Strategic Management and Administrative Support (SMAS) Contract

Office of the Chief Information Officer (OCIO)

Office of the Director (OD)

National Institutes of Health (NIH)

Department of Health and Human Services (DHHS)

This Performance Work Statement (PWS) describes the needs from NIH OCIO on IT Professional Services and the specific requirements being procured.

# Background

The NIH is an operating division (OPDIV) of the Department of Health and Human Services (HHS) and consists of the Office of the Director (OD) and 27 separate Institutes and Centers (ICs). The missions and goals of NIH are found on the [agency website](https://www.nih.gov/about-nih/what-we-do/mission-goals) (https://www.nih.gov/about-nih/what-we-do/mission-goals).

As part of the Immediate Office of the Director (OD), the Office of the Chief Information Officer (OCIO) serves the NIH community by providing leadership and management support to ensure that NIH IT investments and resources are well planned, effectively managed, and in compliance with federal policies and mandates. Activities and roles of NIH OCIO can be found on the [OCIO website](https://ocio.nih.gov/Pages/default.aspx) (https://ocio.nih.gov/Pages/default.aspx).

The OCIO was established to support the 1995 Clinger-Cohen Act (CCA) legislative requirements. The Office expanded to support the Federal Information Technology and Reform Act (FITARA) of 2015. The OCIO is a staff office within the OD that –

1. Provides advice to the NIH Director and Institute and Center (IC) leadership on the strategic direction and management of NIH information technology (IT) activities,
2. Establishes NIH-level information and IT plans, policies, and guidance,
3. Oversees the NIH IT portfolio of investments and overall NIH IT budget,
4. Represents and advocates on behalf of the NIH on information and IT-related matters, and
5. Assures compliance with policies and promoting best practices in information and IT management across NIH.

The OCIO has program management responsibilities in addition to its staff functions, most notably for the NIH Cybersecurity Program and the NIH Section 508 Program. The OCIO is composed of the

1. Information Security and Awareness Office (ISAO),
2. Information Technology Policy and Review Office (ITPRO),
3. IT Architecture Office (ITAO), and
4. Information Technology Acquisition Services Office (ITASO).

These four Offices report to the NIH Chief Information Officer (CIO) and advise and assist NIH senior leadership on managing NIH IT resources and investments. These Offices provide advice on IT activities that impact NIH at the enterprise level, including cybersecurity, policy, strategic planning, enterprise architecture, FITARA Scorecard, IT Acquisition Reviews, budget planning, performance management, capacity planning and management, and acquisition of IT resources.

NIH’s IT portfolio under OMB Circular A-11 requirements[[1]](#footnote-2) is approximately $1.6 billion annually with five major investments:

* NIH CC Clinical Information Research System (CRIS)
* NIH NCI Cancer Therapy Evaluation Program (CTEP)
* NIH ES Electronic Research Administration (eRA)
* NIH ES Business Intelligence System (NBIS)
* NIH ES NIH Business System (NBS)

The OCIO is responsible for managing the budget of approximately $500 million annually for enterprise systems. OCIO is responsible for an annual capital investment fund of approximately $130 million. This Office is responsible for receiving and maintaining a delegation of authority from the HHS OCIO. This requires managing and supporting NIH’s FITARA implementation and all the associated required processes and any changes made by Congress, OMB, and/or HHS.

​The NIH Enterprise Architecture (EA) is the design for how IT supports the mission and business operations of all of NIH. The intent of the NIH EA is to help make the IT expenditures of NIH more effectively serve the mission and goals of the organization. To that end, EA Organization helps bring business functions, executive sponsors, budget, and IT people together to provide solutions and forward-looking roadmaps using models, predicting outcomes, and provide innovation to common business practices for efficiency.

​​ITSAO is an agent for changing the way government uses external resources in the performance of government-funded tasks, always striving for innovative and efficient solutions to business IT needs and with a goal of eliminating inefficient acquisition practices. OCIO's enterprise acquisition mission is twofold: to identify and realize efficiencies that can be attained within current IT investments; and identify new investments that leverage IT to deliver services more effectively throughout NIH. OCIO's overarching enterprise acquisition goal is to optimize IT investments on commonly used goods and services, drive down costs, and reallocate savings to the NIH scientific and research mission. Our values supplement our vision and mission and guide our behavior. OCIO members always strive to achieve:

* Customer-focused solutions
* Continuous improvement in processes and practices
* Accountability in actions and decision-making
* Transparency in actions, status, and decision-making
* Collaboration in internal and external decision-making

​The Information and Security Awareness Office (ISAO) is responsible for administering effective cyber, information security, privacy, and risk management measures to safeguard the NIH community and NIH’s information technology resources. The purpose of the Cybersecurity program is to provide enterprise wide services such as information security and privacy incident response; security operations support; data protection, security policy and oversight; program and project management; security awareness and training; support for compliance with OMB A-123, FISMA and attainment of ATOs for new and existing systems; management and reporting of vulnerabilities; reduced risks in NIH high risk areas, standard approach for acquiring Risk Management Framework services; mitigating threats, deploying enterprise security tools; and other information security services to the NIH ICs.

The Contractor selected for this effort will report to the Deputy Director/CIO, Office of the Chief Information Officer and the designated administrative staff managing the contract goals and oversight on the contractor performance.

