**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.**

Electronic Document Management System Design Project

Statement of Objectives (SOO)

# Purpose

The <AGENCY> is looking for a contractor to provide a three-tiered solution to help solve the growing challenge of creating, managing, storing, and accessing paper contract files:

## Day-Forward Contract Imaging Solution

Provide a Commercial off the Shelf (COTS) based document imaging solution to scan, index and create searchable PDF documents. The contractor shall provide the option for comprehensive on-site staff training and an option for staff augmentation of an onsite solution for <AGENCY>. See below for more on training. Each contractor folder has a Table of Contents page at the front of it, with an index of documents contained in the folder. <AGENCY> would like to preserve this indexing structure and improve upon it by making the Table of Contents entries hyperlinks that will allow a user to jump to the desired document. This process will support the scanning and indexing of the first four (4) branches within the <AGENCY> and the <AGENCY>Contract Files and Task Order Files, as follows:

* Team 1: R&D for <AGENCY>
* Team 2: ORS & ORF, and Station Support for <AGENCY>
* Team 3: Operation Support
* Team 4: Special Contracting
* Team 5: Acquisition Policy - Team 5 has no documents to be scanned:
* The <AGENCY> Contract Files and Task Order Files.

Trainingshall be provided for both system administrators and end-users for both the Document imaging solution and the hosted SharePoint ECM system in separate training classes. <AGENCY> will require training for up to approximately 3 System Administrators and 5 end users. Training class size can be determined by the contractor, but the class size shall be small enough to allow every student the opportunity to receive "hands-on" training. The training will be conducted on- site and should include a printed guide for each student that can be used for reference once training has been completed.

## Legacy Conversion of / Contract files

Provide onsite conversion of approximately 480,000 contract pages existing in <AGENCY> and <AGENCY>. Using the same process as outlined above, the contractor will provide onsite conversion of all legacy contract files. All equipment including hardware & software will be owned by the contractor to perform this service. The Contractor shall propose a modular document imaging solution that we refer to as “Day Forward”. The purpose of this day forward solution is to accommodate the future scanning requirements of <AGENCY> and <AGENCY>. This solution consists of scanning hardware, capture software, and Electronic Content Management (ECM) System.

## Microsoft SharePoint Electronic Content Management (ECM) System

Provide design, installation, configuration, and ongoing support for a dedicated/hybrid OIT hosted SharePoint ECM. The contractor will provide the analysis, design, and implementation of an OIT hosted (hybrid or dedicated) SharePoint ECM system to host all of the <AGENCY> contract files. The solution must meet specific design criteria of the institute and follow all existing <AGENCY> and Federal Acquisition Regulations (FAR) records management governance, compliance, and security guidelines.

# Scope or Mission:

The <AGENCY> are divided into Five (5) branches and <AGENCY>, the details are shown below.

<AGENCY> manages 5 branches with contract files and requires all files for each of the first (1st) four (4) branches and the <AGENCY> Contract Files and Task Order Files to be scanned and indexed into an electronic document management system. Within each contract, files are grouped by Contract Number, Contractor and Task or Deliver order number (if applicable). Each contractor folder has a Table of Contents page at the front of it, with an index of documents contained in the folder. <AGENCY> would like to preserve this index lookup system and improve upon it by making the Table of Contents entries hyperlinks that will allow a user to jump to the desired document. As part of the contractor’s task, the contractor should assess all of <AGENCY> contract files and produce a project plan that contains a file format analysis, proposes an indexing scheme, defines the process linkages for designing a custom workflow for the document conversion process, and describes the contractor’s quality assurance plan. The project plan should also include milestones and schedules for task completions. <AGENCY> will review and approve this project plan before the contractor continues on with the project.

