

# Program Support Center IDIQ Task Order Contracts

Contract # HHSP233201500096I

## SECTION C - DESCRIPTIONS/SPECIFICATIONS/WORK STATEMENT

PROJECT TITLE: "PROGRAM SUPPORT CENTER ID/IQ TASK ORDER CONTRACTS"

### C.1 PURPOSE OF THE CONTRACT

This is an Indefinite Delivery/Indefinite Quantity contract which sets forth the conditions and clauses under which future acquisitions between the parties shall be governed. This contract will be used as a means of providing service to the customers, (i.e. client agencies) of the PSC in an effort to help them achieve their individual agency missions in a timely manner.

### C.2 BACKGROUND

The Program Support Center (PSC), a fee-for-service Government agency, is currently working to expand the services available to the Department and other agencies through the use of Indefinite-Delivery, Indefinite-Quantity (IDIQ) Contracts.

The PSC intends, through this procurement, to increase the number of Contractors and resources available to provide required services, and to enhance our ability to produce quick-turnaround and "real time" information.

### C.3 STATEMENT OF WORK

The Contractor shall furnish all of the necessary personnel, materials, services, and facilities incident to the performance of the work as stated in each individual task order that may be issued under this contract. See Section H.1 for task order procedures.

### C.4 SERVICES TO BE PROVIDED

The services contemplated under this contract include policy assessments/analysis, program assessments, evaluation design studies and data collection, performance measurements, technical assistance/expertise, data analysis and auxiliary/support services which may be necessary to complete a particular project. An individual task order may require services in only one of these activities or a combination of the activities.

#### a. Policy Assessments/Analysis

These studies require analyses of major policy issues receiving active consideration by key Government officials. The policy-oriented information produced by these assessments contributes directly to internal debate on budgetary, legislative and program modification decisions, provides background analysis and support for major administration initiatives and, occasionally, produces the information base for Congressionally-mandated reports.

Policy assessments are focused somewhat broadly and prospectively on emerging issues and changing policy directions. Because timeliness of information is critical to policy assessments, these studies typically require rapid review, abstraction and analysis of current information and existing data bases. The major policy issue may be divided into sets of study questions to be analyzed in a focused and limited fashion throughout subsequent tasks. Analyses may often be iterative, as less fruitful study areas and data sources are eliminated from subsequent analysis. Analysis of policy issues can require the maintenance and further development of policy oriented models that are used in estimating the costs and impacts of policy changes. Systematic and in-depth literature reviews may be required. This work may involve quick turn-around, fact-finding or information gathering and analysis. Discussions with subject matter experts, either in one-on-one settings or as part of a technical expert panel might also be required.

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Typical products may include issue and discussion papers, papers summarizing the state of knowledge or describing the current practice on particular topics; reports summarizing relevant findings and information and identifying current knowledge gaps; and formal briefings for high level policy officials.

Identification of problems in and improvement of policy analysis may also be required. This may include researching and piloting new methods of performing policy analyses to improve their timeliness, reliability, and policy relevance; developing new methods of data collection such as electronic and web-based approaches; supporting work with various agencies to coordinate policy planning; and improving the quality and utility of policy analysis.

### **b. Program Assessments**

These studies focus more narrowly on current programs in an effort to understand outcomes, define issues, or highlight problems and areas for improvement. These studies may be distinctly more management and impact/outcome oriented. The intended uses of program assessments are similar to policy assessments and may include budgetary and legislative decisions as well as program modification or redesign. Program assessments may identify "best practices" in program sites, produce information on program efficiency or impacts/outcomes, and recommend options for program change or subsequent evaluation.

Program assessments may involve analysis of existing data or new data collection. Depending on the extent of data collection, it may require OMB clearance. Undertaking a program assessment may include various activities and methods of data collection. For example, telephone contacts may be used to collect information from project sites or from individuals knowledgeable about the program. Similarly, site visits may be used to obtain information on program performance, to corroborate or correct information from other sources and to determine the feasibility of proposed measures and comparisons. Other potential data collection methods may include web-based surveys or review of program documents.