NIH expects that the vendor may be able to propose a better balance of resource allocation based on the requirements presented. An example, prepared by NIH is below.

| Function | FTE |
| --- | --- |
| Communications Lead | 1 |
| Meetings & Communications Coordinator | 2 |
| Data Calls Coordinator | 1 |
| Contractor PM (senior program manager) | 1 |
| SharePoint Administration | 0.5 |
| Reporting and Dashboarding | 1 |
| Projects - Extra Analysts (surge situations) | 1.5 |
| Business Analyst | 0.5 |
| Functional Specialist | 3 |
| Logistics Analyst | 1 |
| Senior Enterprise Architect | 1 |
| Data Architect | 1 |
| Business Architect | 0.5 |
| Solution Architect | 1 |
| CPIC Subject Matter Expert | 1 |
| IT Policy SME (GSA Policy Analyst) | 0.5 |
| 508 Specialist | 0.25 |
| Business Analyst | 2 |
| On and Offboarding Activities | 2 |
| Property Management | 1 |
| Procurement Support & Misc. Admin | 1 |
| Portfolio Management SME | 1 |
| Total | 24.75 |

# OCIO Management Administration

As part of the Office of the Director, the OCIO is a staff office that –

Administers comprehensive information risk management through the NIH Cybersecurity Program,

Establishes NIH-level information and IT plans, policies, and guidance,

Oversees the NIH IT portfolio of investments and overall NIH IT budget,

Plans enterprise IT capabilities to meet desired organizational objectives,

Directs contract and acquisition lifecycle management tasks, and

Ensures compliance with policies and promotes best practices in information and IT management across NIH and compliance to law, i.e., Clinger Cohen Act (1996), Federal Information Technology Acquisition Reform Act (2015) and Federal Information Security Management Act (2014).

Additionally, this office manages OCIO human resource activities and administers the task management of project portfolios to monitor OCIO strategic objectives. The following represents a business function view of the NIH OCIO.

The OCIO is a staff office within the OD that:

provides advice to the NIH Director and Institute and Center (IC) leadership on the strategic direction and management of NIH information technology (IT) activities (including NIH wide workforce strategic management),

establishes NIH-level information and IT plans, policies, and guidance,

oversees the NIH IT portfolio of investments and overall NIH IT budget,

represents and advocates on behalf of the NIH on information and IT-related matters, and

assures compliance with policies and promoting best practices in information and IT management across NIH.



Figure 1: Organization Chart

# Contract Objectives

As each fiscal year brings about new challenges, the NIH OCIO must balance its competing operational priorities against limitations of resources while maintaining enough flexibility to support highly visible and specialized projects. This acquisition supports the mechanisms to be in place that can support the consistent and routine execution of Enterprise Level Strategies, Performance Oversight, and Operational Planning and Coordination across multiple functional areas.

The Contractor will be responsible for the tactical planning of the administrative and operational objectives towards the accomplishment of OCIO strategic goals. Theseservices will be responsive to mission needs and continuously monitored for performance and improvement.

This procurement shall:

Promote the alignment of IT programs across the organization in support of the OCIO strategic goals,

Integrate organizational priorities into working activities and making decisions aligned with OCIO requirements,

Continuously measure progress in achieving these strategic goals and objectives to ensure improvement, address issues, and correct duties as necessary,

Provide OCIO with the standards, tools, and technology direction, as needed, that promote enterprise services that ensure interoperability and mission readiness and that covers the tasks and performance objectives of this contract,

Continuously assess OCIO operations, and seek solutions to automate routine manual processes to improve organizational efficiency,

Take advantage of emerging and transformative technologies to actively collaborate on solutions, and include them in adaptive strategies,

Continuous improvement of the decision framework, planning, executing, measuring performance and outcomes, and conducting lessons learned to identify and integrate program improvements and efficiencies,

Provide first level customer support in administrative areas designated in requirements.

# Performance Requirements

This contract supports OCIO strategic planning and execution to ensure the continued expert leadership throughout the business functions. This will include the ability to establish ongoing priorities and create/maintain cohesion between multiple initiatives. The Contractor shall stay informed of external (federal and HHS) initiatives and be able to advise on implications, risks, and responses.

## Requirements Common to All Functions

Data Calls Support. These may be from HHS, OMB or from OCIO to the ICs in response to data gathering needs for parent HHS data calls. This includes managing and follow up with an action tracker for all such requests.

Alignment of OCIO OD Strategies and Goals to Tactical Implementation of Objectives and Milestones with regular Performance Monitoring and Enhanced Accountability.

Create or maintain a management dashboard for decision support.

High level management reporting on program and budget performances as needed for OCIO. Reports should be focused, objective, data driven, and support leadership decision making.

Support the Deputy CIO and CIO by responding to adhoc requests for information and tracking and reporting high-level organizational activities.

Advance current reporting and analysis processes and create an OCIO Executive Dashboard with real-time reporting functionality with all relevant and available data collected from programs, processes, and systems as necessary.

Track and report on the operational budgets to facilitate decision making and to improve accountability.

Manage administration of SharePoint sites facing internal NIH staff as well as public. This includes content creation, updates, running reports and analytics, and publishing as per OCIO guidance.

Support administrative workflows, potentially on ServiceNow and MS365 platforms for OCIO administrative work and automation.

Strategic and operational support of OCIO FITARA activities including but not limited to budget preparation, FITARA Scorecard, IT Acquisition Reviews, acquisition forecasting and planning, and related functions.

Support procurement and deployment administrative efforts of IT Hardware and Software.

