, and will conform to the requirements stated in the Project Scope.

Report	Frequency	Organization Review
Monthly Status Report	Monthly	COR and perspective Branch Chief
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Executive Summaries	As required	COR and perspective Branch Chief
Read Aheads	As Required	COR and perspective Branch Chief

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Performance Objectives, Task 1 and 2

Task(s)	Objective	Criteria
<u>Task 1: Provide Technical Support to the Civilian Human Resources Branch</u>	<ul style="list-style-type: none"> • Enable XYZ to sustain the most effective workforce by equipping leadership with strategic hiring, retention and position management approaches designed to mitigate organizational changes • Integrate PM Program into overall XYZ strategy through tasks which build employee trust, 	<ul style="list-style-type: none"> • Identify and develop PDs to reflect accurate job duties/responsibilities and address organization shifts • Maintain the PD library to include a comprehensive approach to position management (i.e. Job Analyses, Vacancy Announcements, Competencies, Performance

Task(s)	Objective	Criteria
	emphasize development and advancement, and support current J1 functions	Standards, etc.) <ul style="list-style-type: none"> • Expand J-TAP to include HR services including general HR questions and performance management • Enhance regular performance feedback sessions and facilitate completion of Professional Development Tiger Team efforts • Review and update trainings based on participant feedback and organizational needs
<u>Task 2: Provide Technical Support to the Manpower Analysis Branch</u>	<ul style="list-style-type: none"> • Enhance XYZ’s ability to actively plan for manpower/workload requirements • Enable the integration of core manpower and personnel processes to streamline workforce requirements 	<ul style="list-style-type: none"> • Automate and integrate the manpower data bases and tools to produce Concept Plans to create Concept Plans or CIP. • Complete Automated JMD/PAS training for XYZ personnel; finalize requirements gathering for In/Out processing automation. • Provide C-BA support as XYZ continues to transform its workforce.

The Contractor shall provide draft deliverables as outlined in the Management Plan in accordance with TMAS specifications for review by XYZ. All documents, including ad-hoc reports, shall be considered drafts until formally accepted in writing by the appropriate TMAS Contracting Officer’s Representative (COR, also known as a TMAS Project Manager).

The Contract shall address all comments provided by XYZ on the draft deliverable. Each deliverable will be subject inspection and acceptance by the TMAS COR, and will conform to the requirements stated in the Management Plan.

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Task 3: Provide Technical Support to the Civilian Human Resources Branch

Task 3.1: Position Descriptions (PDs)

- a. Develop new PDs and review and modify existing PDs for the entire Command, as directed, and update the PD Library with classified positions.

- b. Provide guidance and support in determining the specific knowledge, skills, and abilities necessary to effectively perform positions when the PDs do not match the requirement.
- c. Maintain and update the PD Library as PDs are created and/or as existing PDs are modified. The Contractor will support J-1 with PD review and revision as identified by PD analysis.
- d. Provide ongoing guidance and support in PD Library functionality.
- e. Conduct XYZ-wide Personnel Management Evaluation (PME) based on future organizational structure.
- f. Provide Tiger Team support and guidance in the creation of Vacancy Announcements and PDs.
- g. Provide technical support to position maintenance review, utilizing the previously developed approved standardized approach, for ongoing maintenance reviews of XYZ PDs.

Task 3.2: Metrics/Dashboard

- a. Provide reporting functionality for the monthly Civilian Staffing & Recruiting Dashboard, to include instructions on maintenance and regular updates.
- b. Maintain the interactive XYZ Leadership Dashboard to provide targeted data visualization reports summarizing C-BA results across the organization.
- c. Provide technical support and maintenance to implement methods of tracking Performance Management (PM) metrics.

Task 3.3: Workforce Sustainment

- a. Develop and implement a HR Support Office that integrates all the programs. Provide HR Support Office hours to civilian and military personnel to answer HR-specific questions and concerns.
- b. Provide strategic guidance and technical support focused on assisting XYZ leadership, hiring managers and supervisors in every aspect of a Workforce Sustainment Program. In addition to assisting in fulfilling the prerequisite hiring requirements, the Contractor will coordinate candidate interview, selection, and onboarding processes.
- c. Support the Innovative Recruiting Program with a focus on recruiting current status federal employees. The contractor will assist XYZ to understand the targeted events necessary to support innovation and optimization.
- d. Provide support and guidance in assisting managers and supervisors with filling critical internal positions via varying workforce sustainment programs.
- e. Provide assistance and support of Intern and other special programs.
- f. Provide support in oversight management of the intern/recent graduate “total experience” when joining XYZ.
- g. Provide support for the XYZ-specific mentorship.

