

PERFORMANCE WORK STATEMENT (PWS)

Contractor Support of the DISCS Academic Program (Course Design and Development)

PART 1

GENERAL INFORMATION

1. **GENERAL:** This is a non-personnel services contract to provide Contractor Support of the Defense Institute of Security Cooperation Studies (DISCS) Academic Program (Course Design and Development). The Government shall not exercise any supervision or control over the contract service providers performing the services herein. Such contract service providers shall be accountable solely to the contractor who, in turn is responsible to the Government.

1.1 **Description of Services/Introduction:** The contractor shall provide all personnel, equipment, supplies, facilities, transportation, tools, materials, supervision, and other items and non-personal services necessary to perform Contractor Support of the DISCS Academic Program (Course Design and Development) as defined in this Performance Work Statement, except for those items specified as government furnished property and services. The contractor shall perform to the standards in this contract.

1.2 **Background:** DISCS is the Defense Security Cooperation Agency (DSCA) school house for the Security Cooperation Workforce. DISCS's mission is to educate the Security Cooperation Workforce (SCW) to develop and execute innovative Security Cooperation solutions that support mutual United States and partner nation interests. Additionally, the National Defense Authorization Act for fiscal year 2017 mandated that DSCA develop a Security Cooperation Workforce professionalization program that included certification. As DSCA's schoolhouse, DISCS has been tasked with developing new curriculum to support the SCW professionalization effort. In order to contend with a large course workload, heavy travel requirements, and limited instructional staff to meet worldwide (US and International Partners) security assistance and security cooperation education requirements, DISCS has also developed an online learning program that incorporates both asynchronous and synchronous courses delivered through a Learning Management System (LMS). DISCS currently uses Blackboard as its LMS, but that is subject to change. DISCS currently has more than 30 online courses and online learning modules (Learning Guides) available to its students for credit and for performance support to the SCW. DISCS also provides training and education through more than 20 resident (classroom) courses delivered at the DISCS campuses located at Wright-Patterson Air Force Base (WPAFB) and in the National Capital Region (NCR), as well as at CONUS and OCONUS locations. This academic program is expanding and DISCS is developing more than 19 additional courses (primarily hybrid online and resident), and modifying many of the existing courses.

1.3 **Objectives:** The purpose of this contract is to provide learning design and development services for DISCS courseware. The contractor will work closely with DISCS faculty to design and develop interactive courseware, graphical elements, scenarios, knowledge checks, and interactions for members of the DoD SCW to support new requirements. No contractor proprietary software/hardware will be used, and all materials and software developed (inclusive of source code and source code documentation) under this contract shall become the property of the DoD. The source consists of all course files, graphics original files, video files, etc. No use of cookies, custom code, cloud-based products, or third-party software will be incorporated without DISCS approval.

1.4 **Scope:** Academic Program Support Services. Services include designing and developing interactive courseware, graphical elements, scenarios, knowledge checks, and interactions for members of the DoD SCW to support new requirements.

1.5 **Period of Performance:** The period of performance shall be for one, twelve month base year and four, twelve month option years. The Period of Performance reads as follows:

September 30, 2019 thru September 29, 2020 (Base Year)
September 30, 2020 thru September 29, 2021 (Option Year One)
September 30, 2021 thru September 29, 2022 (Option Year Two)
September 30, 2022 thru September 29, 2023 (Option Year Three)
September 30, 2023 thru September 29, 2024 (Option Year Four)

1.6 General Information

1.6.1 Quality Control: The contractor shall develop and maintain an effective quality control program to ensure services are performed in accordance with this PWS. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The contractor's quality control program is the means by which he assures himself that his work complies with the requirement of the contract. Three copies of a comprehensive written QCP shall be submitted to the Contracting Officer (KO) and Contracting Officer Representative (COR) within five working days when changes are made thereafter. After acceptance of the quality control plan the contractor shall receive the contracting officer's acceptance in writing of any proposed change to his Quality Control (QC) system.

1.6.2 Quality Assurance: The Government shall evaluate the contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan. This plan is primarily focused on what the Government 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).