Logistical support for OCIO administrative, governance, or policy meetings. The major non-governance IT groups supported by OCIO are:

* + - 1. IT Management Council
      2. Information Security initiated activities
      3. Project Management Community
      4. 508 Advisory Group
      5. The Contractor shall create and maintain
      6. Listserv lists and communications distributed through the Listserv
      7. Maintain various OCIO distribution lists
      8. Monitor and respond as appropriate from shared mailboxes
      9. Maintain and update Standard Operating Procedures (SOPs) and manuals
      10. Update Knowledge Base and Wiki pages as requested
      11. In addition, the Contractor shall resolve issues reported via other ISAO mailboxes or Distribution lists as necessary.

## Technology Strategy, Innovation & Architecture

### Enterprise Architecture

* + - 1. The Contractor shall provide specialized enterprise architecture expertise to assist in the planning, development, and execution of the NIH Enterprise Architecture (EA) consistent with EA guidance supplied by the government (e.g., FISMA, OMB, NIST etc..) and consistent with the industry standards prevalent at the time. EA support shall cover the six sub-architecture domains – Strategy, Business, Data, Applications, Infrastructure, Security.
      2. Establish and maintain a line of sight from the strategic goals to infrastructure solutions.
      3. Develop and maintain Enterprise Architecture Repository for NIH. Currently, NIH does not have a software tool dedicated to managing the EA Repository. It is desirable to get recommendation from the Contractor if we need additional tools or leverage M365 Apps for this purpose.
      4. Develop enterprise architecture roadmaps and IT strategic plans for OCIO programs.
      5. Update and maintain NIH data submission in HHS EA Repository as needed.
      6. Develop standards documentation, guidance documentation, manuals and training materials as needed for the standard technology stack proposed in the EA repository.
      7. Setup a functional EARB in NIH OCIO that can review and help adoption of new technologies trans-NIH. The review objectives are to ensure NIH mission and goals alignment, reduce technical debt over long term with a view of industry trend in specific technology domains and provide actionable recommendations to the requesting program.
      8. Provide a cloud-smart approach to all architecture initiatives for OCIO and trans-NIH activities. NIH has a large consumer base of both AWS and Azure. Therefore, platform flexibility is anticipated.

### Business Architecture

* + - 1. Conduct assessments of as-is business processes to identify and analyze alternatives and provide recommendations for target state architectures.
      2. Explore architecture alternatives towards business process improvements and optimal returns on investments.
      3. Business case development (optional task)

### Solution Architecture

* + - 1. Validate that a proposed architecture will fit within the overall IT vision of NIH and assist by recommending adjustments to either applications or architecture frameworks as needed.
      2. Support automation of OCIO Business Processes by collaborating with implementation teams and providing guidance on technology stack and to-be architecture. This includes implementation of proof-of-concepts on low-code platforms such as but not limited to SharePoint Online, Microsoft Teams, Power Apps, Flow and Qlik Suite of Products among others, obtaining data from various NIH enterprise data sources including but not limited to NBS, nVision, available Microsoft Dataverse repositories.
      3. Provide alternative analysis for competing products, technologies, and platforms for adopting a solution to an identified business need. The solution must align with NIH OCIO mission and goals.

### Information Architecture (IA)

* + - 1. Develop and support IA strategy that prioritizes information initiatives enabling business capabilities and driving business outcomes.
      2. Collaborate with IA stakeholders to define the formal IA function and determine whether the IA practice’s organizational design will be centralized, decentralized, or distributed.
      3. Partner with data and analytics, business, and IT leaders to determine the needs and activities in IA. For example, Splunk application monitoring.
      4. Develop IA standards to promote efficiency.

### Data Architecture, Analytics & Visualization Support Services

Data analytics support focuses on facilitating, enhancing, or enabling data users to draw insights from data by providing them with both facts and tools, and/or drawing the insights for them. Required Contractor tasks may include discovery and communication of meaningful patterns and trends; building simple-to-use models in which customers may select data layers to visualize on a base map in various combinations; and application of data science to select and combine appropriate datasets from a variety of sources to create new insights (e.g., use of crop yield data to predict mortgages that may become subject to risks). Additionally, since elements of data analysis intersect significantly with data science and business intelligence, Contractor tasks in these areas may be required.

* + - 1. Provide data analytics and reporting as needed for decision support.
      2. Recommend data storage technologies and repository architectures as needed. This includes creation and maintenance of an enterprise data lake to collect operational data useful for OCIO business operations.
      3. Information analysis and insight generation from structured and unstructured data available in OCIO or collected from other ICs.

### Technology Strategic Plan and Roadmap Development (Optional Task)

A strategic plan defines the roadmap of initiatives and portfolio of investments required to execute the strategic actions in the business strategy.

### Inter-agency & Trans-NIH Support

* + - 1. Support federal staff in preparing materials and action items from HHS EARB.
      2. Support development of enterprise standards for OCIO to be promoted across the NIH ICs. This demand may arise as a result of the establishment of an Information Technology Management Council (ITMC) initiative where multiple IC representatives establish a need or a problem to be solved for NIH at the enterprise level. These ITMC initiatives may create specific workgroups to cover specific technology and business areas. This contractor shall support such initiatives providing technology assistance, report creation, survey creation and presentation material.
      3. Support the current ITMC Subcommittee Working Group for Identity Control and Access Management (ICAM) by providing technology assistance, documentation, standards development, and related activities as they are designated as EA Team responsibilities.
      4. The Contractor will also support any future ITMC Subcommittee and Working Group as they are created because of identified priorities in NIH at the enterprise level.
      5. Support OCIO initiative of an enterprise NIH Technology Availability Guide (NTAG). NTAG provides the NIH community with a list of NIH-approved and available software, collaboration tools and cybersecurity technologies that meet NIH’s scientific and business needs. The contractor shall support maintaining NTAG repository and improving the list. Activities include collecting all implementation documentations for these technologies, security guidance and documentation, business cases for using them and related information compilation.

