



Mission Support Alliance

Statement of Work

Title: Learning Management System Solution

Revision Number: -0-

Date: October 31, 2017

1.0 INTRODUCTION / BACKGROUND

Mission Support Alliance (MSA) is seeking from software vendors a replacement for an existing learning management system (LMS). The current system resides on a Structured Query Language (SQL) server platform. Due to the age and customizations of the current system, the software vendor no longer provides maintenance and support for the current version. MSA provides LMS support for a majority of the Department of Energy's (DOE) Hanford Site workers.

Located in southeastern Washington State, Hanford is a 586-square-mile site created in 1943 as part of the Manhattan Project (America's effort to develop the atomic bomb). Operation of the plutonium-producing facilities continued beyond World War II through the Cold War. In 1989, production stopped and work shifted to cleanup of portions of the site contaminated with hazardous substances, including both radionuclides and chemical waste. Weapons production resulted in more than 43 million cubic yards of radioactive waste, and over 130 million cubic yards of contaminated soil and debris. Approximately 475 billion gallons of contaminated water was discharged to the soil.

The operations at Hanford has created one of the largest and most complex cleanup projects in the United States. It requires companies to comply with numerous regulatory requirements and a workforce that has a vast amount of knowledge and skills to safely perform cleanup and restoration of the Hanford Site.

In the last year, training activities within the current LMS included approximately:

- 10,000 people who completed one or more training activities
- 6,500 instructor led classroom sessions
- 7,300 computer web based delivered sessions
- 12,900 other types of training activities such as on-the-job training and/or evaluation
- 150 classrooms used in 100 different facilities

2.0 OBJECTIVE

To replace the existing Hanford LMS with a solution that meets the defined functional requirements and needs of the Hanford workforce. In addition to replacing an unsupported system, a desired outcome of selecting a new system is to determine if it is viable to reduce the number of separate, but closely related applications such as required reading, classroom scheduling, web based training delivery, etc. Reduction of these types of adjunct applications could reduce costs and increase efficiency.



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3.0 DESCRIPTION OF WORK – SPECIFIC

The vendor will provide the following products and/or services:

1. A LMS solution that meets the requirements outlined in Section 4.0 of this Statement of Work.
2. Services, as agreed to with the client, to configure, migrate existing data, and test the solution prior to activating a production instance, whether vendor cloud hosted or locally hosted and must specify any third-party support. The current Hanford system includes over 4.3 million legacy training records, 17,000 courses, and approximately 20 inbound or outbound feeds with other systems.
3. Support services, including customer support 24-hours per day 7-days per week, and any needed system upgrades, fixes, data recovery assistance, and enhancements to the installed items.
4. Training for 50 people who will have some type of administrative role.

4.0 REQUIREMENTS

As part of the proposal, each prospective vendor will document an evaluation of their solution against the defined functional requirements. There are two electronic files that list the desired functional specifications of the replacement LMS:

- Hanford_LMS_Specifications_Vendor_Review.xlsx
- LMS_Specification_Descriptions_and_Eval_Criteria.pdf

The Excel file lists the functional specifications and is structured for the prospective vendor to document the results of their self-evaluation.

The pdf file is correlated with the spreadsheet and describes in detail what each functional specification is, a scenario of how the function would support the client's business, and criteria of how the client would evaluate the function.

General

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 vendor personnel.

4.1 Engineering Requirements

N/A

4.2 Environment, Safety, & Health (ES&H) Requirements



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Vendor and its lower-tier subcontractors shall be responsible to complete an Employee Job Task Analysis (EJTA) in accordance with [MSC-PRO-WP-11058](#) for any of the following situations:

- For any vendor employee who will be on the Hanford Site for more than 30 days in a year.

If the above condition is met, the vendor and its lower-tier subcontractor employee is to have a current approved EJTA prior to that employee beginning work on the Hanford Site.

Buyer's Safety and Health Procedures are available on the internet at <http://www.hanford.gov/pmm/page.cfm/Construction>. The documents on this site are kept current and are available for vendors and lower-tier Subcontractor use.

4.3 Quality Assurance (QA) Requirements

N/A

4.4 Government Property

N/A

5.0 PERSONNEL REQUIREMENTS

5.1 Training and Qualifications

Vendor shall ensure that its personnel meet and maintain the appropriate training, qualification and certification requirements.

- All Vendor personnel shall complete Hanford Site Orientation (HSO).

5.2 Security and Badging Requirements

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

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

5.3 Work Location / Potential Access Requirements

There are three possible work locations:

- Federal Building, 825 Jadwin Ave, Richland, WA
- Information Technology Building, 2261 Stevens, Richland, WA
- HAMMER Federal Training Facility, 2890 Horn Rapids Rd, Richland, WA



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Contractor personnel who access these facilities will be required to obtain a badge for access, with the exception of the HAMMER Federal Training Facility.

5.4 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.

6.0 MEETINGS

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

7.0 DELIVERABLES AND PERFORMANCE SCHEDULE REQUIREMENTS

7.1 Deliverables

Deliverables will be determined following the evaluation of a proposed and accepted solution.

7.2 Schedule

Schedule will be determined following the evaluation of a proposed and accepted solution.