1.6.3 Inspection and Acceptance: In the absence of other agreements negotiated with respect to time provided for government review, deliverables will be inspected and the contractor notified of the DSCA COR's findings within 15 workdays of normally scheduled review. The DSCA COR will have the right to reject or require correction to any deliverables that do not meet the requirements of the PWS or are found to be contrary to the information contained in the contractor's accepted proposal. In the event of a rejected deliverable, the DSCA COR will notify the contractor in writing describing the specific reasons for why the deliverable has been rejected. The contractor will have ten business days to correct the rejected deliverable and return it to the DSCA COR. Representatives of the Government and the contractor will meet telephonically at a time designated by the Government on a quarterly basis to review performance: to inspect work for compliance with the PWS, the associated contractor proposal, and to accept or reject deliverables completed since the previous review. Quarterly reviews will normally be held at the place of task performance. In the event that the contractor is excused from attending any final review, formal acceptance or rejection of deliverables will be accomplished by mail.

1.6.4 Recognized Holidays: The Government shall not be billed for federal holidays, except when services are required by the Government and with prior approval in writing from the Contracting Officer or the Contracting Officer's Representative (COR). Currently, federal holidays are:

New Year's Day	Labor Day
Martin Luther King Jr.'s Birthday	Columbus Day
President's Day	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

1.6.5 Hours of Operation: The contractor is responsible for conducting business, between the hours of 8:00am to 5:00pm Monday thru Friday except Federal holidays or when the Government facility is closed due to local or national emergencies, administrative closings, or similar government directed facility closings. 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 the Government

facility is not closed for the above reasons. When hiring personnel, the contractor shall keep in mind that the stability and continuity of the workforce are essential.

1.6.6 Place of Performance: The work to be performed under this contract will be performed at the contractor's site and at DISCS, Building 52, Wright-Patterson AFB OH 45433, subject to space constraints. Periodic telework, coordinated with DISCS, is possible.

1.6.7 Type of Contract: The Government will award a labor hour contract with a reimbursable (time & material) travel and ODC CLIN.

1.6.8 Security Requirements: This section shall be considered a supplement to Block 13 of the Government provided DD Form 254 (Attachment 10), Contract Classification Specification. The contractor must have and maintain a SECRET Facility Clearance. The contractor shall have a SECRET facility clearance by the date of proposal submission. Contractor personnel performing work under this contract at DISCS full-time or near full-time must have a SECRET clearance at time of the proposal submission and must maintain the level of security required for the life of the contract. Those performing work off-site do not require a SECRET clearance.

1.6.8.1 Physical Security: The contractor shall be responsible for safeguarding all government property provided for the contractor's use. Government facilities, property, and materials shall be protected in accordance with government security procedures. The Government will provide contractor personnel with appropriate identification badges that allow access to the facility for the period of performance of the contract. The contractor shall ensure that access badges are surrendered to government security personnel when contractor employees no longer require continuous access to the Government's facility, at the end of the contract's period of performance or at the request of the Government's security personnel. Upon completion or termination of the contract, all badges will be returned to the Contract Administrator or government security personnel prior to the final invoice being paid. The contractor shall immediately report the occurrence of a lost access badge to the Contracting Officer Representative (COR), or other government security personnel. Personnel shall adhere to the Privacy Act, Title 5 of the U.S. Code, Section 522a and applicable agency rules and regulations.

1.6.8.2 Key Control: The contractor shall establish and implement methods of making sure all keys/key cards issued to the contractor by the Government are not lost or misplaced and are not used by unauthorized persons. NOTE: All references to keys include key cards. No keys issued to the contractor by the Government shall be duplicated. The contractor shall develop procedures covering key control that shall be included in the Quality Control Plan. Such procedures shall include turn-in of any issued keys by personnel who no longer require access to locked areas. The contractor shall immediately report any occurrences of lost or duplicate keys/key cards to the Contracting Officer.

1.6.8.2.1. In the event keys, other than master keys, are lost or duplicated, the contractor shall, upon direction of the Contracting Officer, re-key or replace the affected lock or locks; however, the Government, at its option, may replace the affected lock or locks or perform re-keying. When the replacement of locks or re-keying is performed by the Government, the total cost of re-keying or the replacement of the lock or locks shall be deducted from the monthly payment due the contractor. In the event a master key is lost or duplicated, all locks and keys for that system shall be replaced by the Government and the total cost deducted from the monthly payment due the contractor.

1.6.8.2.2. The contractor shall prohibit the use of government issued keys/key cards by any persons other than the contractor's employees. The contractor shall prohibit the opening of locked areas by contractor employees to permit entrance of persons other than contractor employees engaged in the performance of assigned work in those areas, or personnel authorized entrance by the Contracting Officer.