### Analysis of Alternatives (AoA) (Optional Task)

This task will be performed on an adhoc basis as priorities dictated by NIH ITMC and Architecture Subcommittee. The objective is to provide recommendations on solving a business problem using industry standard products and services that aligns with NIH IT mission and goals as well as existing technical infrastructure.

### Key Personnel

While the requirements for key personnel covered in section 7 applies, the following specific requirements apply to the key personnel supporting this section of the requirements:

* + - 1. Contractor shall designate at least one key person to support this section of requirement with expertise in Enterprise Architecture.
      2. The designated key person must be a technology SME on the architectural domains described in the requirements.

## IT Policy, Governance & Compliance

Provide support for operational, analytical, and budgetary of the activities for NIH IT governance groups such as Enterprise Information IT Council (EIT), IT Budget Advisory Committee Council (ITBAC), and the IT Management Council (ITMC).

Evaluate the optimization of the NIH investment portfolios by leveraging outcome driven metrics, linking risk to value to validate portfolio decisions for achieving desired business outcomes

Facilitate functional budget reviews across the OCIO that shall include reporting execution metrics (e.g., budget to plan and plan to actuals)

Support the review, development, collaboration, analysis, interpretation, and issuing of NIH IT policy, standards, procedures, and other guidance in response to new Federal or HHS requirements.

Provide high level support to advance NIH’s IT workforce as required by OMB, HHS, and to support NIH’s FITARA maturation.

Provide guidance on 508 (ADA) policy and standards, best practices, facilitate 508 Advisory Group meetings.

Support coordinating with other related groups, supports the 508 inbox and responding to 508 inquiries, NIH Accessibility testing lab, collects and reports 508 requirements as needed.

Figure 2: OCIO Governance Support Structure – highlighted boxes

### Capital Planning and Investment Control (CPIC)

* + - 1. Support NIH’s IT Investment Portfolio to ensure ongoing compliance with GAO, OMB, HHS and NIH federal policies for Capital Planning and Investment Control (CPIC), including Technology Business Management (TBM) requirements.
      2. Prepare and distribute collection tools, guidance, and reporting tools for NIH IT Investment budget reporting requirements.
      3. Work directly with NIH ICs, Enterprise Systems, and Major Investments to collect and report IT Investments, including TBM requirements.
      4. Enter NIH IT Investment budget data in tools/systems as required by NIH, HHS, OMB and/or other federal entities.
      5. Conduct quality assurance reviews and analysis of submitted materials for NIH IT Investment budgeting and reporting.
      6. Coordinate NIH Investment related IT data calls from NIH, HHS, OMB, and other federal entities.
      7. Prepare reports, summaries and presentations of NIH Investments and IT Portfolio related information for senior management.
      8. Review NIH investment assessments and reports from GAO, OMB, and HHS and collaborates with investment managers to provide responses as appropriate.
      9. Support strategic planning and innovative approaches to address the evolving needs of the NIH IT Investment Portfolio, including such things as tools, processes, and systems.
      10. Provide strategic and staff support to CPIC-related committees, governance groups, and working groups.
      11. Contractor shall designate a key person to support CPIC with expert level knowledge on government CPIC processes.

## OCIO Administrative and Business Operations

The objective of this Task Area is to support executive management reporting and other integrated operational services. This primarily includes streamlining the budget accounting procedures, modernizing data-collection, and reporting processes, and coordinating program office communications. The contracted services shall include:

Measure and report on KPIs on dashboards. KPIs will be derived from contracts, program and project performances, budgeting, and allocations with their outcome effectiveness.

Amend the OCIO Project Portfolio Reporting process to effectively assess critical project metrics with key process indicators.

Serve as Tier 1 Help desk for administrative functions for OCIO, handling a wide variety of telephone calls and professional inquiries, including dealing by telephone and email with high-level managers and technical experts. Refer callers to appropriate staff member or provide requested materials whenever possible. Serve as a primary contact point for an office and exhibit a professional and courteous demeanor. May serve as an administrative assistant for an office by keeping calendars, scheduling meetings, preparing for meetings, maintaining office supplies, and initiating procurement requests; and make travel arrangements as necessary.

Initiates/processes purchase requests. This includes gathering working with technical staff to gather requirements, contacting vendors for quotes, drafting supporting documentation, (CIT checklists, Task Order Request Forms, etc.), and entering orders into NIH POTS (Purchasing Online Tracking System)

Prepares training requests using the online NIH Integrated Training System (NIHITS).

Prepares government travel requests and travel reimbursements using online.

Primary Branch Timekeeper using the NIH Integrating Time and Attendance System.

Submits Facility Work Requests for building repair/maintenance/access, telephone service requests, and key requests, etc. coordinating with CIT and Lincoln properties.

Assists technical staff to collect and analyze data for use in performance metrics and agency data call submissions

Property Custodian - tracking, issuing, and retrieving property. Monitoring the inventory.

On and offboarding employees and contractors; Entering NED records (NED System); and providing automation to current processes.

