STATEMENT OF WORK

Requisition #333286
Title: Knowledge Management and Transfer Training & Consulting
Revision Number: 0
Date: 11/4/2019

1.0 Objective

The overall objective of this Statement of Work and associated Subcontract is to acquire the services of a qualified Subcontractor to provide Knowledge Management and Transfer (KMT) training and consultation services to the Washington River Protections Solutions (WRPS) Engineering Organization. The objective of the desired services is to provide transformational training and consultation to WRPS Engineering managers in order to enable the necessary competencies required to implement an effective KMT program within the WRPS Engineering organization. The training will focus on KMT Capture, Manage, and Transfer (CMT) methodology and associated concepts, techniques and tools to impart to managers the desired knowledge, skills, and abilities to effectively implement KMT.

2.0 Background/Introduction

The current state of the WRPS engineering workforce at WRPS, like the rest of the nuclear industry, is in flux as the number of retirement eligible employees increases and demand for technical talent across the Hanford site and outside industry drive attrition rates that average 13% per year. In the Engineering organization 48% of the Management/Exempt Staff are 55 years old and above, and for the whole WRPS 63% of the Management/Exempt Staff are 55 years old and above (source: WRPS Workforce Demographics Data 2019). Additionally, as mission requirements change, recruiting and retaining competent ready to work employees with the required institutional knowledge has proven to be a critical challenge for the organization. As such, WRPS has identified a gap in its ability to manage and transfer institutional knowledge within the organization.

3.0 Scope

3.1 KMT Training

Subcontractor shall design, develop, and deliver instruction on KMT to WRPS engineering managers consisting of three 2-day training sessions. Each session will accommodate up to fourteen (14) participants. The 2-day sessions will be consecutive 8 hour days of classes with all three sessions being completed by the end of February 2020. Training shall include best-in-class and relevant information relating to KMT principles using the CMT methodology.

3.1 KMT Consulting

Subcontractor will also make themselves available to provide post-training consultation services to support KMT program development and implementation on an individual (or
potentially small manager group) basis as required by participant managers. The type and duration of consultation shall be determined on a case-by-case basis.

Each request for consultation support by a WRPS manager shall be individually reviewed and approved by the WRPS Deputy Chief Engineer. Consultation services shall be authorized on an individual manager by manager basis and shall not proceed without the prior authorization of the Deputy Chief Engineer.

**4.0 Submittals**

In support of the work scope established in Section 3.0 above, submittals are listed on the Master Submittal Register (MSR).

Submittals shall be provided using the TOC Incoming Letter of Transmittal form provided by the Procurement Specialist. All transmittal subject headings shall contain, at a minimum, the subcontract number, submittal number, and submittal description.

Submittals shall be provided in electronic format unless available only as a hard copy. Electronic submittals shall be sent in accordance with instructions provided by the Procurement Specialist. Electronic formats must be non-password protected in one of the formats noted on the Procurement Website located and the following web address: http://www.hanford.gov/tocpmm/files.cfm/APPROVED_ELECTRONIC_RECORD_FOR MATS.pdf

**5.0 Acceptance Criteria**

Subcontractor will provide an outline of the program content for review and approval ten (10) calendar days after award.

Upon agreement of the program content described in the course outline and syllabus submittal, Subcontractor will deliver training via classroom instruction to the identified participants as per the agreed upon schedule.

Completed class sign in roster shall be submitted to the Engineering Training Coordinator, after each class is completed. As well as submitting the rosters in accordance with Section 4 above.

**6.0 Configuration Management and Standards**

**6.1 Configuration Management Requirements**

There are no specific Configuration Management requirements applicable to this SOW.

**6.2 Applicable Standards**

There are no specific applicable standards identified for this SOW.

**7.0 ESH&Q Requirements**

**7.1 Quality Assurance Requirements**

The Subcontractor shall follow standard commercial quality practices.
7.2 **Special ESH&Q Requirements**

Hanford Site access is not required or authorized for the work of this SOW.

7.3 **Price-Anderson Amendments Act Requirements**

This 7.3 section and the General Provisions Article 2.11 entitled, *Price-Anderson Amendments Act (PAAA)*, are both determined to be *not applicable to this SOW*.

8.0 **Verification/Hold Points**

As noted in Section 5.0, WRPS will review Subcontractor course outline and syllabus deliverable(s) and provide comments prior to the start of training. Incorpiorations of any comments will be made by Subcontractor, as appropriate, prior to commencement of training.

Each request for consultation support by a WRPS manager shall be individually reviewed and approved by the WRPS Deputy Chief Engineer. Consultation services shall be authorized on an individual manager-by-manager basis and shall not proceed without the prior authorization of the Deputy Chief Engineer.

9.0 **Reserved**

10.0 **Work Location/Potential Access Requirements**

WRPS will provide the training venue, which is anticipated to be in 1810 Terminal Drive, Richland, WA or the HAMMER training facility. Consultation services will be provided at 2620 Fermi Ave, Richland, WA. A visitors badge will be obtained for each visit by the subcontractor, if necessary.

11.0 **Training**

There is no Hanford Site training required for this SOW.

12.0 **Qualifications**

Subcontractor shall have the appropriate level of education, experience and expertise in KMT and organizational/professional development required to deliver high-quality training to WRPS participants. Subcontractor must possess extensive experience in delivering training workshops, seminars, courses, etc. Subcontractor shall ensure that its personnel have and maintain the appropriate training, qualification and certifications appropriate to this SOW.

13.0 **Special Requirements**

**Use of Government Vehicles**

There is no anticipated need for any Subcontractor employees to use a Government-furnished vehicle in the performance of this statement of work. The Subcontractor’s employees, therefore, are specifically prohibited from driving any Government-furnished vehicles under the performance of this statement of work unless this statement of work is formally so modified by the parties and the employee(s) will present a valid driver’s license to the BTR for review.

**Government Property**
Government Property is not anticipated to be furnished to or acquired by Subcontractor under this SOW.

14.0 Reporting/Administration

The Subcontractor shall report administratively to the WRPS Deputy Chief Engineer for this SOW.

15.0 Workplace Substance Abuse Program Requirements

A Workplace Substance Abuse Program is not required for this SOW.