1.6.8.3 Lock Combinations: If applicable, the contractor shall establish and implement methods of ensuring that all lock combinations are not revealed to unauthorized persons. The contractor shall ensure that lock combinations are changed when personnel having access to the combinations no longer have a need to know such combinations. These procedures shall be included in the contractor's Quality Control Plan.

1.6.9 Post Award Conference/Periodic Progress Meetings: The contractor agrees to attend any post award conference convened by the contracting activity or contract administration office in accordance with Federal Acquisition Regulation Subpart 42.5. The contracting officer, Contracting Officers Representative (COR), and other government personnel, as appropriate, may meet periodically with the contractor to review the contractor's performance. At these meetings the contracting officer will apprise the contractor of how the Government views the contractor's performance and the contractor will apprise the Government of problems, if any, being experienced. Appropriate action shall be taken to resolve outstanding issues. These meetings shall be at no additional cost to the Government.

1.6.10 Contracting Officer Representative (COR): The (COR) will be identified by separate letter. The COR monitors all technical aspects of the contract and assists in contract administration. The COR is authorized to perform the following functions: assure that the contractor performs the technical requirements of the contract; perform inspections necessary in connection with contract performance; maintain written and oral communications with the contractor concerning technical aspects of the contract; issue written interpretations of technical requirements, including government drawings, designs, specifications; monitor contractor performance and notifies both the Contracting Officer and contractor of any deficiencies; coordinate availability of government furnished property, and provide site entry of contractor personnel. A letter of designation issued to the COR, a copy of which is sent to the contractor, states the responsibilities and limitations of the COR, especially with regard to changes in cost or price, estimates or changes in delivery dates. The COR is not authorized to change any of the terms and conditions of the resulting order.

1.6.11 Key Personnel: The following personnel are considered key personnel by the Government: Program Manager and LMS Technical Assistant. Qualifications for all key personnel are as follows:

1.6.11.1 Program Manager: This person shall perform work at DISCS on a full-time or nearly full-time basis in order to coordinate closely with DISCS personnel and manage contractor personnel. A Secret Clearance or Interim Secret will be required. Responsibilities for this position include, but are not limited to, assisting DISCS subject matter experts (SMEs) in the design and development of course content for both classroom and online delivery methods utilizing Instruction Systems Design (ISD) principles, and managing contractor efforts pertaining to deliverables. The person shall be furnished a work space and a government computer for management purposes, and must obtain a CAC and maintain eligibility for a government computer account on the Air Force Network (AFNET). This position requires the following skills, education/training and experience:

Required skills:

1. Ability to manage a cross functional team for adult learning design and development in an agile development environment including rapid authoring and complex multi-media modalities.
2. Experience in Instructional System Design to include a strong working knowledge of the concepts of immersion and scenario-based training.
3. Direct experience working collaboratively with client organization and staff.
4. Previous experience leading projects in the design and development of education and/or training.
5. Minimum four years' experience in leading/managing full spectrum learning design and development.
6. Demonstrated experience working with the security cooperation community.
7. Experience in Instructional System Design, eLearning development and/or experience with an LMS (preferably Blackboard), and military or DoD formal school/training experience.
8. Bachelor's degree in a relevant field.

1.6.11.2 LMS Technical Assistant: This person shall perform work at DISCS on a full-time or near full-time basis in order to coordinate closely with DISCS instructors, to manage the LMS requirements of the instructors' courses, and to respond to student issues that occur primarily during the first day or two of the

resident portions of the courses. A Secret Clearance or Interim Secret will be required. The person will be furnished with a work space and a government computer, and must obtain a CAC and maintain eligibility for a government computer account on the AFNET. Remote work (teleworking) may be authorized by the contractor Program Manager when it is reasonable and does not impact DISCS operations. The assigned individual shall have the following skills, education/training and experience.

Required skills:

1. Demonstrated proficiency in LMS administration (specifically Blackboard administration).
2. Experience with Blackboard version 9.
3. Minimum of four years in LMS administration.
4. Demonstrated experience providing customer technical assistance and troubleshooting service.
5. Software application experience with: Blackboard, Adobe Creative Cloud (Flash, Dreamweaver, Fireworks and/or Photoshop), Adobe Captivate, and Microsoft Office products (Word, PowerPoint).
6. Minimum of an Associate's degree in computer science or a similar field.

