PERFORMANCE WORK STATEMENT (PWS)
Genuine Leadership E-learning Maintenance Project
Commander, Navy Installation Command
Fleet and Family Readiness Training

1. **Introduction**: This is a non-personnel services performance work statement (PWS) to provide conversion activities for 30 Flash-based, SCORM 1.2 compliant e-learning modules to HTML 5 compliant e-learning modules for the Genuine Leadership and Service curricula purchased by Commander, Navy Installation Command (CNIC) - Fleet and Family Readiness Training (N947) from AchieveGlobal.

2. **Background**: CNIC Fleet and Family Readiness Training possesses, as part of a license in perpetuity purchase from AchieveGlobal, 30 Genuine Leadership and Customer Service e-learning modules for various leadership and customer service topics. These e-learning modules are packaged for deployment using a SCORM 1.2 model, and utilize Flash-based interactive elements and content. Due to the end-of-life of Adobe Flash software, and the training industry’s move to HTML 5 compliance for e-learning module development, these 30 existing e-learning publication modules will be non-functional in current and future Internet browser platforms (e.g. Chrome, Firefox, Safari), which no longer support Flash-based functionality in web-based delivery of e-learning courses. Through original e-learning module purchase, Fleet and Family Readiness Training did not receive e-learning development file versions of these 30 e-learning modules and will need a vendor to create updated versions in current e-learning development software. Fleet and Family Readiness Training is seeking an external vendor to convert these 30 e-learning modules to a more contemporary, rapid development e-learning package publication format, and provide as deliverables an e-learning development file and final publication file for each of the 30 e-learning modules.

3. **Requirements**:

   3.1. **General Requirements**:

   3.1.1. **Responsibilities**: The Contractor shall assume all total responsibility for all requirements stated herein on the commencement date of the performance period. The Contractor shall perform as specified in this PWS and under the director of the Contracting Officer (KO). See also Paragraph 1 Introduction.

   3.1.2. **Work Responsibilities**: The Contractor shall perform all work and assume responsibility for planning, programming, administering, managing, and executing all functions necessary to provide the services specified in the PWS. The Contractor shall conduct work in accordance with this PWS and all applicable local laws, regulations, standards, provisions, and directives. The Contractor shall ensure the work meets the level of service, performance standards, or tolerances specified in the PWS or in applicable referenced documents.

   3.1.3. **Administrative Responsibilities**: The Contractor shall perform all related administrative actions required to provide services or perform work such as material requisitioning, quality control (QC), financial control, meetings and correspondence. The Contractor shall also maintain accurate and complete records, files, and libraries of documents to include all local regulations, standards, provisions, codes, laws, technical manuals, manufacturers’
PERFORMANCE WORK STATEMENT (PWS)
Genuine Leadership E-learning Maintenance Project
Commander, Navy Installation Command
Fleet and Family Readiness Training

instructions, and recommendations that are necessary and related to the functions being performed. The Contractor shall compile historical data, prepare required reports, and submit information as specified by the Deliverable List presented in this PWS.

3.1.4. **Period of Performance:** The Period of Performance (POP) shall be from 1 January through June 30 2020.

3.2. **Performance Requirements:**

3.2.1. **Contractor Management:** The Contractor shall perform continual management of the functional areas contained within this PWS and shall provide a Project Manager physically present at the Contractor location during normal duty hours. The Project Manager shall conduct overall management coordination and shall be the central point of contact (POC) with Fleet and Family Readiness Training for performance of all work under this PWS. A Contractor employee shall be designated to act for the Project Manager when work is being performed outside of duty hours, or during the Project Manager’s absence. Both the Project Manager and the Contractor employee filling in for the Project Manager, shall have full authority to act for the contractor on all Contract matters relating to daily operation of this contract.

3.2.2. **Contractor Responsiveness:** The Project Manager or designated alternate shall be available for telephone communication or site attendance, with the government POC, as required by the government POC. A personal answering service is permitted at other than normal Contractor workdays and work hours for receipt of calls within a time not to exceed one hour after notification of the call by the answering machine and/or service. The Project Manager and any individuals designated to act in that capacity shall have full authority to contractually bind the Contractor for prompt action on matters pertaining to execution of this PWS.

