**SAMPLE – For Reference Only** – This sample is a redacted copy of a work statement accomplished under a NITAAC GWAC. A Statement of Work (SOW) is typically used when the task is well-known and can be described in specific terms. Statement of Objective (SOO) and Performance Work Statement (PWS) emphasize performance-based concepts such as desired service outcomes and performance standards. Whereas PWS/SOO's establish high-level outcomes and objectives for performance and PWS's emphasize outcomes, desired results and objectives at a more detailed and measurable level, SOW's provide explicit statements of work direction for the contractor to follow. However, SOW's can also be found to contain references to desired performance outcomes, performance standards, and metrics, which is a preferred approach. **This sample is not all inclusive, therefore the reader is cautioned to use professional judgment and include agency specific references and regulations to their own PWS/SOO/SOW.**

Document Management

Performance Work Statement

# BACKGROUND

Under this Task Order (TO), the contractor shall provide services that can affect positive and timely change and drive process and service delivery improvements across <AGENCY>. Implementation of a vehicle with enterprise-wide, functionally based data and document services shall be key elements of this positive change. Other key elements shall include:

* Documentation and implementation of enterprise-wide, functionally aligned processes.
* Regular review of processes and procedures to ensure that they remain relevant, measurable, and unencumbered.
* Evaluating tools and processes to reduce manual data entry and document services.
* Partnership with <AGENCY> and its customers and vendors to accomplish data and document services.
* Monitoring and evaluation of service provision in Order to create time and cost efficiencies.

# PURPOSE AND SCOPE

The goal of this TO is to provide flexible, innovative, and cost effective solutions to meet the data and document requirements of the <AGENCY>, and partner user communities including other federal and state agencies. Prospective vendors are encouraged to offer creative and innovative solutions that meet overall strategic objectives.

This performance work statement (PWS) does not provide specific details on the types of solutions to be offered or the comprehensiveness of any specific solutions such as location of performance. The contractor shall provide the necessary facilities, qualified personnel, supplies, and equipment necessary to manage this work. The government requires the contractor to offer comprehensive solutions that (1) are based on an understanding of the current <AGENCY> Information Management (IM) and Information Technology (IT) environment, and (2) provide the scope and breadth of document and data services that are responsive to the present and future needs of the <AGENCY>, and partner user communities.

# PERIOD OF PERFORMANCE:

One-year base period with six one-year option periods.

# TASK ORDER OBJECTIVES:

<AGENCY’s> objective is to establish a performance- based Task Order to provide data and document services support. Central to this effort are the means to:

* Assist in developing and maintaining an approach to data and document services support that is responsive to <AGENCY> and <AGENCY> business needs.
* Foster the rapid and appropriate adoption of new technologies in support of data and document services.
* Optimize internal and external communications and sharing of information.
* Provide flexibility for change as the nature of the support services changes.
* Provide uninterrupted operations and minimize organizational disruption during transition.
* Respond to requirements on short notice and provide rapid solutions following established and known processes.

The contractor may also be tasked to support other <AGENCY> offices other than <AGENCY>, which would be identified in a Technical Directive Document (TDD) or specifically within an individual Work Request (WR) issued under a TDD.

## Task 1: Task Order Management

XXX

## Task 2: Data & Document Services

The Contractor shall provide support for ancillary use-oriented business services that require either specific technical expertise or access to specialized technologies. The Contractor shall provide trained and experienced staff for state-of-the-art service provision for all Data and Document service task areas, familiar standard off-the- shelf internet, w <AGENCY> processing, and image packages such as, but not limited to, the following:

* Microsoft Office Products (Word, Excel, Access, InfoPath, etc.)
* Adobe Suite (Acrobat InDesign, Adobe Photoshop, Adobe Illustrator, Adobe Acrobat, Adobe PageMaker, Adobe Premier)
* DreamWeaver, Drupal, Web-based Browsers such as Chrome, etc.

### Subtask 2-A. Image Scanning

Utilizing an electronic document imaging system with an adequate blend of hardware, software, maintenance, people, and training, the Contractor shall provide image capture, scanning, and reproduction of hardcopy and softcopy documents and images for digital use including but not limited to:

* Scanning hardcopy and softcopy documents, articles, applications, or images produced, sent to, or acquired by
* <AGENCY> for conversion to electronic format.
* Image manipulation to transform the captured images into an appropriate format for reproduction and storage.
* Conversion of scanned or soft copy images from one format type to other format types.
* Forwarding digital files or load into document and content management systems and databases.
* Indexing or assigning metadata or key words to scanned documents, digital documents, or images.
* Archival and storage of scanned images for retrieval upon request.