### **c. Evaluation Design Efforts, Evaluations, and Data Collection**

These studies include efforts develop evaluation designs, as well as undertake actual evaluations. Evaluation design studies involve proposing technical designs (measurements and comparisons) to be used in evaluating a program, and providing recommendations about how best to study a program or intervention. . This information is used by program managers and policymakers to select a design for full-scale evaluation if further program performance information is needed.

Evaluation studies may require that Contractors identify and apply the appropriate evaluation methodologies and research designs needed to test a particular program or answer a specific research question. These studies may occur at the local, regional and national levels. As part of these studies, Contractors may need to construct and field test/validate a survey instrument, compile written survey protocols, train interviewers as necessary, prepare OMB clearance packages for submittal, perform extensive survey related tasks and perform the appropriate survey follow up, analyze data and develop a final report of results and recommendations. Additionally, these studies may require the

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ability to access databases from appropriate sources, construct databases, and consult with experts as required. Contractors may also need to gather qualitative data through such activities as focus groups, facilitated sessions, and use of virtual techniques for data gathering and collaboration.

These studies may also include identifying problems in and improving the quality of evaluations and evaluation systems. Activities may include researching and piloting new methods of collecting data to improve timeliness, reliability, and policy relevance; developing new methods of data collecting such as electronic methods of transmission; working with other organizations to coordinate data collections; and improving the quality and utility of program data collections. Minor Information Technology requirements may be called for under this task such as encoding a survey into electronic format for use of laptop computers by survey personnel in conducting the survey.

### **d. Performance Measurement**

The Government Performance and Results Act (GPRA) stipulates that all Federal agencies implement a performance measurement system that will track agency and program performance over time, using quantifiable indicators. Services to be provided may include reviewing, revising and, in some instances, helping to draft the performance plans for agency programs and linking these performance plans to the agency's strategic plan. Services may also include redesigning and improving the quality of the performance measurement process, performance data, and the system and method by which data are collected. Activities may include the collection and analysis of program performance data; field observation reports; advice concerning improvement of agency performance measurement systems and dissemination of these methods to other government agencies and interested organizations.

### **e. Technical Assistance/Expertise –**

Technical assistance may be provided in many different forms depending on the particular requirements of a given program office, including the development of written materials, training, convening of stakeholders for the purpose of sharing information, and other mechanisms. Generally, the Contractor shall provide or maintain a network of professional consultants and/or identify appropriately qualified experts to provide services on a relatively rapid basis in various program areas as specified by each individual task order.

Services may include technical assistance to grantees and/or program sites in the areas of organization, administration, services provision, and research; and, demonstration and evaluation activities. Grantees are a wide range of public and private organizations at the State and local level. Depending on the program and the requirement, services will vary from technical assistance to State agencies on service delivery systems to technical assistance to small, local non-profit organizations that provide direct services to clients. Government agencies or entities may require technical expertise in the areas of planning activities, evaluations, speeches, reports and policy papers, etc. Individual task orders may require one or a combination of both types of assistance.

Specifically, technical assistance to grantees and/or program sites may include, but is not limited to, the following:

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1. Assessing and assisting in program areas;
2. Designing and implementing a data collection system;
3. Designing and implementing a program evaluation;
4. Developing or improving internal management systems;
5. Developing, installing or improving financial systems and basic accounting methods and financial records;
6. Interpreting audit reports, correcting deficiencies and complying with appropriate program regulations; and,
7. Installing or improving project specific quality assurance systems.

## **f. Data Analysis**

The Contractor shall be able to complete both simple and complex analyses of federally supplied and public access data. Use of STAT, Statistical Package for the Social Sciences (SPSS), Statistical Analysis System (SAS) and other analytic tools may be required. Tasks will vary from the straightforward to complex statistical analyses, such as those involving the estimation of multivariate models. Typically these tasks will involve short deadlines. Analyses may include cross-tabulations, calculations, or reliability and validity, sample selection, power analyses, trends, projections, estimates, calculations of sample sizes, and the preparation of narrative materials, graphs, charts, overheads and PowerPoint demonstrations suitable for clearance and distribution. For some projects, such as those using models, knowledge of C++ or other high level programming languages may be required. In addition, knowledge of software programs such as ActivePerl, GZIP, PHP, MySQL may be required.