Inputting Mobile Orders and reporting

### Cybersecurity Administration and Logistics

* + - 1. The Contractor shall provide strategic support to ISAO Program Areas by recommending new business processes or re-engineering existing processes, such as automation of existing data collection processes to reduce current manual efforts.
      2. Provide administrative support for the NIH Information Security (InfoSec) Program Areas. Activities shall include, but are not limited to, creating, maintaining, and monitoring communications received via the InfoSec Mailbox, creating tickets in ServiceNow, routing issues to appropriate Program Areas and coordinating to resolve them.
      3. Provide meeting management support for ISAO initiatives, as necessary, for ISAO Program Areas. In addition to providing the meeting logistics, the Contractor shall facilitate the meetings; document, edit and distribute meeting minutes; administer polls; monitor attendance and usage, collate and report on participation records; organize content and presentation decks; distribute pre-meeting decks; display meeting artifacts and ensure audience accessibility.
      4. Create, coordinate, distribute and publish periodic communications from ISAO Program Areas to the larger NIH IT Community such as the weekly NIH Information Security Program Update to communicate important announcements to CIOs and ISSOs, in addition to ad hoc communications.
      5. Provide support to the CISO’s Office such as daily management of ISAO Action Trackers to accurately reflect updates, deadlines, and priorities; coordinate periodic and ad hoc requests and reports for senior leadership; collect and distribute meeting artifacts; schedule meetings and maintain calendars.
      6. The Contractor shall assist Program Areas with the acquisition of security tools. Activities include, but are not limited to, processing security tools procurements into NIH Financial systems.

### OCIO Communication and IC Outreach

Provides plans for communicating information on IT programs, projects, and services that identify target audiences, appropriate messaging, and resources needed for effective communication, management of expectations and to disseminate project progress.

### OCIO Strategic Management Support

* + - 1. Provide overall Communications support for OCIO leadership and its functional divisions. This includes a range from high level strategy documents, internal IC facing communication, and tactical communication support to advance OCIO’s mission.
      2. Support the overall program planning process by providing logistical and scheduling support to the Deputy CIO and senior managers. This includes helping to identify and incorporate annual strategic priorities, initiatives, and project to support Leadership direction. This includes developing internal OCIO policies and mandates and a strategic approach to manage and communicate their progress.
      3. Support planning, reporting, and monitoring of OCIO budget activities that include the Central Services Supply Fund (SSF), Director’s Supply Fund (appropriated), and the Capital Investment Fund (CIF).
      4. Report on Functional Budget Reviews and Execution Metrics: e.g., Budget to Plan and Plan to Actuals.

# Task Order Management

The Contractor shall effectively and efficiently manage cost, schedule, and performance using integrated program management processes across all aspects of performance and in a manner that yields cost savings and/or performance efficiencies.

NIH OCIO requires the Contractor to follow Agile Project Management practices delivering each task requested.

The Contractor shall name a program manager (PM) to serve as the Government’s single focal point. The PM shall have responsibility for the planning, execution, control, and direction of prime contractor employees’ and subcontractors’ programmatic and technical work performed under this task order. The PM shall assure that the necessary controls for work described herein are appropriately supplied using program plans, program oversight, and reporting. The PM shall have the necessary authority to utilize the company’s resources to assure the work under this task order is accomplished consistent with technical, cost, and schedule requirements as well as prudent programmatic and technical risk mitigation. The PM is responsible for designing and implementation of plan of action to ensure control and direction of contractor personnel is performed by management personnel of the Contractor, rather than the Government, and thus avoid the delivery of personal services.

The Contract team shall practice agile project management practices and participate in periodic status meetings with stakeholders. The purpose of such meetings is to ensure OCIO stakeholders are informed of program status and progress on activities. The meetings provide an opportunity to update status, set priorities, identify opportunities or concerns, and coordinate resolution of identified problems.

Task management activities include, but are not limited to:

Establishing and maintaining a technically proficient and professionally capable team, including the effective use of subcontractors, where personnel turnover is minimized to unplanned attrition annually during the life of the Task Order.

Following project management best practices and perform task order management activities for each task in the Task Order including the following as needed: integration management, scope management, time management, cost management, quality management, resource management, communications management, risk management, and transition planning.

Creating and maintaining project documentation for each task including the following as needed: project charters, project management plans, risk registers, action items, workflow diagrams and others as necessary.

Ensure projects are carried out from concept through final completion which includes applying all project management requirements, such as defining scope, requirements, and deliverables, implementation, quality assurance, and project release.

Development of a backlog list of all task areas and dependencies. Deliver projects using lean and agile project management methodologies, change and risk management, and contemporary information technology practices.

Proactively tracking and following up on deliverables and sub-tasks for each work artifact.

# Roles and Responsibilities

The major roles and responsibilities for this Task Order are described in Table below.The Contractor can identify the key personnel and its management team.

1. Contract Roles and Responsibilities

|  |  |
| --- | --- |
| Role | Responsibilities |
| Contracting Officer  (CO) (Government) | The Contracting Officer (CO) is responsible for administrating the contract and for resolving any differences between the observations presented by the NIH Contracting Officer's Representative (COR) or the contractor. The number of additional staff serving as technical inspectors depends on the complexity of the services measured, as well as the contractor’s performance. |
| Contracting Officer Representative  (COR) (Government) | The COR is designated in writing by the CO to act as his or her authorized representative to assist in administering the contract. The COR is responsible for technical administration of the project and ensures proper government surveillance of the contractor’s performance. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the government’s behalf. Any changes that the contractor deems may affect contract price, terms, or conditions shall be referred to the CO for action. The COR, or designee, will have the responsibility for ensuring the requisite surveillance documentation has been completed. Government surveillance may occur under the Inspection of Services clause for any service relating to the contract |
| Federal Project Manager (Government) | The Project Manager is responsible for managing the Task Order requirements as it relates to the successful execution of the service level agreement (SLAs). The Project Manager will monitor performance and be the primary stakeholder of all deliverables. |
| Contractor Management Team (Key Personnel) | The Contractor Management Team is responsible for ensuring adequate resources are applied to support the contract and meet service requirements and standards.   * Manages the contract and all deliverables * Manages cost, quality, and schedule * Ensures transitions onto and off contract occur as planned * Manages risk so that issues do not occur |

# Contractor Key Personnel

The key personnel specified in this contract are essential to work performance. At least 30 days prior to the Contractor voluntarily diverting any of the specified individuals to other programs or contracts, the Contractor must notify the Contracting Officer’s Representatives (COR) and Federal PM to submit a justification for the diversion or replacement and a request to replace the individual. The request must identify the proposed replacement and demonstrate how the replacement's skills, experience, and credentials meet or exceed the requirements of the contract. The Contractor must not divert, replace, or announce any such change to key personnel without the written consent of the CO. At a minimum, 1 FTE shall be considered Key Personnel for this contract.