### Subtask 2-B. Report Development

The Contractor shall create and maintain reports to be used internally to

<AGENCY> for business management purposes, as well as externally for scientific and other business purposes, including but not limited to:

* Retrieving data from systems or other sources, compiling data, and updating data for reporting purposes.
* Reading, summarizing, grouping, and developing information to be included in reports or report templates.
* Developing and maintaining report templates.
* Maintaining report distribution lists.
* Distributing reports to appropriate audience.

### Subtask 2-C. Data Entry

The Contractor shall provide data entry services for general administrative, scientific, and technical data and maintenance of data in systems, databases, and spreadsheets. Common types of data entry required may include entry into:

* <AGENCY> or other organizational financial systems, applications, or databases.
* <AGENCY>, <AGENCY>, or other organizational human resources systems applications, or databases.
* Spreadsheets or other documents utilized for creation of reports.
* Technical Reference Center (TRC) reference and subscription databases.
* Document tracking systems and databases, such as those used for the processing of grant applications.

### Subtask 2-D. Writing, Editing, and Documentation

The Contractor shall provide general, scientific, and technical writing, editing and documentation services as required in this TO, including:

* Documenting scientific processes and their outcomes.
* Editing technical or scientific content required to deliver data and document products.
* Ensuring documents conform to standards and specifications such as <AGENCY> style guidelines or specifications

Editing capabilities shall include at a minimum, editing, text formulation, abstract and document summary creation, writing consultation, standards conformance, and document finalization and release. Editing may include correcting errors in spelling, grammar, punctuation, and checking materials including tables, figures, units of measure, headings, etc., for consistency of style and format in accordance with <AGENCY> established guidelines. Editing also includes checking reference lists for accuracy and completeness. Any discrepancies found during checks shall be documented so that the author/manager of the text can verify or correct. The Contractor may be requested to perform these verifications or corrections. The Contractor shall evaluate sentence structure, vocabulary usage, organization of the material, accuracy of technical terminology, and verify text citations of tables and figures.

The Contractor shall identify the project documentation requirements, indexing, bibliography, standards and conventions, data and status tracking, and automated mailing list addressing, together with control, information, and dissemination features to ensure timely, efficient, and cost-effective project documentation support. The Contractor shall have the knowledge and skills in English writing and editing, document layout, publication production, text tools, and Government document [standards](http://intranet.ord.epa.gov/comm/templates/vig) to provide cost-effective and timely completion of each product.

### Subtask 2-E. Technology Transfer & Assessment

The Contractor shall distribute information, tools, and technology within

<AGENCY> including but not limited to:

* Developing and identifying appropriate methods and mechanisms for the distribution of Agency-created information, tools, and technology.
* Implementing methods and mechanisms for the distribution of Agency- created tools, information, and technology.

### Subtask 2-F. Content Management:

<AGENCY> is moving to a Drupal web platform. Drupal is an open source content management platform that allows individuals to publish, manage, and organize the content of websites. Drupal is licensed under the GNU General Public License (GPL) and is maintained by a community of developers and end users. By implementing Drupal at <AGENCY>, <AGENCY> benefits from a system that employs innovative technology from practitioners with an eye for standards compliance, separation of content from design, and the ability to create and maintain websites and pages without advanced technical know-how. Drupal's modular architecture is well-documented and supported, and can be extended in Order to meet customer needs.

The Contractor shall facilitate the creation, update, publishing, translation, archival, and retrieval of digital content on <AGENCY> websites. The Contractor shall arrange, add, and maintain content in web, file, or document management systems, including:

* Managing the organization and structure of content on web pages, file systems, or other systems such as document management systems.
* Ensuring version control of all content.
* Developing and maintaining taxonomies and metadata for content.
* Managing and updating content on web sites, file systems, or in other systems such as document management systems.
* Ensuring 508 compliance where applicable.

## Task 2 Deliverables:

Specific deliverables will be defined in the TDDs and/or Work Requests issued under this Task Order. Examples of products are shown at Attachment X.

The Contractor shall adhere to <AGENCY> product development guidelines. If applicable, deliverables shall be prepared in accordance with:

* Section 508 of the Americans with Disabilities Act
* Government Paperwork Elimination Act
* Clinger-Cohen Act
* Computer Security Act
* Government Information Security Reform Act
* Applicable OMB Guidance

### Additional Deliverables may Include:

Reference manuals, user guides, user procedures, SOPs, specifications, technical reports, criteria documents, training material, financial status reports, and other types of technical communication.

Deliverables will include various types of <AGENCY> business-related data services and documents and daily requirements that must be fulfilled as specified through the work request system.