3.2.3. **Meeting, Conferences and Briefings:** The Contractor shall attend, participate in, and furnish input to scheduled and unscheduled meetings, conferences, and briefings, that related to the function and services herein as Manager or designated representative shall attend meetings as requested by the NAFI. Meeting attendees shall at times include Contractor managerial, supervisory, and other personnel knowledgeable of the subject matter. Meetings may start or end outside of regular duty hours.

3.2.4. **Hours of Operation:** The Contractor is responsible for conducting business, between the hours of 0800 and 1600 Monday through Friday. The contractor shall coordinate weekly with the NAFI POC and expect to be able to adjust times if needed in order to accommodate daily schedule as determined with Fleet and Family Readiness Training. For other than firm fixed price contracts, the contractor will not be reimbursed when the government facility is closed for the above reasons. The Contractor must at all times maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS. When hiring personnel, the Contractor shall keep in mind that the stability and continuity of the workforce assigned to fulfill the requirements of this PWS are essential.
PERFORMANCE WORK STATEMENT (PWS)
Genuine Leadership E-learning Maintenance Project
Commander, Navy Installation Command
Fleet and Family Readiness Training

3.2.5. **Recognized Holidays**: Not-Applicable

3.2.6. **Quality Assurance**: CNIC Fleet and Family Readiness Training will evaluate the Contractor’s performance under this contract in accordance with the Quality Assurance Surveillance Plan. This plan is primarily focused on what CNIC Fleet and Family Readiness Training must do to ensure that the contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable defect rate(s).

3.2.7. **Place of Performance**: The work shall be performed under this contract will be performed from the Contractor’s place of business.

3.2.8. **Type of Contract**: CNIC Fleet and Family Readiness Training will award a Firm Fixed Price Contract for the performance of work defined within this PWS.

3.2.9. **Security Program**: Not applicable

3.2.10. **Physical Security**: Not-Applicable

3.2.11. **Special Qualifications**: Not-Applicable

3.2.12. **NAFI Point of Contact (POC)**: CNIC Fleet and Family Readiness Training POC (identified in proposed work plan) shall monitor performance of all technical aspects of the contract and assist the Contracting Officer in maintaining oversight of the contract performance. CNIC Fleet and Family Readiness Training POC is the single point of contact between the Contractor’s Project Manager and the Contracting Officer. CNIC Fleet and Family Readiness Training POC monitors Contractor’s performance and notifies both the Contracting Officer and the Contractor of any deficiencies. The CNIC Fleet and Family Readiness Training POC is NOT authorized to change any of the terms or conditions of the resulting contract.

3.2.13. **Key Personnel**: Not-Applicable

3.2.14. **Contractor Travel**: Not-Applicable

3.2.15. **Other Direct Costs**: Not-Applicable

3.2.16. **Data Rights**:

3.2.16.1. The Contractor will provide monthly project status reports on all defined deliverables for the PWS.

3.2.16.2. The Contractor shall have no rights related to reuse or repurposing of any deliverable created by the Contractor for the purpose of fulfillment of this contract.

4. **Deliverables**:

4.1. Final e-learning module style sheet approved by CNIC Fleet and Family Readiness Training.

4.2. Final development file template approved by CNIC Fleet and Family Readiness Training

4.2.1. Final development file template is to be developed by vendor within Articulate Storyline 3.
PERFORMANCE WORK STATEMENT (PWS)
Genuine Leadership E-learning Maintenance Project
Commander, Navy Installation Command
Fleet and Family Readiness Training

4.2.1.1. CNIC Fleet and Family Readiness Training will provide all necessary CNIC logos for e-learning module development file template branding.

4.2.2. E-learning modules are to be developed utilizing topical content from existing Flash-based SCORM 1.2 e-learning module publications.

4.2.3. E-learning modules final development files will be capable of publication meeting SCORM 1.2, SCORM 2004, AICC, and xAPI publication compliance.