All overtime, which is defined as hours worked over 40 hours in any work week, for key personnel positions shall be approved in advanced by the COR.

1.6.12 Other Labor Categories – Minimum Qualifications: The following personnel are not considered key personnel: Instructional System Designers, eLearning Developer/Technologist and Visual Designer. The minimum qualifications for these positions are as follows:

1.6.12.1 Instructional System Designers: The responsibilities in this category include assisting DISCS subject matter experts in the design and development of course content for both classroom and online delivery methods utilizing ISD principles. Personnel performing these duties will be required to be on site periodically and, as necessary, to work with DISCS personnel while developing curriculum and courses. These personnel will not be furnished a government computer and will not be required to obtain a CAC or

maintain an AFNET account. These individuals shall have the following skills, education/training and experience.

Required skills:

- Demonstrated mastery of the ADDIE (analysis, design, development, implementation, evaluation) process and other core ISD essentials including learning theories, assessment strategies, and evaluation models.
- Proven ability to:
 - Collaborate with SMEs to define and analyze learning objectives and needed outcomes;
 - Lead course design and the development of applying advanced instructional strategies; and,
 - Design courses with scenario-based or experiential learning activities using the latest rapid-development applications consistent with DISCS practices.
- Previous experience designing scenarios and/or simulations and have a firm grasp of the concepts of immersion and engagement.
- Formal certification in a recognized instructional design program or education degree with ISD course work.
- Bachelor's degree from an accredited institution in the field of adult education and two years' experience.

1.6.12.2 eLearning Developer/Technologist: The assigned individuals will rarely be required to be on site. These personnel will not be furnished a government computer and will not be required to obtain a CAC or maintain an AFNET account. The assigned individuals shall have the following skills, education/training and experience.

Required skills:

- Proven ability to work in a team environment.
- Experience working with Instructional System Designers and SMEs to develop courseware content.
- Demonstrated ability to develop interactive content that takes advantage of advanced instructional strategies including experiential learning activities.
- Experience in:
 - Prototyping interactive learning exercises in an iterative style to solidify the final design and produce a polished final product;
 - Delivering content containing varied multimedia including audio, video, animations, and interactive exercises;
 - Using the latest development applications, consistent with DISCS practices, and producing content within standardized courseware templates provided by DISCS;
 - Converting content to SCORM compliance to interface with DISCS LMS (currently Blackboard).
- Experience with core software applications including: Adobe Creative Cloud (Photoshop, Illustrator, Audition), Adobe Captivate, and HTML5.
- Experience designing scenarios and/or simulations for education or training.
- Understanding of the concepts of immersion and engagement.
- Certificate of completion for training in the core software applications and a minimum of two years' experience working with the core software applications.
- Bachelor's degree in computer science or similar field.
- Background in Instructional Systems Design.

1.6.12.3 Visual Designer: The assigned individuals will rarely be required to be on site. These personnel will not be furnished a government computer and will not be required to obtain a CAC or maintain an AFNET account. The assigned individuals shall have the following skills, education/training and experience.

Required skills:

- Proven ability to work in a team environment with Instructional Systems Designers and learning developers providing graphical strategy, design, and content development for online courseware.
- Extensive graphic arts and animation experience and capabilities.
- Core software applications experience with: Adobe Creative Cloud (Photoshop, Illustrator, Audition), Adobe Captivate, and HTML5.
- Experience designing scenarios and/or simulations for education or training.
- A certificate of completion for training in the core software applications and a minimum of two years' experience working with these core software applications.

All overtime for non key personnel positions shall be approved in advanced by the COR.

1.6.13 Identification of Contractor Employees: All key personnel attending meetings, answering government telephones, and working in other situations where their contractor status is not obvious to third parties are required to identify themselves as such to avoid creating an impression in the minds of members of the public that they are government officials. They must also ensure that all documents or reports produced by contractors are suitably marked as contractor products or that contractor participation is appropriately disclosed.

1.6.14 Contractor Travel: Contractor will be required to travel within CONUS during the performance of this contract to attend meetings, conferences, and training. The contractor may be required to travel to off-site training locations and to ship training aids to these locations in support of this contract. Contractor will be authorized travel expenses consistent with the substantive provisions of the Federal Travel Regulation (FTR) and the limitation of funds specified in this contract. All travel requires government approval and authorization by the DSCA COR or KO in advance. The contractor shall be reimbursed for actual allowable, allocable, and reasonable travel costs incurred during performance of this effort in accordance with the FAR 31.205-46 "Travel Costs." Requests for approval of costs in excess of maximum per diem rates in accordance with the procedures contained in FAR 31.205-46(a)(3) must be submitted to the COR for final approval prior to commencement of travel. The contractor shall provide at least two quotes for all travel related expenses.