Deliverables shall be provided in electronic format conforming to <AGENCY> standards and any other format(s) requested in the work request. Other formats may include at a minimum CDs, DVDs, printed documents and articles, or other printed materials. Some deliverables may need to be provided in multiple electronic formats for various uses, including but not limited to integration into

<AGENCY> financial databases and project management systems or for reporting purposes and use in management dashboard web applications.

### Acceptance Criteria for Deliverables:

During the review of deliverables, the designated TMs shall have the right to reject or require correction of any deficiencies found in the deliverables. In the event of rejection of any deliverable, the Contractor will be notified in writing by the TM of the specific reasons why the deliverable is being rejected. The Contractor shall correct the rejected deliverable and return it to the appropriate TM. The following list of acceptance criteria applies to all task:

1. Completeness, clarity, timeliness, organization, consistency, meets requirements, quality, grammatically correct, technical accuracy, and meet Agency Standards for documentation
2. Where appropriate, deliverables shall also be evaluated for adherence to SOPs and enterprise-wide processes.
3. All SOPs shall demonstrate quality assurance and control aspects of each task.
4. All SOPs shall demonstrate adherence to policies, procedures and directives issued by Agency IRM authorities.
5. Additional acceptance criteria may be specified in individual work requests.

## Task 3 (Optional): Data & Document Services for (<AGENCY>)

This task may or may not be exercised at the discretion of the Government. If it is exercised, it will be done by the Contracting Officer via a TO modification. If exercised, it will be done so on a period by period basis and may or may not be consecutively (e.g., exercise in Base Period, not in Option Period I or II, and exercise in Option IV, etc.). This optional task shall be priced separately, period by period, from the basic PWS.

## Overview:

XXX

## Purpose and Scope:

In Order to support the presentation and dissemination of the work performed by <AGENCY>, the contractor shall provide high quality data and document services. All work is to be performed off-site.

<AGENCY’s> work is currently being performed and maintained in a Windows™ environment known as XXX; the system’s purpose is to receive, store, and perform all the necessary tracking, processing, and response activities for the applicants and <AGENCY> staff. The XXX is composed of five modules:

1. Application module that serves as a repository to house all key information extracted from submitted applications;
2. Panels module that contains pertinent information to facilitate peer review preparation activities for peer review panels and posting panel results;
3. Relevancy module that contains information pertinent only to those applications deemed scientifically or technically meritorious;
4. Funding module that generates all appropriate documentation /funding information as required by the <AGENCY> for award selection; and
5. Tracking module that is in the early stages of development. The GFS will accommodate applications and any supporting documents that are submitted electronically, sent to a fax machine, or sent as a hard copy.

The submission and processing of these applications are managed in terms of tracking information, responding to the applicants, compiling, and analyzing evaluation results, and generating reports. In Order to use the most efficient methods for soliciting, receiving, and processing applications, various methods of electronic communication and electronic storage are being employed to the maximum extent possible throughout the process. This will include, but will not be limited to, electronic receipt of applications.

Electronic submission of applications and associated material may come to the <AGENCY> indirectly from the centralized Grants.gov site. The <AGENCY> will receive the electronic packages through the <AGENCY> Central Data Exchange (CDX).From the CDX, the electronic files will move to the Grants office, where they will be extracted and data contained within an XML (extensible mark-up language) file will be moved to a Lotus Notes database file along with a PDF version of the application information (this might be more than one PDF file).

Although the exact numbers and types of applications will determine the actual processing steps that will be used, all applications will undergo some type of peer review. Those XXX Grant and SBIR applications found to have the greatest scientific merit will undergo programmatic review as well. <AGENCY’s> Science to Achieve Results or XXX program funds research grants in numerous environmental science and engineering disciplines through a competitive solicitation process and independent peer review. (Note: XXX and XXX applications are not reviewed for relevancy). The XXX program is an agency- wide competition sponsored by <AGENCY> that recognizes outstanding scientific and technological papers published by <AGENCY> employees. Peer reviews are designed to evaluate the scientific merit of an application, while programmatic reviews are designed to evaluate the relevance of an application to <AGENCY>’s mission, among other considerations. Although peer reviews may take the form of a mail review or a panel review, almost all of <AGENCY>’s peer reviews are done through panels.

## Task 3 Requirements:

The Contractor shall provide support for ancillary use-oriented business services that require either specific technical expertise or access to specialized technologies. The Contractor shall provide trained and experienced staff for state-of-the-art service and familiar with standard off-the-shelf internet, <AGENCY> processing, and image packages such as the following (not all- inclusive):

* Microsoft Office Products (Word, Excel, Access, etc.)
* Adobe Suite (Acrobat InDesign, Adobe Photoshop, Adobe Illustrator, Adobe Acrobat, Adobe PageMaker, Adobe Premier)

Support shall be requested by an authorized Technical Monitor (TM) using a work request system to be provided by the contractor at no cost to the Government. Support shall be provided in an expert manner following customary guidelines.

