**SAMPLE – For Reference Only** – This sample is a redacted copy of a work statement accomplished under a NITAAC GWAC. A Statement of Work (SOW) is typically used when the task is well-known and can be described in specific terms. Statement of Objective (SOO) and Performance Work Statement (PWS) emphasize performance-based concepts such as desired service outcomes and performance standards. Whereas PWS/SOO's establish high-level outcomes and objectives for performance and PWS's emphasize outcomes, desired results and objectives at a more detailed and measurable level, SOW's provide explicit statements of work direction for the contractor to follow. However, SOW's can also be found to contain references to desired performance outcomes, performance standards, and metrics, which is a preferred approach. **This sample is not all inclusive, therefore the reader is cautioned to use professional judgment and include agency specific references and regulations to their own PWS/SOO/SOW.**

Program Management Office (PMO) Support Services

Performance Work Statement

# Specific Tasks

## Basic Services

The Contractor shall support the PMO by providing PMP certified personnel to manage and support IT projects throughout the full lifecycle. Managing and supporting the project includes (but is not limited to):

* Overall PMO Support
* Project Management
* Status Report
* Project Plans and Schedules
* Risk Management
* Requirements Management
* Configurations Management
* Quality Assurance/Control Management
* Software Development Lifecycle (SDLC) Support
* Training Support

### Deliverables

Deliverable products shall be accurate in presentation and technical content and adhere to accepted elements of style. The products shall be clear and concise and all diagrams shall be easy to understand and be relevant to the subject. All text and diagrammatic files shall be editable by the <AGENCY>.

### Quality Control Program and Exit Transition Plan

 The Contractor shall prepare and deliver a written Quality Control Program and Exit Transition Plan.

## Overall PMO Support

Continue to develop and implement a consistent project management approach and policies throughout OIT. Additionally, provide project management review/audit support to ensure policy compliance and identify opportunities for improvement with the ultimate goal of successful completion of projects on time, on budget, and within scope.

## Project Management

### Contract Manager

 The Contractor shall provide a Single Point of Contact (POC) for communicating with the any issues, concerns, or problems that arise on this project. The POC must have the authority to commit the Contractor; make decisions for the Contractor; be the single Contractor representative responsible for resolving all issues, concerns, or problems; readily respond to questions, concerns, and comments; and proactively alert the <AGENCY> to potential contractual issues.

### Written or Verbal Briefings

The Contractor shall provide the Contracting Officer Representative (COR) and the designated Government Project Manager with periodic written and/or verbal briefings as requested by the Government and make available upon request work papers and supporting documentation, supporting analysis, and all other relevant documentation prepared or generated under this contract.

## Status Reports

### Monthly Project Status Reports

The Contractor shall prepare and deliver written Monthly Project Status Reports to the COR describing, at a minimum, the current status and progress by projects, work accomplished during the report period, work to be accomplished during the next report period, and identifying any risk, issues or concerns requiring resolution. The report shall also contain status on the Contractor’s performance based on Technical Exhibit 1 – Performance Requirements Summary. The report shall include a burn hours report detailing hours worked by name and labor category for all individuals charging work to the project and financial summary of task (including invoiced and accrued costs) for the contract period. The Contractor shall provide notice to the COR when individual assigned projects are expected to exceed 75% of the ceiling price in the schedule in accordance with FAR Clause 52.212-4(i)(2) [Alternate 1].

### Weekly Project Status Reports

The Contractor shall prepare and deliver written Weekly Project Status Reports to the COR. The Weekly Project Status Report shall include the following: current status by projects; work accomplished; work planned for the following week; issues that need resolution, if any, and expected/needed resolution dates; action items with assignees and due dates; summary of meetings attended.

## Project Plans and Schedules

1. For each assigned project, the Contractor shall create and/or review individual Project Plans and Schedules to ensure the following: timelines are appropriate for size and scope of project; resources are adequately assigned; and all appropriate milestone and checkpoints are included. The Contractor shall provide comments and recommendations on each Project Plan and Schedule to the Once approved, the project plan will become the baseline for the project.
2. The Contractor shall update the Project Plan and Schedule at least weekly and immediately notify the COR of any deviations from the Project Plan and Schedule that may affect the major milestone delivery dates.
3. The Contractor shall immediately notify the COR of any deviations from the Systems Development Lifecycle (SDLC) that may affect the major milestone and checkpoints delivery dates.
4. The Contractor shall provide recommendations to the COR at each milestone and checkpoints to determine if the project should enter the next appropriate phase of the SDLC.