## **g. Auxiliary/Support Services**

The following services may be required in support of the above mentioned activities but not as independent task orders.

1. Translation and Interpretation. Services may be required for the translation of written documents and verbal communications to and from various languages. This may also include adaptation for the disabled such as Teletype (TTY), sign language, etc. The Contractor shall assist Government staff, as necessary, by providing, installing and printing specialized fonts or templates necessary for various languages.

2. Website Support Work. Services may include both design and maintenance of Government web sites. The Contractor shall manipulate and convert documents provided from various sources and in various formats. Services must comply with the Department and Government standards (i.e. 508 Compliance) and server compatibility, which may involve liaison work with the Government's technical representatives. Website support services may also include technical assistance for existing web sites previously designed and produced by the Government agency.

3. Production and Distribution of Publications. Services may include design, layout, word processing, copy-editing and photocopying of reports, materials, brochures, or other printed or electronic materials. Graphic services, including those of graphic artists, may also be required for the preparation of graphs based on the analysis of technical data and in the preparation of flyers, posters, pamphlets, covers, logos, and promotional materials. All services shall comply with agency and Departmental

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standards and requirements, which may involve liaison work with agency representatives, writers, graphic designers, and the Government Printing Office (GPO). GPO requirements may also necessitate the Contractor working with the agency for printing, duplication and/or publication of materials through GPO.

### C.5 LABOR CLASS DEFINITIONS

Substituting education for experience and vice versa may be considered at the task order level at the discretion of the task order contracting officer.

**Class I:** Senior management personnel, normally holding an advanced degree, with a minimum of ten (10) years experience in conducting policy/program research, data analysis, evaluation studies and/or providing technical assistance to clients of which at least five (5) years experience has been in a senior management position or the administration of **Policy Assessments/Analysis; Program Assessments;**

**Evaluation Design Studies And Data Collection; Performance Measurements; Technical Assistance/Expertise; Data Analysis; Auxiliary/Support Services** as appropriate; corporate level management experience that reflects an ability to command organizational resources and direct staff within the broader organization.

**Class II:** Associate management or technical personnel, normally holding an advanced degree, with a minimum of five years experience in conducting **Policy Assessments/Analysis; Program Assessments; Evaluation Design Studies And Data Collection; Performance Measurements; Technical Assistance/Expertise; Data Analysis; Auxiliary/Support Services**, as appropriate.

**Class III:** Intermediate technical personnel, normally holding a BS or BA degree and at least three years experience in technical activities related to **Policy Assessments/Analysis; Program Assessments; Evaluation Design Studies And Data Collection; Performance Measurements; Technical Assistance/Expertise; Data Analysis; Auxiliary/Support Services**, as appropriate. The individual is capable of carrying out independent assignments with minimum supervision or acting as leader of small projects. Includes specialists in computer programming, survey design, etc.

**Class IV:** Junior analysts, normally holding a BS or BA degree, with three years or less experience in technical areas. Includes research assistants and junior personnel who regularly assist analysts and specialists on routine technical work, such as data collection.

**Class V:** Other technical staff such as editors, etc.

**Class VI:** Clerical/Administrative

### C.6 GOVERNMENT FURNISHED PROPERTY

The Contractor shall provide all equipment necessary for performance of this contract. The Government may provide Government property to the Contractor for use in the performance of task orders on a case by case basis. The property shall be used and maintained by the Contractor in accordance with the HHS Contractors' Guide for Control of Government Property. The Contractor shall be responsible and accountable for all government property; either furnished or acquired, and also is required to keep the Government's official records of Government property in their possession and control.

### C.7 PERFORMANCE STANDARDS

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Performance standards for task orders issued under this contract will be contained in the individual task orders.