Task 3.4: Training

- a. Review and update Human Resources 101 Training, Structured Interview Training, Job Analysis Training, and Mentorship Training to address current organizational

requirements and ensure compliance with Department of the Army (DA), DoD, and OPM regulations, as needed.

- b. Provide technical support to deliver and enhance the Human Resources 101 Training, Structured Interview Training, Job Analysis Training, Mentorship Training, the PM Action Officer Training, PM 101 Course and the Performance Objectives/Individual Development Plans (PO/IDP) Course) for managers and supervisors as required.
- c. Provide technical support to deliver JMD trainings and disseminate learning materials and supporting documents, as needed.
- d. Develop and deliver instructor led trainings, as needed.

Task 3.5: Human Capital Strategies

Task 3.5.1: Talent Management (TM)

- a. Maintain and manage the talent performance program at XYZ, and ensure that military billets are back-filled with qualified individuals.
- b. Conduct maturity assessment of TM Framework.

Task 3.5.2: Human Capital Strategy Plan (HCSP)

- a. Provide strategic guidance and implementation support in developing a HCSP for planning and execution of integral human capital transformation.
- b. Provide support and guidance to incorporate the Director's priorities through current and future fiscal year into the administration of the HCSP.
- c. Provide technical guidance, support and input to merge the HCSP outputs, actions and activities with the Concept Plan and JMD recommendations and activities to assist XYZ with future workforce stabilization and planning efforts.

Task 3.5.3: Exit Interviews

- a. Provide support and maintenance to implement tracking methods of attrition rates, out-processing personnel exit interview metrics and follow up with candidates who decline offers of employment.
- b. Provide support to the Exit Interview Program by conducting interviews with departing civilian and military personnel.
- c. Leverage findings from Exit Interviews, in conjunction with the Climate Survey, to address key themes and concerns resulting from the organizational right-size.

Task 3.5.4: Support Organization and Director's Priorities

- a. Provide technical support and guidance in developing Standard Operating Procedures (SOPs) as needed.

- b. Provide support in the research of potential Human Capital awards and conferences to bring awareness to XYZ accomplishments and the Workforce Optimization and Sustainment solution.
- c. Provide technical and training assistance in support of XYZ's Communication Improvement Program. Work closely with XYZ Leadership to identify areas of communication deficiency, utilizing communication improvement techniques, workshops and informational materials related to Business Chemistry to recommend techniques to improve staff relationships and increase the effectiveness of communications within the organization.
- d. Provide support for "other" Director priorities, to include Tiger Teams, as they occur.

Task 3.6: Performance Management

- a. Provide strategic guidance and support in maintaining the formal PM program to include documentation on the PM process.
- b. Provide strategic guidance and support for the Director-mandated Monthly Counseling Sessions.
- c. Develop Requirements document to automate certain functionality and integrate it with the In/Out Processing Requirements.
- d. Utilize PM system to measure compliance levels.
- e. Improve PM Champion Communications and distribute to the organization as needed during key PM milestones.
- f. Conduct a PM quality survey to measure progress.
- g. Provide enhanced support in preparing work and training agreements.

Task 4: Provide Technical Support to the Manpower Analysis Branch

Task 4.1: Concept Plan/Command Implementation Plan (CIP)

- a. Provide administrative and technical support for the Concept Plan/CIP. The Contractor will gather and coordinate information and updates and changes as needed.
- b. Provide technical support and consolidation efforts on regular data maintenance of the Concept Plan/CIP.
- c. Identify CIP enhancements and work with stakeholders to develop and implement any actions.
- d. Provide ongoing functional support to the CIP for future Concept Plan submissions.

Task 4.2: Automated Joint Manning Document (JMD)

- a. Provide functional and technical support in maintaining the process to update, adjust and/or change the Automated JMD.
- b. Provide enhancements and guidance for improvements of the Automated JMD functionality.
- c. Sustain the automation of the JMD to encourage stakeholder participation and gain initiative support.
- d. Provide ongoing functional support as needed.

Task 4.3: In/Out Processing

- a. Support the development of a technology solution to automate and centralize manual personnel data based on the In/Out Processing Requirements document.
- b. Finalize automation and integration of In/Out Processing with the Automated JMD.
- c. Test functionality and evaluate automation to identify needed improvements.
- d. Develop and conduct training for J-1 PAC and coordinating reps to ensure key stakeholders can use and operate the system appropriately in conjunction with the Automated JMD.
- e. Provide ongoing functional support for automation and integration maintenance.