## Risk Management

1. For each assigned project, the Contractor shall develop, review, and/or maintain a Risk Registry throughout the lifecycle of the project.
2. The Contractor shall immediately notify the COR of any major risk to the project and provide recommendation on the mitigation of the risk.

## Requirements Management

1. For each assigned project, the Contractor shall support the development of project requirements and review requirements documents to ensure the business and functional requirements are complete and well defined. The Contractor shall provide recommendations on the Requirements Management to the COR.
2. The Contractor shall monitor the development effort to ensure the requirements are being fulfilled throughout the lifecycle of the project. The Contractor shall immediately notify the COR if they become aware of any deviations of the requirements during the project lifecycle.

## Configuration Management

1. For each assigned project, the Contractor shall review configuration management plans to ensure the plan is complete and follows industries best practices. The Contractor shall provide comments/feedback on the Configuration Management to the COR.
2. The Contractor shall monitor the project to ensure the configuration management processes are being followed throughout the lifecycle. The Contractor shall immediately notify the COR if they become aware of any deviations of the configuration management processes.

## Quality Assurance/Control Management

1. For each assigned project, the Contractor shall review Quality Assurance and Control Plans (QACP) to ensure the plan is complete and follows industries best practices. The Contractor shall provide comments and recommendations on the QACP to the COR.
2. The Contractor shall monitor the project to ensure the quality assurance and control management processes are being followed throughout the lifecycle. The Contractor shall immediately notify the COR if they become aware of any deviations of the quality assurance and control management processes.

## SDLC Support

1. The Contractor shall create and/or review project SDLC artifacts and review technical system documents throughout the <AGENCY> SDLC phases (initiation, planning, analysis & architecture, design, technical solution, test, training, deployment, closeout, operations & maintenance, and retirement phases) to ensure adherence with and Federal Government policies, technical requirements, and that they follow industry standards and best practices. The Contractor shall provide comments and recommendations of all project and system artifacts to the COR.
2. The Contractor shall immediately notify the COR of any SDLC issues that occur throughout the phases listed above.

## Training Support

The Contractor shall provide advice, guidance, training artifacts, and training in the following project management areas:

* Initiating
* Planning
* Executing
* Monitoring/Controlling
* Closing

# Applicable Publications

The Contractor shall refer to and comply with the following regulations.

## Federal Regulations

* Computer Act of 1987
* 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d) for system accessibility requirements
* Office of Management and Budget (OMB) Circular A-11, Revised, “Preparation, Submission and Execution of the Budget” (August 2003)
* OMB Circular A-130, Revised, “Management of Federal Information Resources” (November 2000)
* OMB Federal Enterprise Architecture Program Management Office (FEAPMO) Reference Models and Circular A-11 Guidance www.feapmo.gov
* The Privacy Act (5 U.S.C. 552a)
* The E-Government Act of 2002, 208 on Privacy Provisions

## Regulations

* Information Technology Program, 24-2, approved December 8, 1998
* IT Program Technical Bulletin: Identification, Authentication and Passwords, 24-2.1, April 4, 2001
* Safeguarding Non-Public Information, 23-2A, approved January 21, 2000
* Use of Office Equipment 24-4.3, approved 03/08/2002
* Use of Personal Digital Assistant (PDA) Devices 24-5.2, approved 11/02/2002
* Enterprise Architecture 24-1.6, approved 11/02/2002
* Certification and Accreditation 24-2.4, approved 07/18/2002
* Network 24-2-7, approved 09/11/2002
* Electronic Mail 5-10, approved 05/20/1996
* Enterprise Backup of Electronic Data 24-2.6
* Virus and Malicious Software Detection and Prevention 24-2.2
* Use of Internet Browsers and Access to the World Wide Web 3, approved 12/30/1998
* Information Technology Program, 24-04, approved 10/4/2005
* Information Collection Program, 24-09, approved 07/29/2009