

STATEMENT OF WORK
FOR
WORKPLACE STRATEGY
U. S. ARMY CORPS OF ENGINEERS
KANSAS CITY DISTRICT

I. Purpose

The purpose of this project is to develop a workplace strategy incorporating the workplace, personnel, business processes, technology and overall organizational performance to develop a clear direction for innovative workplace solutions that leverage space, help change the organization, promote productivity, create a learning and teaming environment.

II. Scope

The Contractor will provide services to identify baseline performance of the workplace today and to identify the envisioned future performance of the workplace. The project team will determine how to make the change happen effectively, with the least amount of effort and ensure that the work environment gives people what they need to do their best work.

A. Strategic Workplace Vision

1. Establish goals and objectives for the workplace vision.
2. Develop project schedule for completion of this contract to include time for all interviews, workshops, presentations, preparation of materials and submittals, review times for each submittal including transmission of documents and reports, travel, etc. Project Schedule to be a total of no more than 12 calendar weeks with the exception of the Option.
3. Define critical workplace metrics (current work practice, current workplace performance and satisfaction, perceived future work practices, future workplace needs).
4. Conduct Executive Interviews for mission and vision, as well as, workplace needs from corporate strategy.
5. Interview cross-functional focus groups to assist in data collection, workplace interaction, and analysis of information.
6. Conduct a web-based survey that incorporates the metrics from item #2. This is to include approximately 900 employees in the Bolling Federal Building and our field offices.
7. Analyze the results of the survey and issue a draft report including the findings.
8. Identify areas of opportunities for change and prioritize, especially in data and telecommunications areas. Include both within the Corps space and the field offices.
9. Perform a briefing of preliminary findings to the Command Management Group. This will be a power point presentation with hard copies of the narrative for distribution.

B. Change Management

1. Develop and explain your change management strategy and plan.
2. Conduct readiness assessments, (can be done as part of web-based survey).
3. Analyze findings, identify and report areas of resistance to change.
4. Identify and report critical business process changes and trends.
5. Develop strategies for addressing resistance and barriers to change.
6. Perform a briefing on findings to Command Management Group. Include a power point presentation, as well as, a hard copy narrative of above information.

C. Develop-Test Concepts

1. Develop and conduct sessions with cross-functional teams to work separately exploring alternative workplace strategies. Include appropriate criteria and allowances; determine space allowances for occupants including any special space requirements ascertained through interviews and surveys.
2. Guide and support government teams to present their proposed workplace strategies to the Command Management Group for discussion, review and approval.

D. Adjacencies and Prototypical Layouts

1. Develop an adjacency diagram of departments and divisions from the information gathered during the different phases of your workplace strategy. This can be in the form of a bubble diagram with a narrative explaining results.
2. Develop prototypical layouts from information gathered of diagrams on a generic floor plan. The layout demonstrates the information from the proposed workplace strategies. This is not a space plan but hard line diagrams.
3. Re-evaluate and revise the draft report of the workplace strategies.
4. Review pre-final results with government workplace strategies team.
5. Present final approved prototypical layouts and revised report to the Command Management Group. This will be a power point presentation with CD-Rom backup and hard copy narratives. If required, present to entire Kansas City Corps employees.

E. Recommendations

Contractor will provide a report of findings to include:

1. Develop a summary of key recommendations that are critical for the success of the Kansas City District U.S. Corps of Engineers future workplace.

- a. Verify organizations to leave building and others to stay.
 - b. Space allocations for organizations and allowances.
 - c. Consolidation of like spaces for auxiliary functions.
 - d. Improving space utilization efficiency by incorporating business practices and workplace strategies.
 - e. Identify special needs areas.
2. Document unresolved issues that need to be addressed before implementation.
 3. Develop and present briefings and reports as noted above.
 - a. Use 8 ½” x 11” format.
 - b. Briefings to be in power point presentations with written documentation as backup.
 - c. Include strategic Vision for the workplace.
 - d. Quantifiable goals and objectives.
 - e. Results of research and cross-functional teams sessions.
 - f. Workplace concepts and strategies
 - g. Prototypical workplace layouts and strategies.
 - h. Recommendations and unresolved issues.
 - i. Any drawings or diagrams necessary to illustrate ideas, i.e. bubble drawings or proto-typicals.
 4. Final briefing to the Command Management Group.