**Key personnel shall:**

Have sufficient expertise to address the management, functional, and technical aspects of the Contractor’s solution

Ensure that all work on this contract complies with contract terms and conditions

**The Contractor shall:**

Identify key personnel.

Provide statements of qualifications for key personnel

Manage substitutions or additions to key personnel, by:

* Immediately notify the COR in writing,
* Presenting the resume of the proposed replacement within 10 business days, and
* Proposing replacements that have at least substantially equal ability and qualifications as the outgoing personnel.

# Primary Deliverables, Delivery Schedule, and Meetings

The following table describes the items to be delivered by the Contractor, both during the period of performance and at completion of the task order. The schedule is expressed in terms of calendar days.

In support of this Task Order, the Contractor shall be responsible for completing the following deliverables:

1. Primary Deliverables and Schedule

| Deliverable | Purpose | Timeline |
| --- | --- | --- |
| Contract Kick Off Meeting | This meeting introduces contract staff, communicates contract work activities, and delineates customer priorities. | Within 15 business days of contract award |
| Task Order Management Plan | The Task Order Management Plan shall detail the controls, methodology, tools, processes, tasks, resources, schedule, and work communications required to meet the cost, schedule, and performance requirements to fulfill the tasks outlined in this Task Order. | Draft – 60 days after Task Order award  Final – 90 days after Task Order award |
| Program Management Plan | Identifies the Vendor’s Quality Control Process demonstrating a methodology for developing performance metrics and linking incentives to performance and quality controls that ensure a comprehensive and verifiable approach to monitoring and reporting performance. This shall include, at a minimum, the Vendor’s 1) process for identifying gaps or weaknesses in performance; 2) approach to problem mitigation; and 3) the development and implementation of successful business process improvements on a continual basis | Draft – 60 days after Task Order award  Final – 90 days after Task Order award  Yearly – 15 days after option -year exercised |
| Performance Status Reports | This report communicates current activities, accomplishments, upcoming meetings, deliverables, progress of all applicable activities, and issues & concerns.  The monthly reports should also include the progress towards Service Level Agreement (SLAs) and performance standard compliance with the tracking data. | Monthly, beginning one month after Task Order award.  The timing of the delivery of the Performance Status Report shall be coordinated so that it is delivered simultaneously with the monthly invoice.  The government shall have 10 business days to review the status report and invoice before approval is requested. |
| Quarterly Status Reports | The quarterly reports will reflect the progress towards:  Defined program goals and measurable key performance indicators  Communication and outreach plans of upcoming initiatives  Executive summaries on KPIs, Budget, Acquisition Lifecycles, and Portfolio Metrics critical to NIH OCIO OD success | Quarterly, beginning three months after Task Order award |
| Transition In Plan | Transition is a set of activities that occur when a body of work is handed over (transitioned) from an outgoing Contractor to an incoming Contractor. | Draft – 15 days after Task Order award  Final – 30 days after Task Order award |
| Transition Out Plan | Draft – 90 days before expiration of Task Order  Final – 60 days before expiration of Task Order |

All deliverables produced out of this Task Order shall become the property of the Government. The Government’s deliverable objectives are:

The Contractor shall submit soft copies of each deliverable to the Contracting Officer’s Representative (COR) electronically or as specified by the Government.

All deliverables are subject to inspection by the COR for content, completeness, accuracy, and conformance to task order requirements. The scope and nature of acceptance should be detailed and agreed upon at the task level to ensure the completeness, quality, and adequacy of all deliverables.

Unless otherwise specified, all draft and final deliverables and work products shall be provided to the COR no later than 5:00 P.M. local time on the date(s) specified in the delivery schedule

The format of reports and other deliverables must readily convey the information requested. If the COR and Federal PM are unable to make use of the reports, the Contractor shall offer alternative views to enhance interpretation of data.

# Inspection and Acceptance Criteria

The government will review and either accept or reject the monthly invoices submitted for payment of contracted services. This determination will be dependent on the monthly Performance Status Report. Therefore, the Performance Status Report shall be coordinated so that it is delivered simultaneously with the monthly invoice. The government shall have 7 days to review the status report and invoice before approval is requested.

Inspection and acceptance of all work performance, reports and other deliverables required under task orders shall be performed at the place of delivery or another alternate location as specified in the task order.

# Personnel Suitability Requirements

Contractor must provide experienced personnel to perform the required services. The Government and the Contractor understand and agree that the services to be delivered are non-personal services.

## Contractor Staff Selection

The Government may confirm the credentials of any proposed Contractor or subcontractor employee before allowing access to the systems. The proposed employees must be able to demonstrate the expertise specified in the assigned labor category.

