



Statement of Work

Title: INSTRUCTIONAL DESIGN SUPPORT

Revision Number: 0

Date: August 16, 2016

**Statement of Work for
INSTRUCTIONAL DESIGN SUPPORT**

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<i>APPROVALS</i>	<i>PRINT NAME</i>	<i>SIGNATURE</i>
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* Approval for Technical Content



1.0 INTRODUCTION / BACKGROUND

HAMMER provides world class performance-based training to DOE Hanford Contractors and their subcontractors, the DOE enterprise, Federal and military organizations, and other regional and government agencies and stakeholders.

The Subcontractor is required to provide staff augmentation support as set forth herein:

2.0 OBJECTIVE

The HAMMER facility requires a Subcontractor to provide temporary, full-time instructional design support.

MSA/HAMMER is committed to providing support and services that provide effective interactive adult learning using multiple modalities to achieve course objectives.

The position may also perform evaluations to achieve cost containment, training quality monitoring and development of strategies to improve existing training performance.

3.0 DESCRIPTION OF WORK – SPECIFIC

Subcontractor shall provide one temporary, full-time personnel to provide instructional design support.

It is estimated that this support will average 40 hours per week. The position is estimated to be a 1 year, full-time assignment with an option to extend on an annual basis.

The position shall provide instructional design support. The individual shall support individual task managers and the Conduct of Training Manager in evaluating training options and development of training materials. Tasks will include completion of the Systematic Approach to Training (SAT) as described in DOE Orders and Handbooks, development of adult interactive training using multiple modalities, and upgrades to existing training materials to improve adult learning and retention.

The individual shall be familiar with DOE and DOE safety and health training programs. The individual will be required to interface with workers, subject matter experts, and management to accomplish assigned tasks. A key role provided by the candidate is delivering improved adult interactive safety and health training materials.

Subcontractor shall provide approved personnel to support the Instructional Design effort. The successful applicant will be able to plan, analyze, design, develop, implement and evaluate training materials. This position is expected to perform specific design and development tasks including but not limited to:

- Safety and Organizational Culture Training Support



- Reciprocity and training quality improvement in the enterprise
- Collaboration with other DOE Sites and Review of Best Practices Support
- Alignment of business processes
- Assist in implementation of Vision Software
- Travel will occur at times for up to 5 days per trip.
- Perform analysis to identify desired learning outcomes
- Develop objectives
- Create hands-on exercises utilizing technical course content
- Write lesson plans and test questions
- Specify media
- Conduct pilot sessions and training of instructors

The Subcontractor may be asked to provide support to activities including but not limited to:

- Review existing course content and presentations and make improvement recommendations
- Develop metrics to evaluate pre- and post- training impact over time
- Facilitate and participate in safety and organizational culture course development
- Support gap training development
- Develop leading and lagging indicators for safety training courses

It is desired that the individual being considered have experience in technical and DOE activities as well as knowledge of DOE sites and in particular the Hanford Site which will improve the ability of the individual to complete the necessary activities. The individual's role will be to access existing training course materials to identify potential improvements and then coordinate with instructional development, graphic, WEB, Subject Matter Experts (SME), and management to select the desired improvements and implement the necessary revisions. Written status reports will be required for assigned tasks on a weekly basis.

It is important that the applicant has the ability to conceptualize and design interactive activities for courses as well have excellent collaboration skills. The applicant will be required to transform complex, technical topics and materials into engaging and effective courses that touch multiple learning modalities. The ability to work on multiple projects simultaneously while meeting project quality expectations and schedule commitments is a must, as are exceptional verbal and written communication skills.



4.0 QUALIFICATIONS

Subcontractor shall ensure that its personnel meet and maintain the appropriate training, qualifications, and certification requirements as applicable.

5.0 REQUIREMENTS

General

Subcontractor shall operate to MSA policies, procedures, and processes. MSA will supervise and direct the day to day work activities of the Subcontractor's personnel.

For any work performed on the Hanford Site or any MSA controlled facility, the provisions of the On-Site Services Special Provisions, will apply to Subcontractor personnel.