1.6.15 Other Direct Costs: All materials purchased by the contractor for the use or ownership of the Government, become the property of the Government. Materials may include hardware and software necessary to support the implementation of the contract, such as licenses, hardware, etc. The contractor, in the monthly progress report, shall document the transfer of materials. No purchases are to be made without the written authorization of the DSCA COR. All purchases require at least two quotes and shall be approved by the COR before any cost incurred. Any IT licensing fees incurred under this category shall requires KO approval in addition to COR approval prior to authorization for reimbursement.

1.6.16 Data Rights: The Government has unlimited rights to all documents/material produced under this contract. All documents and materials, to include the source codes of any software, produced under this contract shall be Government owned and are the property of the Government with all rights and privileges of ownership/copyright belonging exclusively to the Government. These documents and materials may not be used or sold by the Contractor without written permission from the Contracting Officer. All materials

supplied to the Government shall be the sole property of the Government and may not be used for any other purpose. This right does not abrogate any other Government rights.

1.6.17 Organizational Conflict of Interest: 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 Organizational Conflict of Interests (OCI) as defined in FAR Subpart 9.5. The contractor shall notify the Contracting Officer 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 Contracting Officer to avoid or mitigate any such OCI. The contractor's mitigation plan will be determined to be acceptable solely at the discretion of the Contracting Officer and in the event the Contracting Officer unilaterally determines that any such OCI cannot be satisfactorily avoided or mitigated, the Contracting Officer may affect 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.

1.6.18 Phase In Period: To minimize any decrease in productivity and to prevent possible negative impacts on additional services, the Contractor shall have personnel on board during the first thirty days of the base period of performance. During the Phase In period, the Contractor shall become familiar with the performance requirements in order to commence full performance of services on the contract start date.

PART 2
DEFINITIONS & ACRONYMS

2. DEFINITIONS AND ACRONYMS:

2.1. DEFINITIONS:

2.1.1. **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.

2.1.2. **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.

2.1.3. **CONTRACTING OFFICER'S REPRESENTATIVE (COR).** An employee of the U.S. Government appointed by the contracting officer to administer the contract. Such appointment shall be in writing and shall state the scope of authority and limitations. This individual has authority to provide technical direction to the contractor as long as that direction is within the scope of the contract, does not constitute a change, and has no funding implications. This individual does NOT have authority to change the terms and conditions of the contract.

2.1.4. **DEFECTIVE SERVICE.** A service output that does not meet the standard of performance associated with the Performance Work Statement.

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

2.1.6. **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.

2.1.7. **PHYSICAL SECURITY.** Actions that prevent the loss or damage of Government property.

2.1.8. **QUALITY ASSURANCE.** The Government procedures to verify that services being performed by the contractor are performed according to acceptable standards.

2.1.9. **QUALITY ASSURANCE Surveillance Plan (QASP).** An organized written document specifying the surveillance methodology to be used for surveillance of contractor performance.

2.1.10. **QUALITY CONTROL.** All necessary measures taken by the contractor to assure that the quality of an end product or service shall meet contract requirements.

2.1.11. **SUBCONTRACTOR.** One that enters into a contract with a prime contractor. The Government does not have privity of contract with the subcontractor.

2.1.12. **WORK DAY.** The number of hours per day the contractor provides services in accordance with the contract.

2.1.13 **WORK WEEK.** Monday through Friday, unless specified otherwise.

2.2. ACRONYMS:

CONUS

Continental United States (excludes Alaska and Hawaii)

COR	Contracting Officer Representative
DD254	Department of Defense Contract Security Requirement List
DFARS	Defense Federal Acquisition Regulation Supplement
DOD	Department of Defense
FAR	Federal Acquisition Regulation
KO	Contracting Officer
OCI	Organizational Conflict of Interest
OCONUS	Outside Continental United States (includes Alaska and Hawaii)
ODC	Other Direct Costs
POC	Point of Contact
PRS	Performance Requirements Summary
PWS	Performance Work Statement
QASP	Quality Assurance Surveillance Plan
QCP	Quality Control Program

PART 3
GOVERNMENT FURNISHED PROPERTY, EQUIPMENT, AND SERVICES

3. GOVERNMENT FURNISHED ITEMS AND SERVICES:

3.1. Services: The Government shall make reasonable effort to make available subject matter experts and DISCS Courses to work with the contractor as necessary. The Government POC shall coordinate with other government agencies as necessary. DISCS, in consultation with the contractor, shall provide a project plan outlining the goals and objectives of the project, milestones, and final deliverables within 15 days of the start of each new project.