## Contractor Staff Onboarding Considerations

The Contractor shall provide administrative support by recommending new business processes or re-engineering existing processes, such as improving efficiencies and processes in the various area, such as Onboarding, Offboarding, Purchasing Order Tracking System (POTS), and Asset Management, but not limited to:

OCIO Asset Management, such as Tracking Assets, Shipping and Receiving, Asset Refresh, and Updates Sunflower (Property) system

Purchasing Order Tracking System (POTS), purchasing support, receives orders, validates quotes, processing orders, manages approvals and updates POTS

Administrative Support including but limited to OCIO Onboarding | Offboarding and other administrative tasks

Administrative support for the daily operations of OCIO Offices includes a variety of activities such as OCIO IT asset management, staff onboarding and offboarding, scheduling and calendar maintenance, and serving as the liaison between OCIO and building management. For this contract, we have identified and propose to hire administrative support specialists with significant experience in OCIO operations who will continue to perform these services efficiently.

## Code of Conduct

Contractor personnel must conform to standards of conduct and codes of ethics, which are consistent with those applicable to Government employees. Contractor personnel must obtain authorization to have access to agency support sites and Government facilities.

## Organizational Conflict of Interest (OCI)

Contractor and subcontractor personnel performing work under this contract may receive, have access to or participate in the development of proprietary or source selection information (e.g., cost or pricing information, budget information or analyses, specifications, or work statements, etc.) or perform evaluation services which may create a current or subsequent OCI as defined in FAR Subpart 9.5.

The Contractor shall notify the CO immediately whenever it becomes aware that such access or participation may result in any actual or potential OCI and shall promptly submit a plan to the CO to avoid or mitigate any such OCI. The Contractor’s mitigation plan will be determined to be acceptable solely at the discretion of the CO and in the event the CO unilaterally determines that any such OCI cannot be satisfactorily avoided or mitigated, the CO may exercise other remedies as he or she deems necessary, including prohibiting the Contractor from participation in subsequent contracted requirements which may be affected by the OCI.

The offeror shall provide a signed statement which describes concisely all relevant facts concerning any past, present, or planned interest (financial, contractual, organizational, or otherwise) relating to the work to be performed under the proposed contract and bearing on whether the Offeror has a possible organizational or personnel conflict of interest with respect to:

* Being able to render impartial, technically sound, and objective assistance or advice, or
* Being given an unfair competitive advantage.

## Clearance

This acquisition will not require access to classified information and will be at Position Sensitivity Tier 2 (public trust, moderate risk).

# Service Level Agreements and Performance Standards

The Contractor shall propose certain standards in their proposal. The remediation column includes descriptions of the actions that NIH will take if the Contractor is unable to meet the standard.

The PWS will be updated with the post-solicitation negotiated performance standards. As the services are developed under the contract, the SLAs will evolve with them. Every SLA should be approached as a living document that is reviewed and altered at a regular frequency where negotiations and adjustments are noted as constructive.

1. SLAs and Performance Standards

| Topic | Measure | Standard | Measurement | Remediation |
| --- | --- | --- | --- | --- |
| Value to the Government | Perception that OCIO Offices are receiving value from the Contractor’s solution. | OCIO personnel perceive value in and satisfaction with Contractor services. | Satisfaction surveys, spot checks, reports, feedback, Executive Managers feedback, etc. | Federal PM will present findings to the COR and consider measures when deciding whether to exercise task order options. |
| Meeting the Government’s Objectives | The Offeror’s proposed management approaches, when implemented, introduce moderate risk but are considered likely to produce performance results meeting the Government’s objectives and requirements | Proficiency in implementing methods and approaches that are conducive to meeting the Government’s objectives outlined in Section 4: Task Order Objectives | Performance reports from Office Managers, and ad-hoc reports | The COR will include the SLA performance results in the monthly Contractor Performance Status Report. |
| Managing Contract Resources for achieve goals in timely manner | Hiring and retaining key personnel with the necessary background, education, work experience and accomplishments, to successfully support the PWS requirements | Sound management approach that is conducive to effectiveness in supervising, coordinating, and allocating contractor personnel and resources toward the successful execution of PWS requirements and tasks | Performance reports, ad-hoc reports | The COR will include the SLA performance results in the monthly Contractor Performance Status Report. |

# 508 Accessibility Conformances

The Vendor shall meet the Government’s standard of Section 508 compliance as supported by the Rehabilitation Act of 1973, which was amended in 1998 and again in 2017 to address the accessibility of information and communication technology (ICT) for people with disabilities[[2]](#footnote-3). Section 508 compliance includes but is not limited to the following:

* Chapter 1: Application and Administration
* Chapter 2: Scoping Requirements
* Chapter 3: Functional Performance Criteria
* Chapter 4: Hardware
* Chapter 5: Software
* Chapter 6: Support Documentation & Services
* Chapter 7: Referenced Standards

Accordingly, any offeror responding to this solicitation must comply with established HHS EIT accessibility standards. Information about Section 508 is available at <https://www.hhs.gov/web/section-508/index.html>

# Policy Requirements

The Vendor is responsible for complying with relevant regulations, and policies (as amended), to include, but not limited to:

[NIH IT General Rules of Behavior](https://ocio.nih.gov/aboutus/publicinfosecurity/securitytraining/Pages/NIH_IT_GeneralRulesofBehavior.aspx).