The Contractor shall meet with the TM on a routine basis, by work request or as needed. The Contractor shall also participate in ad hoc meetings as requested by the TM, and as required to complete <AGENCY> data and document services as requested through the work request system.

Reporting requirements outlined in the TO PWS shall be met and all electronic products shall be 508-compliant, unless an appropriate 508 compliance waiver is obtained. The TM may also request additional ad hoc or summary reports related to tasks performed under this task.

Subtask 3-A. Image Scanning:

The Contractor shall provide image capture, scanning, and reproduction of hardcopy and softcopy documents and images for digital use.

Deliverables**:**

In most cases, the contractor shall use the electronic file submitted by the applicant. Occasionally, there may be a need to create a digital image from a hardcopy. Utilizing an electronic document imaging system with an adequate blend of hardware, software, maintenance, people, and training.

Specific deliverables will be defined in work requests approved by the TM.

Subtask 3-B. Report Development:

The Contractor shall create and maintain reports to be used internally to <AGENCY> and <AGENCY> for business management purposes, as well as externally for scientific and other business purposes.

Deliverables:

The Contractor shall provide non-recurring or ad hoc reports concerning data and document services support activities and procedures, Standard Operating Procedure documentation, and documentation to instruct users in proper use of software packages or special purpose applications or scripts. Reports or documentation will be requested via work request and date of delivery will be specified at time of request.

Subtask 3-C. Data Entry:

The Contractor shall enter general administrative, scientific, technical, and maintenance of data in systems, databases, and spreadsheets. In addition, the contractor shall transfer the uploaded Letter of Recommendation (LOR) files from <AGENCY’s> Web Site Server to the GFS Database Server. The contractor shall identify fields in each XXX application then search five to six thousand XXX LORs to find letters that match. The contractor must manually merge all LORs (3) to the appropriate XXX application. The contractor shall QA/QC the data uploaded into the GFS server and LORs match to the application.

Deliverables:

The Contractor shall perform appropriate validation of information imported into the GFS until the TM determines that all of the protocols and procedures are fully functional. Other deliverables will be requested via work request and date of delivery will be specified at time of request.

### Subtask 3-D. <AGENCY’s> XXX Grants, XXXs, XXX, and the SBIR Program

1. Subtask 3-D.1 The XXX Grant & XXX Program

The Contractor shall create a specified number of CDs (the exact number will be provided in writing by the TM) which will be reviewed for eligibility. For each CD, the Contractor shall create a cover identifying the Name and Sort Code of Request for Application (RFA). In addition the Contractor shall process the Grants and XXX Applications according to the steps listed below:

1. Receiving and Sorting Packages,
2. Abstract procedures,
3. Data Input into GFS,
4. Electronic Notifications,
5. Data input of Individual Reviewer and Summary Forms, and
6. Processing Declination Packages.
7. Subtask 3-D.2 The XXX Program

The Contractor shall maintain and manipulate the existing XXX database. In addition the Contractor shall process the XXX Nominations according to the steps listed below:

1. Receiving, sorting, and Numbering XXX nominations,
2. Data Entering selected information,
3. Electronic Notifications,
4. Generating Award Letters, and Certificates for the winners.
5. Subtask 3-D.3 The SBIR Program

SBIR proposals are submitted to <AGENCY’s> Contracts Office in North Carolina. That office keeps the original and delivers copies of each proposal to <AGENCY> (via by CD or some electronic method, this to be determine at a later date by < AGENCY’s> Contracts Office in XXX). The Contractor shall place each proposal in an electronic folder identified with the respective tracking number. In completing this task, the Contractor shall process the SBIR Applications according to the steps listed below:

1. Receiving, Sorting, and Number packages,
2. Data Entering selected information,
3. Abstract Procedures,
4. Data entering and receiving individual reviewer and summary forms, and
5. The debriefing process.

### Deliverables:

The Contractor shall be responsible for updating the existing SOPs. The draft version shall be delivered to the TM for review and comments no later than 6 to 7 months into the base period of performance. The final version shall be delivered to the TM for review and comments no later than May 1 of the base year. The SOP may require minor modifications throughout the life of the contract. Also, the SOP should incorporate any <AGENCY> changes in policy/direction that will have a direct correlation to the SOPs, i.e., the electronic submissions, etc. The TM shall be responsible for keeping the Contractor abreast of these changes/decisions in a timely manner.