3.2 Facilities: The Government will provide the necessary workspace for the contractor staff to provide the support outlined in the PWS to include desk space, telephones, computers, and other items necessary to maintain an office environment.

3.3 Utilities: The Government will provide office space. The contractor shall instruct employees in utilities conservation practices. The contractor shall be responsible for operating under conditions that preclude the waste of utilities.

3.4 Equipment: The Government will provide equipment (phone, desktop computer, paper products, copying/fax capability, etc. on space available basis) as specified in the Key Personnel section of the PWS. The Government will furnish Government developed software to support on site contractor personnel assigned under this contract.

3.5 Materials: The Government will, as needed, provide Standard Operating Procedures and Policies.

PART 4
CONTRACTOR FURNISHED ITEMS AND SERVICES

4. CONTRACTOR FURNISHED ITEMS AND RESPONSIBILITIES:

4.1 General: The contractor shall furnish all supplies, equipment, facilities and services required to perform work under this contract that are not listed under Part 3 of this PWS.

4.2 Secret Facility Clearance: The contractor shall possess and maintain a SECRET facility clearance from the Defense Security Service. The contractor's employees, performing work in support of this contract shall have been granted a SECRET security clearance from the Defense Industrial Security Clearance Office. The DD254 is attached.

4.3. Materials/Equipment: The contractor shall provide all labor, materials, and computer systems and software necessary to accomplish assigned tasks by personnel who are performing duties at contractor site.

PART 5
SPECIFIC TASKS

5. Specific Tasks:

5.1. Basic Services. The contractor shall provide services for academic program support services.

5.2. Task 1: The contractor shall work in coordination with DISCS faculty and staff or other SMEs within the SCW identified by DISCS to develop training packages targeting different aspects of security cooperation. Additionally, the contractor will design course content to support DISCS SCW certification efforts. Contractor shall perform these and additional related tasks in coordination with DISCS leadership. The contractor shall provide interactive courses utilizing DISCS standards (as provided) within the currently developed template/shell in place unless otherwise approved. The contractor shall perform all testing on the DISCS LMS (currently Blackboard) with final acceptance testing by the DISCS client.

5.3 Task 2: The contractor shall work in coordination with DISCS faculty to employ ISD principles based on the ADDIE model and the Government Instructional Systems Design process. The contractor shall gather requirements and coordinate with designated subject matter experts for each course and develop design storyboards for approval prior to development. DISCS will provide lesson goals, lesson objectives, and learning objectives to support courseware. The contractor may also coordinate with DISCS to develop lesson goals, lesson objectives and learning objectives to support courseware.

5.4. Deliverables and Reports

5.4.1 Progress Report: All official documents and deliverables described in this PWS, and any subsequent amendments or modifications, shall be submitted in writing and electronically, on the prime contractor's letterhead. The contractor shall develop and submit to DISCS the following documentation to include, but not limited to:

5.4.2 Monthly Activity Report. This report shall document the contractor's activities during the period. It will be due no later than (NLT) the fifth business day of the following month.

5.4.3 Monthly Disbursement Report - Indirect support. This report shall document all financial aspects of the contractor's performance during the period and shall include but is not limited to a detailed explanation/listing of labor hours budgeted and expended, and ODC expenditures. The monthly Disbursement Report shall be provided NLT the tenth business day of the following month.

5.5 Delivery Instruction:

5.5.1 All deliverables shall be delivered to the DSCA COR no later than the date specified in this PWS. Deliverables are to be transmitted in hard copy and electronically, with a cover letter, on the prime contractor's letterhead, describing the contents.