HHS Policy for the Use of Government Furnished Equipment (GFE)

# Security and Privacy Requirements

## Prime Contractor

The Vendor is responsible for ensuring its solution complies with Federal, HHS, and NIH security policies relevant to the *Security Requirements for Federal Information Technology Resources*. The Contractor is responsible for protecting federal information and federal information systems to ensure their:

Integrity, which means guarding against improper information modification or destruction, and includes ensuring information non-repudiation and authenticity,

Confidentiality, which means preserving authorized restrictions on access and disclosure, including means for protecting personal privacy and proprietary information, and

Availability, which means ensuring timely and reliable access to and use of information

Please note that the IT resources that are developed, processed, or used under this Task Order are grouped as “Administrative, Management, and Support” information-type and maintain a “low” assessment rating for the Integrity/Confidentiality/Availability categories.

## Subcontracts

The Contractor shall incorporate the substance of this clause in all subcontracts that require protection of Federal information and Federal information systems as described in this clause, including those subcontracts that:

have physical or electronic access to NIH computer systems, networks, or IT infrastructure,

use information systems to generate, store, process, or exchange data with NIH or on behalf of NIH, regardless of whether the data resides on a NIH or the Contractor's information system,

contractor responsibilities upon physical completion of the contract.

The Contractor shall return all NIH information and IT resources provided to the Contractor during contract performance and certify that all NIH information has been purged from Contractor-owned systems used in contract performance.

# Place of Performance

The work will be performed offsite with exceptions granted for meeting management, administrative operational support that requires property management or is best performed on site/in person. NIH will provision desks and network accounts for the personnel who the Contractor identifies for on-site presence. On site workspace requests will be on an exception basis require approval by the COR. The vendor will be provided a “touchdown space” with the expectation that most work will be virtual. The government may request an in person meeting and will provide the vendor 24 hours notice in advance of that requested in person session.

NIH envisions staff will perform work on-site and off-site. Performance of work will be coordinated with the COR and NIH Program Manager. NIH believes that, in some instances, management staff may be required to work on-site and/or attend certain meetings in person. In such cases, NIH will provide space at the NIH facility identified below. NIH shall also furnish contractors with virtual private network (VPN) access as needed.

The on-site location for activities associated with this PWS will be performed at:

NIH OCIO

6555 Rock Spring Drive

Bethesda, MD 20817

# Transition Activities

Transition is a set of activities that occur when a body of work is handed over (transitioned) from an outgoing Contractor to an incoming Contractor. A Transition Plan shall be completed and agreed to by NIH prior to the transition of knowledge, work-in progress, and/or assets onto or off this contract. The Contractor shall play a key role in the planning of transitions and the creation of Transition Plans and shall comply with transition milestones and schedules of events.

Transition Out Plan shall be delivered upon request by the COR. The Contractor shall be responsible for the implementation of the transition and cutover activities and should develop a plan with repeatable processes. The Contractor shall work with the COR and Federal PM to schedule transitions onto the Contractor’s task order. The sequence and timing of transition in many cases will coincide with the expiration of existing task orders and option periods, all of which should expire within a 3-month period. The transition shall cause no disruption in transitioned services. To ensure the necessary continuity of services and to maintain the current level of support, NIH may retain services of the incumbent contractor for some or all the transition period, as may be required.

The Contractor is responsible for planning and execution of the transition. This applies to the Contractor’s transition onto the task order and off the task order as directed by NIH.

As part of transition, the Contractor shall (as applicable):

Transfer relevant completed and in-process documentation

Transfer all non-proprietary software code in process, such as interfaces to NIH-systems

Certify that all non-public Health and Human Services (HHS) information has been purged from any Contractor-owned or managed system, as requested.

Exchange accounts for accessing software and hosted infrastructure components.

Participate in knowledge transfer activities in accordance with the Transition Plan.

Provide members and participate in a Transition Management Team (TMT)

The Transition Plan shall:

Document the strategic approach

Identify devices, hardware, software, licenses, documents, and other artifacts that are included in the transition and its phases

Establish milestones, schedules, and activities

Identify transition risks and risk mitigation

Define roles and responsibilities

Define transition approval authorities and lines of communication

Define a communications approach

Define a knowledge transfer approach

Define a property inventory and transition approach.

The government is and shall remain owner of all accounts, devices, and equipment. In the event of termination for any reason, all Contractor-managed data on behalf of NIH shall be delivered.

# Government Furnished Equipment (GFE) / Government Furnished Information (GFI)

Government shall supply the Contractor the computing equipment and devices (GFE) aligned with the work standards. Additionally, the government will provide the Contractor with access to all information (GFI) required to successfully perform the work requirements specified in this PWS.

The government will allow the Contractor’s employees access to the premises and facilities at all reasonable hours within prescribed NIH Security procedures and guidelines.

Title to all property acquired by the Contractor under the Contracting Officer’s authorization shall be vested to the government.

# Access to NIH Electronic Mail

All Contractor staff that have access to and use of HHS electronic mail (e-mail) must identify themselves as contractors on all outgoing e-mail messages, including those that are sent in reply or are forwarded to another user. To best comply with this requirement, the Contractor staff shall set up an e-mail signature (“AutoSignature”) or an electronic business card (“V-card”) on each contractor employee’s computer system and/or Personal Digital Assistant (PDA) that will automatically display “Contractor” in the signature area of all e-mails sent.

# Accounting and Appropriations Data

This Task Order is subject to the availability of funds.

# Packaging, Packing, and Shipping Instructions

Not applicable

# Period of Performance

This requirement consists of a 12-month Base Period of December 1, 2022, through November 30, 2023, with two (2) successive 12-month Option Periods.

1. Refer to: https://www.whitehouse.gov/wp-content/uploads/2018/06/a11.pdf [↑](#footnote-ref-2)
2. The details about ICT Accessibility 508 Standards and 255 Guidelines can be found at https://www.access-board.gov/ict/ [↑](#footnote-ref-3)