Task 4.4: Cost Benefit Analysis (C-BA)

- a. Provide technical and functional support for the C-BA tool.
- b. Provide and maintain information in support of workforce optimization exercises, including but not limited to predictive capability to identify the risks and costs associated with changing mission priorities and operational and manpower shifts, before those changes occur.
- c. Provide continued administrative and technical support in customizing the C-BA tool to further facilitate advancements in XYZ's overall Human Capital solution, including integrating with the JMD and providing insights into position management and individual workforce needs assessments.
- d. Gather requirements to migrate C-BA tools to centralized SharePoint site and develop appropriate levels of controls for all owners and user privileges.
- e. Automate C-BA models by linking manpower components to reflect live changes on the JMD.
- f. Continue to provide support to all levels of XYZ Leadership to use C-BA Tools to plan for manpower needs based on surges or decreases in specific areas of workload.
- g. Expand C-BA models to predict manpower needs based on core competencies needed for mission-essential capabilities.
- h. Use C-BA Tools to assist in identification of skill sets needed for the mission to fill critical vacancies.

Deliverables, Tasks 3 and 4

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Performance Objectives, Tasks 3 and 4

Task(s)	Objective	Criteria
<u>Task 3: Provide Technical Support to the Civilian Human Resources Branch</u>	<ul style="list-style-type: none"> • Enable XYZ to sustain the most effective workforce by equipping leadership with strategic hiring, retention and position management approaches designed to mitigate organizational changes • Integrate PM Program into overall XYZ strategy through tasks which build employee trust, emphasize development and advancement, and support current J1 functions 	<ul style="list-style-type: none"> • Identify and develop PDs to reflect accurate job duties/responsibilities and address organization shifts • Maintain the PD library to include a comprehensive approach to position management (i.e. Job Analyses, Vacancy Announcements, Competencies, Performance Standards, etc.) • Provide HR Support Office Hours to Military and Civilian personnel • Evaluate performance management processes to measure progress and provide strategic guidance • Review and update trainings based on participant feedback and organizational needs
<u>Task 4: Provide</u>	<ul style="list-style-type: none"> • Enhance XYZ's ability to actively plan for 	<ul style="list-style-type: none"> • Automate and integrate the manpower databases and tools to

Task(s)	Objective	Criteria
<u>Technical Support to the Manpower Analysis Branch</u>	manpower/workload requirements • Enable the integration of core manpower and personnel processes to streamline workforce requirements	create Concept Plans or CIP • Finalize automation and integration for In/Out processing and provide ongoing functional support • Provide C-BA support as XYZ continues to transform its workforce

The Contractor shall provide draft deliverables as outlined in the Management Plan in accordance with TMAS specifications for review by XYZ. All documents, including ad-hoc reports, shall be considered drafts until formally accepted in writing by the appropriate TMAS Contracting Officer’s Representative (COR, also known as a TMAS Project Manager).

The Contract shall address all comments provided by XYZ on the draft deliverable. Each deliverable will be subject inspection and acceptance by the TMAS COR, and will conform to the requirements stated in the Management Plan.

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Tasks – Option Period #2

Task 5: Provide Technical Support to the Civilian Human Resources Branch

Task 5.1: Position Descriptions (PDs)

- d. Develop new PDs and review and modify existing PDs as directed, and update the PD Library with classified positions.
- e. Provide guidance and support in determining the specific knowledge, skills, and abilities necessary to effectively perform positions when the PDs do not match the requirement.
- f. Maintain and update the PD Library as PDs are created and/or as existing PDs are modified. The Contractor will support J-1 with PD review and revision as identified by PD analysis.
- g. Provide ongoing guidance and support in PD Library functionality.
- h. Conduct XYZ-wide Personnel Management Evaluation (PME) based on future organizational structure.
- i. Provide Tiger Team support and guidance in the creation of Vacancy Announcements and PDs.
- j. Provide technical support to position maintenance review, utilizing the previously developed approved standardized approach, for ongoing maintenance reviews of XYZ PDs.
- k. Leveraging the results from the XYZ-wide PME, provide leadership with a snapshot of current XYZ position management processes to facilitate decision making. The

Contractor will enhance the Standard Operating Procedure (SOP) on how to conduct a PME from lessons learned.

- l. Conduct a job analysis for each PD and upload to the PD Library to provide a comprehensive approach to position management. The Contractor will upload completed job analyses to the PD Library via a secure SharePoint folder available to authorized personnel only.