4.2.4. E-learning modules final development files will be HTML 5 – enabled.

4.2.5. E-learning modules will have interactive learning reinforcement and voiceover narration where applicable and present in the provided Flash-based publication version.

4.2.6. E-learning modules will track learner performance on knowledge checks (formative assessment) and final assessment (summative assessment).

4.2.7. E-learning modules will write out completions for successful completion score on final assessment with no deficiencies on SAP SuccessFactors LMS and Total Workforce Management System (TWMS).

4.2.8. E-learning modules will perform successfully to completion on multiple Internet browsers, including but not limited to Microsoft Internet Explorer 11, Microsoft Edge, Google Chrome, Apple Safari, and Mozilla FireFox.

4.2.9. E-learning modules will meet all 508 disability accessibility compliance requirements for U.S. Federal government employee use – See https://www.section508.gov for additional information.

4.2.10. To the degree possible within Articulate Storyline 3 and HTML-5 parameters, the final e-learning module publications will mirror interactive element functionality from existing e-learning publication packages, including but not limited to downloading document resources, learner note taking, knowledge checks, final assessment, learner feedback, module navigation, narration voiceover availability and playback, and video display and playback.

4.2.11. Where e-learning module development requires embedded video as used in the original publication file, FFR Training will provide access to video files for use by vendor in development of the updated version of the module.

4.3. All final Development and Publication files for the 30 e-learning modules. Title and current run times for each module are provided as Attachment A to this document.

5. Special Requirements:

5.1. Government Funded Property, Equipment and Services: CNIC Fleet and Family Readiness Training will provide Contractor with the current publication versions of all 30 e-learning modules.

5.2. Safety: Not-Applicable

5.2.1. Safety Plan and Program: Not-Applicable

12 September 2019 – FFR Training
PERFORMANCE WORK STATEMENT (PWS)
Genuine Leadership E-learning Maintenance Project
Commander, Navy Installation Command
Fleet and Family Readiness Training

5.3. **Environmental Compliance**: Not-Applicable

5.3.1 **Environmental Compliance Plan and Program**: Not-Applicable

5.4. **INVOICE**: The Contractor shall submit invoices for completion of each completed deliverable upon inspection and acceptance of CNIC Fleet and Family Readiness Training POC. Each submitted invoice will provide total hours of effort applied and hourly rate.

5.5. **Discovery Call**: N947 will host a discovery call for prospective vendors to answer questions related to the project scope, timelines for completion, required functionality or end state quality assurance. Date/time for conference call to be determined with N945 Acquisitions.

DEFINITIONS & ACRONYMS

6. **Definitions and Acronyms**

6.1. **Definitions**

**Contractor** – A supplier or vendor awarded a contract to provide specific supplies or service to the government. The term used in this contract refers to the prime.

**Contracting Officer** – A person with authority to enter into, administer, and/or terminate contracts, and make related determinations and findings on behalf of the government. Note: The only individual who can legally bind the government.

**Defective Service** – A service output that does not meet the standard of performance associated with the Performance Work Statement.

**Deliverable** – Anything that can be physically delivered, but may include non-manufactured things such as meeting minutes or reports.

**Key Personnel** – Contractor personnel that are evaluated in a source selection process and that may be required to be used in the performance of a contract by the Key Personnel listed in the PWS. When key personnel are used as an evaluation factor in best value procurement, an offer can be rejected if it does not have a firm commitment from the persons that are listed in the proposal.

**Physical Security** – Actions that prevent the loss or damage of Government property.

**Quality Assurance** – The government procedures to verify that services being performed by the Contractor are performed according to acceptable standards.

**Quality Assurance Surveillance Plan** – An organized written document specifying the surveillance methodology to be used for surveillance of contractor performance.

**Quality Control** – All necessary measures taken by the Contractor to assure that the quality of an end product or service shall meet contract requirements.