PART 6
APPLICABLE PUBLICATIONS

6. APPLICABLE PUBLICATIONS (CURRENT EDITIONS)

6.1. The contractor must abide by all applicable regulations, publications, manuals, and local policies and procedures.

PART 7
ATTACHMENT/TECHNICAL EXHIBIT LISTING

7. Attachment/Technical Exhibit List:

- 7.1. Attachment 1/Technical Exhibit 1 – Performance Requirements Summary
- 7.2. Attachment 2/Technical Exhibit 2 – Deliverables Schedule
- 7.3. Attachment 3/Technical Exhibit 3 – Estimated Workload Data

TECHNICAL EXHIBIT 1

Performance Requirements Summary

The contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success.

Performance Objective	Standard	Performance Threshold	Method of Surveillance
PRS # 1. The contractor shall convert existing online course content from current template to new template as approved by DISCS. Ref: Part 5, Task 1	100% of the content converted.	1% deviation from standard.	Validated by Director of Academic Technology, Director of Curriculum Development, Online Learning Coordinator, or COR.
PRS # 2 Maintain and enhance existing course content to ensure it is interactive and visually appealing per current industry standards. Ref: Part 5, Task 1	100% of the content converted.	1% deviation from standard.	Validated by Director of Academic Technology, Director of Curriculum Development, Online Learning Coordinator, or COR.
PRS # 3 Conduct an analysis of existing resident and nonresident courses using ISD principles to identify areas of improvement within DISCS course content. Assist DISCS faculty in implementing suggested improvements. Ref: Part 5, Task 2	100% of the requested service is completed.	1% deviation from standard.	Validated by Director of Academic Technology, Director of Curriculum Development, Online Learning Coordinator, or COR.
PRS # 4 Provide technical support to students regarding LMS to include resolving issues related to certificates, quizzes, login problems, course access, and others issues as deemed essential by the DISCS Director of Online Learning. Ref: Part 5, Task 1	100% of the requested service is completed.	1% deviation from standard.	Validated by Director of Academic Technology, Director of Curriculum Development, Online Learning Coordinator, or COR.
PRS # 5 Provide support to faculty for developing new courseware to include Instructional Design, Graphics Design, LMS setup and development of all course materials in coordination with faculty. Ref: Part 5, Task 1 and 2	100% of the requested service is completed.	1% deviation from standard.	Validated by Director of Academic Technology, Director of Curriculum Development, Online Learning Coordinator, or COR.

<p>PRS # 6 Prepare and submit monthly course survey reports to the DISCS Director of Academic Technology and any other designated faculty or staff.</p> <p>Ref: Part 5, Task 1</p>	<p>100% of the requested service is completed.</p>	<p>1% deviation from standard.</p>	<p>Validated by Director of Academic Technology, Director of Curriculum Development, Online Learning Coordinator, or COR.</p>
<p>PRS # 7 Deliverables</p> <p>Ref: Technical Exhibit 2: Deliverables Schedule</p>	<p>Develop and submit all required deliverables.</p> <p>Performance is acceptable when: 90% of deliverables requirements are met and received on time and the critical information is accurate.</p>	<p>Zero deviation from standard.</p>	<p>Validated by Director of Academic Technology, Director of Curriculum Development, Online Learning Coordinator, or COR.</p>

TECHNICAL EXHIBIT 2

DELIVERABLES SCHEDULE

<u>Deliverable</u>	<u>Frequency</u>	<u># of Copies</u>	<u>Medium/Format</u>	<u>Submit To</u>
Monthly Activity Report	Monthly	One Copy	Contractor Format	Submit to the appointed COR no later than (NLT) the fifth business day of the following month.
Monthly Disbursement Report - Indirect support	Monthly	One Copy	Contractor Format	Submit to the appointed COR NLT the tenth business day of the following month.
All software, source code, source code documentation, printed materials and any other associated media.	Continuous	One Copy	Contractor Format	Submit to the appointed COR continuously throughout the month.
Monthly Course Survey Report	Monthly	One Copy	Contractor Format	Submit to the appointed COR no later than (NLT) the fifth business day of the following month.

TECHNICAL EXHIBIT 3

ESTIMATED WORK LOAD DATA

The data provided below identifies the labor hours which the offeror is required to propose against for the LH CLINs. Any variations to the labor categories and labor hours under the LH CLINs will be viewed as a change to the requirement, and the offeror may be determined to be nonresponsive and ineligible for award.

Program Manager	1820	Hours
Instructional System Designers	9400	Hours
eLearning Developer/Technologist	5420	Hours
Visual Designer	2820	Hours
LMS Technical Assistant	2730	Hours