Task 5.2: Metrics/Dashboard

- a. Provide reporting functionality for the monthly Civilian Staffing & Recruiting Dashboard, to include instructions on maintenance and regular updates.
- b. Maintain the interactive XYZ Leadership Dashboard to provide targeted data visualization reports summarizing C-BA results across the organization.
- c. Provide technical support and maintenance to implement methods of tracking Performance Management (PM) metrics.
- d. Integrate reporting functionality from other J-1 HR systems to provide automated manpower reporting based on projected critical vacancies and recruiting and staffing efforts.

Task 5.3: Workforce Sustainment

- a. Provide HR Support Office hours to civilian and military personnel to answer HR-specific questions and concerns.
- b. Provide strategic guidance and technical support focused on assisting XYZ leadership, hiring managers and supervisors in every aspect of a Workforce Sustainment Program. In addition to assisting in fulfilling the prerequisite hiring requirements, the Contractor will coordinate candidate interview, selection, and onboarding processes.
- c. Support the Innovative Recruiting Program with a focus on recruiting current status federal employees. The contractor will assist XYZ to understand the targeted events necessary to support innovation and optimization.
- d. Provide support and guidance in assisting managers and supervisors with filling critical internal positions via varying workforce sustainment programs.
- e. Provide assistance and support of Intern and other special programs.
- f. Provide support in oversight management of the intern/recent graduate “total experience” when joining XYZ.
- g. Provide support for the XYZ-specific mentorship.

Task 5.4: Training

- a. Review and update Human Resources 101 Training, Structured Interview Training, Job Analysis Training, and Mentorship Training to address current organizational requirements and ensure compliance with Department of the Army (DA), DoD, and OPM regulations, as needed.
- b. Provide technical support to deliver and enhance the Human Resources 101 Training, Structured Interview Training, Job Analysis Training, Mentorship Training, the PM Action Officer Training, PM 101 Course and the Performance Objectives/Individual Development Plans (PO/IDP) Course) for managers and supervisors as required.
- c. Provide technical support to deliver JMD trainings and disseminate learning materials and supporting documents, as needed.

- d. Develop and deliver additional instructor led trainings, as needed.

Task 5.5: Human Capital Strategies

Task 5.5.1: Talent Management (TM)

- c. Maintain and manage the talent performance program at XYZ, and ensure that military billets are back-filled with qualified individuals.
- d. Enhance the maturity of the TM Framework based on assessment results.

Task 5.5.2: Human Capital Strategy Plan (HCSP)

- a. Provide strategic guidance and maintenance of the HCSP.
- b. Provide technical guidance, support and input to merge the HCSP outputs, actions and activities with the Concept Plan and JMD recommendations and activities to assist XYZ with future workforce stabilization and planning efforts.

Task 5.5.3: Exit Interviews

- a. Provide support and maintenance to implement tracking methods of attrition rates, out-processing personnel exit interview metrics and follow up with candidates who decline offers of employment.
- b. Provide support to the Exit Interview Program by conducting interviews with departing civilian and military personnel.

Task 5.5.4: Director's Priorities

- a. Provide technical support and guidance in developing Standard Operating Procedures (SOPs) as needed.
- b. Provide support in the research of potential Human Capital awards and conferences to bring awareness to XYZ accomplishments and the Workforce Optimization and Sustainment solution.
- c. Provide technical and training assistance in support of XYZ's Communication Improvement Program. Work closely with XYZ Leadership to identify areas of communication deficiency, utilizing communication improvement techniques, workshops and informational materials related to Business Chemistry to recommend techniques to improve staff relationships and increase the effectiveness of communications within the organization.
- d. Provide support for "other" Director priorities, to include Tiger Teams, as they occur.

Task 5.6: Performance Management

- a. Provide strategic guidance and support in maintaining the formal PM program to include documentation on the PM process.
- b. Provide strategic guidance and support for the Director-mandated Monthly Counseling Sessions.
- c. Utilize PM system to measure compliance levels.
- d. Improve PM Champion Communications and distribute to the organization as needed during key PM milestones.

- e. Provide enhanced support in preparing work and training agreements.
- f. Facilitate enhancement of the Year End Process based on leadership and stakeholder feedback.

Task 6: Provide Technical Support to the Manpower Analysis Branch

Task 6.1: Concept Plan/Command Implementation Plan (CIP)

- d. Maintain and update CIP for future submissions.
- e. Identify CIP enhancements and work with stakeholders to develop and implement any actions.
- f. Provide ongoing functional support to the CIP for future Concept Plan submissions.

Task 6.2: Automated Joint Manning Document (JMD)

- a. Continue Automation and testing to improve and maintain functionality.
- b. Identify areas for enhancement and work with stakeholders to develop and implement any actions.
- c. Provide ongoing functional support for Automated JMD maintenance.