**Subcontractor** – One that enters into a contract with a prime contractor. The Government does not have privity of contract with the subcontractor.
PERFORMANCE WORK STATEMENT (PWS)
Genuine Leadership E-learning Maintenance Project
Commander, Navy Installation Command
Fleet and Family Readiness Training

**Work Day** – The number of hours per day the Contractor provides services in accordance with the contract.

**Work Week** – 7 Days a week.

**6.2. Acronyms**

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<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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<tbody>
<tr>
<td>ACOR</td>
<td>Alternate Contracting Officer’s Representative</td>
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<tr>
<td>CONUS</td>
<td>Continental United States (excludes Alaska and Hawaii)</td>
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<tr>
<td>COR</td>
<td>Contracting Officer Representative</td>
</tr>
<tr>
<td>COTUS</td>
<td>Commercial-Off-The-Shelf</td>
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<tr>
<td>COD</td>
<td>Department of Defense</td>
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<tr>
<td>KO</td>
<td>Contracting Officer</td>
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<tr>
<td>OCI</td>
<td>Organizational Conflict of Interest</td>
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<tr>
<td>OCONUS</td>
<td>Outside Continental United States (includes Alaska and Hawaii)</td>
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<tr>
<td>ODC</td>
<td>Other Direct Costs</td>
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<tr>
<td>PAX</td>
<td>Passengers</td>
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<tr>
<td>PIPO</td>
<td>Phase In/Phase Out</td>
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<td>POC</td>
<td>Point of Contact</td>
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<td>POP</td>
<td>Period of Performance</td>
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<td>Performance Requirement Summary</td>
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<td>Quality Assurance Surveillance Program</td>
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<tr>
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<td>Quality Control</td>
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<tr>
<td>QCP</td>
<td>Quality Control Plan</td>
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<tr>
<td>TBD</td>
<td>To Be Determined</td>
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<tr>
<td>TE</td>
<td>Technical Exhibit</td>
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Attachment A:

Genuine Leadership/Service E-learning Course Titles and Run Times

ARTGL - Addressing Emotions at Work
Duration: 90 Minutes

ARTGL - Building Team Pride and Purpose
Duration: 90 Minutes

ARTGL - Clarifying Performance Expectations
Duration: 90 minutes

ARTGL - Conducting Performance Reviews
Duration: 90 Minutes

ARTGL - Correcting Performance Problems
Duration: 90 Minutes

ARTGL - Delegating for Shared Success
Duration: 90 Minutes

ARTGL - Developing Others
Duration: 90 Minutes

ARTGL - Developing Team Agility: Day-to-Day Tools
Duration: 90 Minutes

ARTGL - Giving Recognition
Duration: 90 Minutes

ARTGL - Listening in a Hectic World
Duration: 90 Minutes

ARTGL - Negotiating Resources for Your Team
Duration: 90 Minutes

ARTGL - Planning for Performance Discussions
Duration: 90 Minutes

ARTGL - Providing Constructive Feedback
Duration: 90 Minutes

ARTGL - Resolving Conflicts Within Your Team
Duration: 90 Minutes
Fleet and Family Readiness Training
Sept 12, 2019

ARTGL - Resolving Conflicts with Your Peers
Duration: 90 Minutes

ARTGL - Speaking to Influence Others
Duration: 90 Minutes

ARTGL - The Hallmarks of Supervisory Success
Duration: 90 Minutes

ARTGL - The Principles and Qualities of Genuine Leadership
Duration: 90 Minutes

CS – Caring for Customers
Duration: 90 Minutes

CS - Dazzling Your Customers
Duration: 90 Minutes

CS – Expanding Customer Relationships
Duration: 90 Minutes

CS – Guiding Customer Conversations
Duration: 90 Minutes

CS – Healing Customer Relationships
Duration: 90 Minutes

CS – Reaching for Stellar Service
Duration: 90 Minutes

CS – Serving a World of Customers
Duration: 90 Minutes

LFR – Activating Change – Individual Contributor
Duration: 90 Minutes

LFR – Activating Change – Manager
Duration: 90 Minutes

LFR - Identifying Work Priorities and Setting Verifiable
Duration: 90 Minutes

LFR - Managing Your Priorities
Duration: 90 Minutes

LFR - Personal Strategies for Navigating Change
Duration: 90 Minutes

ALT - Adult Learning Techniques
Duration: 90 Minutes