F. Option - Pilot Component

The Government may request the Contractor to provide the following design services as options to this Scope of Work. Separate cost proposals shall be prepared for each of the tasks listed at the request of the Contracting Officer. No work shall commence on these efforts until directed by the Contracting Officer.

1. Develop from outlined Strategic Workplace Vision and Cross-functional teams to use temporary space and move in implementing findings with a group of 20-40 people. Test and evaluate finding.
2. Prepare site with Corps including electrical, HVAC, mechanical, product and installation.
3. Apply findings and implement post-occupancy workplace survey. Six months after occupancy of pilot space evaluate which strategies are successful and areas that need improvement.

III. Guidance

- A. The point of contact at the Kansas City District U.S. Army Corps of Engineers is Irene Freedland at 816-983-3340 or Mike Whitace at 816-983-3272. The Contractor will coordinate all visits, interview and meetings in advance with Irene Freedland, Project Manager or the designated representative.
- B. Official guidance and instruction that pertains to either the interpretation of this contract or the performance of the work described herein will be provided solely by the Kansas City District’s Contracting Officer, the Contracting Officer’s Authorized Representative

or the assigned Project Manager. No other person is authorized to provide guidance related to contact scope, schedule or interpretation.

IV. Progress Reporting

Contractor will report bi-weekly progress to the Project Manager. Percentage of completion and significant events will be included in the progress report.

V. Submittals

The Contractor shall submit their Quality Assurance Plan prior to the initiation of work to the Project Manager. The plan shall detail the Contractor's processes and the actions to assure a quality product result. The Contractor will submit draft, preliminary, pre-final and final reports and analysis documents to the Project Planner as described in the preceding.

1. All narrative materials are to be submitted in 8 ½" x 11" format. Diagrams, charts, tables and drawings must be the same format. No less than six copies of all documents will be submitted.
2. All text is to be single spaced with 1" margins.
3. Reports are to be contained in 3 ring binders that are large enough to contain all information at the end of the project. Supply successive marked tabs to differentiate sections.
4. All power point presentations are to have a back up of CD-Rom and six hard copies of the narrative in same format as described above.
5. All Corps wide web surveys will have to be coordinated with the Kansas City District IM department.
6. The Contractor will provide written responses to Government comments form reviews at all phases of the project.

VI. Criteria

The criteria referred to in the SOW are intended to serve as a minimum standard for the Contractor in the preparation of this proposal for professional services which will satisfactorily meet current and future mission standards for the Workplace Strategy Study.

VII. Quality Assurance

The Government expects the final product to be thorough, professional, of high quality, well written and visually attractive. The Contractor will be bound by the contents of this SOW. The Contracting Officer must approve any deviations, including those recommended by the Government during production and review process.

VIII. Method Of Payment

The contractor shall prepare and submit to the Kansas City District Corps of Engineers, partial payments in accordance with "Instruction for Completion of ENG Form 93", a copy of which is available from the Contracting Officer. Payment, for which property or services are provided in a series of partial execution or deliverables, will be made within 30 days of receipt of an invoice that has been properly executed by the Contractor.

IX. Release Of Information

The Contractor shall not publicize nor release in any manner information or data in regards to a project on which he may be working or negotiating with this office. Nor may he discuss prior to public release by this office, a project, any future program or any planning with

anyone not directly concerned with the design of the project. Any inquires in regard to these matters shall be referred to the Contracting Officer or District Project Manager. Classified information obtained from this office shall be treated in accordance with instructions in regard to such matters.

X. Government Point of Contacts

The following are the Government points of contact for this project:

Project Manager

Irene Freedland
601 E. Main Street
Kansas City, Missouri
Phone: (816) 983-3340
Fax: (816) 426-2377
E-mail: irene.freedland@usace.army.mil

Contracting

Marianne Schrik/Contract Specialist
601 E. Main Street
Kansas City, Missouri
Phone: (816) 983-3340
Fax: (816) 426-2377
E-mail: Marianne.Schrik@usace.army.mil

Gregg Gulledge/Contracting Officer
601 E. Main Street
Kansas City, Missouri
Phone: (816) 983-3808
Fax: (816) 426-2377
E-mail: Gregg.C.Gulledge@usace.army.mil