



Statement of Work

Title: Organizational Communications Support

Date: 11/29/2017

Revision Number: 0

1.0 INTRODUCTION/BACKGROUND

Positive communication behaviors can reduce organizational weaknesses and reduce human error in the workplace. Current behaviors are causing additional stress; Senior Management requires a specialist to assess the current environment and provide positive team-building behaviors to improve professional relationships in the department.

2.0 OBJECTIVE

Require an organizational communications specialist to work with Hanford Fire Department Operations management and Fire Captains to improve internal communications using Human Performance Improvement techniques where appropriate.

3.0 DESCRIPTION OF WORK – SPECIFIC

Provide Hanford Fire Department personnel with tools to improve internal communication with a focus on embracing change and positive organizational behaviors. The key focus area is communication between HFD Operations management and Fire Captains.

4.0 REQUIREMENTS

4.1 General

Will work be performed on the Hanford Site? **Yes**

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.



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4.2 Engineering Requirements

Are Engineering Requirements applicable? **No**

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

The Subcontractor shall exercise a degree of care commensurate with the work and the associated hazards. The Subcontractor shall ensure that management of safety and environmental functions and activities is an integral and visible part of the Subcontractor's work planning and execution processes. If applicable, the Subcontractor shall flow down safety and environmental requirements to the lowest-tier Subcontractor performing work on the Hanford Site commensurate with the risk and complexity of the work.

Prior to the start of work, the Subcontractor shall work with the MSA Buyer's Technical Representative (BTR) to complete a Job Hazard Analysis (JHA). This scope of work **does not** require an Employee Job Task Analysis, as the below bullets will not be met.

All Subcontractor and sub-tier employees shall have completed OSHA Hazard Communication training that meets the requirements of [MSC-PRO-WP-13299](#), *Hazard Communication*. See [MSC-PRO-WP-10468](#), *Chemical Management Process*, for more information.

Subcontractors 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 subcontractor employee who will be on the Hanford Site for more than 30 days in a year.
- For any subcontractor employee who may potentially be exposed to hazards (e.g. radiological, beryllium, hazardous wastes, noise) while performing in accordance with the subcontract statement of work.
- For any subcontractor employee enrolled in a medical or exposure monitoring program required by 10 CFR 851, and/or any other applicable federal, state or local regulation or other obligation.

If any of the above conditions are met, the Subcontractor and its lower-tier Subcontractor employees must have a current approved EJTA prior to that employee beginning work on the Hanford Site.



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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 Subcontractors and lower-tier Subcontractor use.

Are unique or specific requirements applicable? **No**

4.4 Quality Assurance (QA) Requirements

Are quality assurance requirements applicable? **No**

The work activities for this Statement of work has been designated as a Quality Level G - Q Level 0 - GS.

4.5 Government Property

Government property **is not** required to be used by the Subcontractor for this effort.

5.0 PERSONNEL REQUIREMENTS

5.1 Training and Qualifications

The Subcontractor must have a minimum of 20 years' high-impact training experience, including the concepts and practices of good organizational communications and behaviors. Experience will also include safety and motivational presentations.

The Subcontractor will have applied knowledge of Human Performance Improvement (HPI) concepts and implementations within workforce management.

The Subcontractor will have successful experience with unfreezing organizations, implementing desired changes, and refreezing organizations in the new desired state.

The Subcontractor will assess the current organizational behavior of HFD between operations management and Fire Captains, provide personnel the tools to communicate positively and effectively using the qualifications above.

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



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- All Subcontractor personnel shall complete MSA General Employee Training (MGET) (4-hour average per individual) or Hanford Site Orientation (HSO) (sent to the Subcontractor at their location).

5.2 Security and Badging Requirements

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

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

This scope of work will not require an access authorization (security clearance).

5.3 Work Location/Potential Access Requirements

The Subcontractor is authorized for two Site visits of two days each. The contract period of performance has attempted to take inclement weather into considerations. Travel and Per Diem is also authorized. The Subcontractor will work with HFD at MO-292, 200W Area and other locations as required by the BTR.

5.4 Site Access and Work Hours

Hanford Site personnel work on a standard 4/10's schedule. The standard work week consists 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

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

7.0 DELIVERABLES AND PERFORMANCE SCHEDULE REQUIREMENTS

7.1 Deliverables



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Deliverables are not required to successfully complete this scope of work. However, an out-briefing to the BTR is required.

7.2 Schedule

Start Date: TBD

Completion Date: 2/28/2018