## Applicable Task Areas

* Task Area 3 - Imaging
* Task Area 6 - Integration Services
* Task Area 8 - Digital Government

# Period and Place of Performance

## Period of Performance

* Base Period = 3 Months XXX
* Option 1 = 3 Months XXX
* Option 2 = 3 Months XXX
* Option 3 = 3 Months XXX

## Place of Performance:

The contractor personnel shall perform at the <AGENCY>, XXX. Unless otherwise approved or requested by the Government Contracting Officer Representative (COR), the government will provide the office space and desk needed to accomplish the tasking. The contractor shall not perform at its own facilities without the advance, written consent of the Government COR. The Contractor shall provide written notice should the performance location have an impact on the contract/task order. The <AGENCY> Point of Contact (POC) is:

XXX

# Background:

The <AGENCY> IT Office began researching options for document imaging services and content management solutions. Areas of interest included: distributed document scanning, content management, document classification, searching, retrieving, and archiving. Significant time is expended in searching through physical folders and notebooks for Contract related information for the four (4) Branches within <AGENCY>and <AGENCY>. Many of the staff members of <AGENCY>, both employees and outside contractors are required to search through the contract files at various times. Some policy compliance activities require page-by-page review of an entire folder, which may entail several thousand pages.

Currently, when there is a need to locate contract information, we physically search for information in numerous notebooks and folders that are stored in various locations. Because of the volume of paper, we often discover missing or misfiled information, causing us to question the data integrity of the file. A large piece of this is our ability to attract and keep a solid customer base. In order to do this, the ability to quickly search, locate and edit content is essential. Automating and expanding the search process will improve our staff’s productivity, eliminate misplacing of files, and will preserve the integrity of the data within the files.

# Performance Objectives:

As part of the contractor’s task, the contractor should assess all of <AGENCY> contract files and produce a project plan that contains a file format analysis, proposes an indexing scheme, defines the process linkages for designing a custom workflow for the document conversion process, and describes the contractor’s quality assurance plan. The project plan should also include milestones and schedules for task completions. will review and approve this project plan before the contractor continues on with the project. The contract type will be Firm Fixed Price.

## Preparation and Scanning:

The Contractor shall prepare documents for image capture, scan, and OCR each page, and reassemble the documents in accordance with the COR’s instructions. Unbound documents may be scanned using a document-feed scanner. Bound documents must be scanned using the open-book technique.

The Contractor shall produce digital image files which may be viewed using Adobe Acrobat Reader. Images will be scanned and then converted to multi-page hidden text searchable PDF files using Optical Character Recognition (OCR) technology with an accuracy level of 99.9 percent on index fields for search and retrieval.

The Contractor shall ensure that image files can be read in correct page sequence from a computer screen in the same manner that a hard copy document would be read page to page. Also, the Contractor shall tag files to ensure that the information is in the correct reading order on each page so as to be read in the proper sequence by assistive technologies (e.g. screen readers) when text appears in linear, columnar, and/or tabular format. Images shall open in Adobe Acrobat Reader at 100% of the actual size as the default, so that the user does not have to enlarge or diminish the image to make it legible.

## OCR and Image Enhancement:

For OCR conversion the Contractor shall use state-of-the-art OCR software and adjust settings to optimize the quality of the files created by this process. The Contractor shall make appropriate use of techniques such as de-speckling and de-skewing, as well as software packages which incorporate voting algorithms to produce the best possible interpretation of recognition results. It may be necessary to process batches of documents through a test procedure prior to commencing production in order to identify optimal software settings. The Contractor shall achieve an accuracy level for OCR conversion of 99.9 percent. Accuracy will be measured by successful retrieval of documents based on a search sampling of the digitized documents. All files created through the OCR process must be compliant with Section 508 of the Rehabilitation Act. This compliance makes it possible to “read” the content using assistive technologies. Additional tagging may be required to resolve issues associated with columnar text or information presented in graphic format.

## System Specifications and Requirements:

The following list describes the requirements of the project:

1. The Contractor shall provide a hardware and software solution to <AGENCY> for creating a digitized document database.
2. The majority of printed documents will have print on only one side (simplex), but some documents may contain information on both the front and back (duplex). A small number of pages may be handwritten.
3. Cleanup of scanned images will be required in some cases. Clean up of scanned images will consist of cropping an image to size, de-skewing, and applying image filters.
4. The Contractor shall design and implement an indexing scheme that will mimic the current manual system so that <AGENCY> users will be able to locate documents in a similar manner to how they manually locate them. This will minimize the learning curve with the new system.
5. The Contractor shall be responsible for scanning and converting all existing contract related documents into PDF format (back file conversion).
6. <AGENCY> personnel must be able to scan and convert all future documents (day forward conversion).
7. There shall be the capability to do full text searches through all of the documents.
8. The Contractor shall perform all of the document conversion work on-site at <AGENCY>.
9. The Contractor shall provide the scanning hardware for their back-file conversion work.
10. The content management solution provided shall be able to integrate with other 3rd party applications to allow for future growth.
11. The Contractor shall export the images to the newly created SharePoint ECM system.
12. The entire system should be scalable. As <AGENCY> grows, the system should be able to handle an increase in the volume of the documents scanned, and an increase in the number of <AGENCY> users.

# Quality Control:

The documents to be scanned and entered into the content management system are all contract related files. As such, it is of the utmost importance that the readability, integrity, and source of all documents be maintained. To insure this, the contractor shall implement a Quality Assurance Plan that will be reviewed and approved by XXX as part of the Project Plan that the Contractor shall present to XXX at the start of this project.

The Contractor shall control the flow of documents through supervision, the use of log sheets, and other procedures. Batches of documents must be controlled so that a particular batch may be immediately retrieved if required. The Contractor shall maintain document integrity throughout the processing cycle and shall preserve the proper collation and integrity of documents and document packets.

The Contractor shall ensure that all documents designated for imaging are in fact imaged and that an orderly flow of documents is maintained throughout the imaging process. The Contractor shall ensure that all document collections are kept secure and will restore them to their original state after imaging.

In order to obtain the optimal image quality and throughput for source documents of differing qualities, the Contractor shall, at a minimum, employ the following techniques:

* Adjust scanner settings to accommodate the characteristics of different publications, as necessary, including page size, font, print quality, level of contrast, and condition of background.
* Ensure that the scanning operator monitors the quality of images as they are created.
* Use target test sheets at the start of all batches of documents, when the type of source documents changes to require new scanner optimization settings, or when a scanning technician suspects hardware inaccuracy. Target test sheets shall measure the scanner performance with regard to grey scales, resolution, continuous tones, precision measurement marks, linearity, rectangularity, scan size, alignment of page, and text characters,
* Use optical lens filters for improved image quality as appropriate.
* Make a visual comparison of sample image prints to the source documents.

## Deliverables/Delivery Schedule:

| **SOO Task Number** | **Deliverable Title** | **Number of Calendar Days After Award** |
| --- | --- | --- |
| 1 | TOM Plan | Draft – TBD  Final - TBD |
| 2 | Day Forward Training | TBD |
| 3 | Electronic Document Mgt System | Sampling to be completed according to Management Plan |
| 4 | Completed Electronic Document Mgt System | TBD – No later than 8 months after award |

## Inspection and Acceptance Criteria:

Pursuant to the inspection clause as provided in the master contract, all work described in the SOO to be delivered under this task order is subject to final inspection and acceptance by an authorized representative of the Government. The authorized representative of the Government is the Government's COR, who is responsible for inspection and acceptance of all services, materials, or supplies to be provided by the Contractor.

The Government shall have a maximum of ten (10) working days from the day the draft deliverable is received to review the document, provide comments back to the Contractor, approve or disapprove the deliverable(s). The Contractor shall have a maximum of five (5) working days from the day comments are received to incorporate all changes and submit the final deliverable to the Government electronically, unless otherwise requested by the Government. The Contractor may assume a deliverable is acceptable if no Government feedback is sent within this time. All days identified below are intended to be workdays unless otherwise specified. Any deliverable or product produced under this contract will be accepted or rejected in writing by the COR. All plans, activities, and printed materials, as well as web-related information, require written approval of the COR.

## Rejected Deliverables:

The <AGENCY> may reject or require correction of any deficiencies found in the deliverables that are contrary to the information contained in the contractor’s accepted proposal. In the event of rejection of any deliverable, the Contractor shall be notified in writing by the COR of the specific reasons why the deliverable is being rejected.

The Contractor shall render invoices upon successful completion and acceptance of the final report, in an original only (i.e., one copy only) to the COR at the address listed:

# Acronym Key:

XXX