Required Qualifications:

- Bachelor's degree or an equivalent combination of education and experience.
- Thorough understanding of a systematic approach to training such as the Analysis, Design, Development, Implementation and Evaluation (ADDIE) process.
- Demonstrated competency to communicate technical topics and terms effectively to the end-user.
- Ability to transform complex, technical topics and materials into engaging and effective training that touches multiple learning modalities.
- Ability to work on multiple projects simultaneously. Experience in managing and coordinating projects meeting quality standards and deadlines.
- Excellent verbal and written communication skills.
- Working knowledge of Microsoft Office Word, PowerPoint and Excel.

Desired Qualifications:

- Ability to work well in a team environment.
- Ability to work well with a diverse population.
- Excellent collaboration skills.
- Knowledgeable of current and emerging instructional technologies and design.
- Hanford experience.
- Strong proofing and editing skills
- Five years or more of occupational experience in training and/or education or an advanced degree (master's degree or higher.)
- Working knowledge of Storyline web-based training development software.
- Working knowledge of VISION software.



5.1 Engineering Requirements

No engineering requirements identified.

5.2 Environmental, Safety, & Health Requirements

The Subcontractor shall perform work safely, in a manner that ensures adequate protection for employees, the public, and the environment, and shall be accountable for the safe performance of work. The Subcontractor shall comply with, and assist the Buyer in complying with environmental and safety requirements of all applicable laws, regulations and directives.

The Subcontractor shall exercise a degree of care commensurate with the work and the associated hazards. The Subcontractor shall ensure that management of environmental and safety functions and activities is an integral and visible part of the Subcontractor's work planning and execution processes. As a minimum, the Subcontractor shall:

- Thoroughly review the defined scope of work;
- Identify hazards and environmental and safety requirements;
- Analyze hazards and implement controls;
- Perform work within controls; and
- Provide feedback on adequacy of controls and continue to improve safety management.

The Subcontractor shall flow down all environmental and safety requirements to the lowest tier Subcontractor performing work on the Hanford site commensurate with the risk and complexity of the work.

5.3 Quality Assurance Requirements

No quality assurance requirements identified.

5.4 Government Property



There is no government property to be managed by the Subcontractor. Buyer will provide assigned Subcontractor personnel access to a personal computer to perform the work while at HAMMER.

6.0 PERSONNEL REQUIREMENTS

6.1 Training

A. Hanford site-specific general training requirements to safely perform this work will be designated by the Buyer's Technical Representative (BTR).

B. The following types of training qualifications are required:

- Hanford General Education Training (HGET)/MSA General Education Training (MGET) is required.
- Other site specific training may be required as determined during performance of this scope of work.

6.2 Security and Badging Requirements

A. For any on site work, see Special Provisions – On-Site Services for details.

B. The Subcontractor shall wear a Buyer-issued security badge identifying themselves. A minimum of two working days advance notice is needed for site badging.

C. Subcontractor employees will be required to submit to vehicle searches and not personally carry or transport certain prohibited articles.

6.3 Work Location/Potential Access Requirements:

This work scope shall be completed at the HAMMER Facility. The work to be completed at the HAMMER Facility will be performed in an office environment/conference/class room.

No special access requirements or hazardous conditions exist at the HAMMER facility. Any special requirements for the HAMMER facility are to be coordinated with the BTR.

6.4 Site Access and Work Hours

Hanford personnel at the Hanford Site work a standard 4/10 schedule. The standard work week consist of ten (10) hours of work between 6:00 am and 4:30 pm, with one-half hour designated as an unpaid period for lunch, Monday through Thursday.



Work performed outside normal operating hours shall be coordinated and/or approved through the BTR and/or the Contract Specialist prior to performing the work.

7.0 MEETINGS, SUBMITTALS

Subcontractor shall participate in all meetings as required by the Buyer's Technical Representative (BTR).

8.0 SCHEDULE REQUIREMENTS

8.1 Schedule

Start date: Upon Award

Completion date: September 30, 2017*

*With an option to extend on an annual basis.