Task 6.3: In/Out Processing

- a. Identify areas for enhancement and work with stakeholders to develop and implement any actions.
- b. Provide ongoing functional support for automation and integration maintenance.

Task 6.4: Cost Benefit Analysis (C-BA)

- a. Provide technical and functional support for the C-BA tool.
- b. Provide ongoing support and maintenance for the evolution of the C-BA tool.
- c. Provide and maintain information in support of workforce optimization exercises, including but not limited to predictive capability to identify the risks and costs associated with changing mission priorities and operational and manpower shifts, before those changes occur.
- d. Continue to provide support to all levels of XYZ Leadership to use C-BA Tools to plan for manpower needs based on surges or decreases in specific areas of workload.
- e. Use C-BA Tools to assist in identification of skill sets needed for the mission to fill critical vacancies.
- f. Integrate reporting functionality from other J-1 HR systems into C-BA dashboards to provide automated manpower reporting based on projected critical vacancies and recruiting and staffing efforts.
- g. Collaborate with XYZ Leadership to use C-BA tools to prepare the organization for the FY17 transition. Prioritize and predict workload requirements accordingly.

Deliverables – Tasks 5 and 6

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Performance Objectives

Task(s)	Objective	Criteria
<u>Task 5: Provide Technical Support to the Civilian Human Resources Branch</u>	<ul style="list-style-type: none"> • Enable XYZ to sustain the most effective workforce by equipping leadership with strategic hiring, retention and position management approaches designed to mitigate organizational changes • Integrate PM Program into overall XYZ strategy through tasks which build employee trust, emphasize development and advancement, and support current J1 functions 	<ul style="list-style-type: none"> • Identify and develop PDs to reflect accurate job duties/responsibilities and address organization shifts • Maintain the PD library to include a comprehensive approach to position management (i.e. Job Analyses, Vacancy Announcements, Competencies, Performance Standards, etc.) • Review HR Support Office services and identify enhancements

Task(s)	Objective	Criteria
		<ul style="list-style-type: none"> • Provide strategic guidance and support in maintaining the formal PM program • Review and update trainings based on participant feedback and organizational needs
<u>Task 6: Provide Technical Support to the Manpower Analysis Branch</u>	<ul style="list-style-type: none"> • Enhance XYZ’s ability to actively plan for manpower/workload requirements • Enable the integration of core manpower and personnel processes to streamline workforce requirements 	<ul style="list-style-type: none"> • Review manpower databases and tools to maintain Concept Plans or CIP for future submissions • Identify enhancements for In/Out Processing and provide ongoing functional support • Provide C-BA support as XYZ continues to transform its workforce

The Contractor shall provide draft deliverables as outlined in the Management Plan for review by XYZ. All documents, including ad-hoc reports, shall be considered drafts until formally accepted in writing by the appropriate COR.

The Contract shall address all comments provided by XYZ on the draft deliverable. Each deliverable will be subject inspection and acceptance by the COR, and will conform to the requirements stated in the Management Plan.

All documents produced under this Statement of Objectives (SOO) shall be created in Microsoft Word, Microsoft Project, Microsoft Excel, or other Windows-compatible software as approved by the TMAS COR. The COR may request the documents be delivered in either hard copy and/or electronic format.

Target Audience

The outcome, end results, findings, way-ahead documentation and other related deliverables of the Project Scope will be reviewed and received by the perspective Branch Chiefs of Civilian Human Resources and Manpower Branches. In conjunction, the OPM COTR and XYZ designated technical representative will facilitate documentation of deliverables as required via project scope.

Operating Constraints

Tasks on this requirement are typically unclassified. The contractor shall be required to have a minimum SECRET clearance with the ability for adjudication to TOP SECRET and or TOP SECRET/Special Compartmental Information (TS/SCI) as required. The contractor shall comply will all applicable DoD security regulations and procedures during the performance of this requirement. The contractor shall safeguard procurement sensitive information, computer

systems and data, privacy act data and government personnel work products that are obtained or otherwise generated in the performance of this requirement.

Place of Performance

The Contractor shall perform tasks under this contract primarily at the XYZ headquarters in Reston, VA, and other locations within and outside of the Northern Capitol Region (NCR).

Period of Performance

The Period of performance shall be a base period of six (6) months with two optional 6-month periods as follows:

Base Period: August XX, 2014 through February XX, 2015

Option Period 1: February XX, 2015 through August XX, 2015

Option Period 2: August XX, 2015 through February XX, 2016