

Attachment A

BLANKET PURCHASE AGREEMENT (BPA) EA133C-14-BA-0002 STATEMENT OF WORK

United States Department of Commerce National Oceanic and Atmospheric Administration Facilitation, Consultation and Training Support Services

1. INTRODUCTION:

NOAA's Program and Line Offices supports the health and safety of our nation's coastal and oceanic environment and provides a wide range of products and services, established on the best scientific basis, for the protection of life, property and the environment.

NOAA continues to execute a strategy that creates an integrated coastal stewardship capability. This capability is highly responsive and adaptable to meet customer needs and ensures a balance of environmental and economic objectives. Achieving this mission requires coordinating and marshaling of all NOAA capabilities with an integrated, cooperative and synergistic spirit. NOAA management will promote closer cross program interaction and coordination; better corporate decision making, planning, performance accountability, succession planning, customer interaction and infrastructure support.

NOAA offices have the need for many of its efforts, i.e., internal and external workshops, meetings, listening sessions, strategy sessions, etc., to be facilitated to better enhance communication and cooperation; promote stronger commitment by all NOAA managers; and augment team performance and problem solving. In addition, NOAA must provide senior executives with fundamental tools and strategies to better equip them for the rapidly changing work environment in the federal government and develop successful leadership skills.

2. SCOPE OF WORK:

The Contractor shall provide facilitation, executive management consultation, leadership coaching and support for NOAA's Program and Line Offices. This ordering vehicle is available for use NOAA-wide.

The Contractor shall support all of the National Ocean Atmospheric Administration (NOAA) and its component programs to include but not limited to:

- NOS Assistant Administrator
- NOS Headquarters Office
- Integrated Ocean Observing System (IOOS)
- NOS Management and Budget Office
- NOS Information Management Division

Center for Operational and Oceanographic Products and Services
(CO-OPS)
Coastal Services Center
Staff Office for International Program
Office of Coast Survey
Office Of National Geodetic Survey
Office of Response and Restoration
National Centers for Coastal Ocean Science
Office of Ocean and Coastal Resources Management
Office of National Marine Sanctuaries Division

Work covered under this Statement of Work may require the Contractor to travel outside the Washington, DC metropolitan area, Nationwide.

3. REQUIREMENTS:

3.1 Facilitation and Coaching Services

The Contractor shall provide facilitation and consultation services to include, but not limited to, the following requirements:

The Contractor will conduct meetings to help the NOAA Management Councils to focus on the development of an Action Plan that results in a stronger team with increased cooperation between the group members, open and honest communication between the group members, mutual respect and trust within the group, professionalism in all respects of the work environment, and commitment to the mission, resulting in a high level of productivity. NOAA requires a neutral team to assist in:

- Discussing the use of problem solving techniques;
- Resolving disputes and disagreements;
- Focus on conflict resolution;
- Increasing cooperation, understanding, and trust between the team members

The conflict resolution facilitation team will emphasize and foster the development of the Action Plan. The objectives that must be included in the development of a successful Action Plan include the recognition and acceptance by the group members of the importance of a fully functional working group for meeting the organization's mission and individual career goals, recognition of each individual's value to the organization, understanding the role of each in the group, and commitment to open, respectful, and clear communications.

NOAA requires conflict resolution services in which the facilitation team will take an active role in the meetings, helping the group to establish an agenda, identify and articulate both their differences of opinion and common ground, and find a balance among competing priorities. The goal is that those employees involved will participate in activities which will build their capacity for constructive conflict management and strengthen group cooperation, and enabling focused decision

making. Sensitive issues that arise must be defined and adequately considered and addressed.

The Contractor will provide a facilitator that will team with other consultants, for example, one who specializes in conflict resolution, provided under this or other contracts in collaborative efforts, working groups, and self-directed teams.

3.2 Facilitation Plan Development Tasks

The Contractor shall provide facilitation and consultation services to include, but not limited to, the following requirements:

The Contractor's approach must be tailored to specifically address and cultivate a successful resolution. The facilitation team should implement the approach that is deemed most appropriate and effective in fostering a resolution between all individuals involved. However, the facilitation service should be conducted formally, with an emphasis on conflict resolution using a systematic approach, working with the group to develop a strategic intervention plan. Success of the facilitation will involve, but not solely rely on, the following factors:

- Whether the process was time effective;
- Whether the resolution was satisfactory or do-able;
- Whether relationships have improved;
- Whether the parties understood opposing viewpoints better

Facilitation service will take place in person either at the designated NOAA site or at a nearby facility and will involve the participation of all group members. The strategy might include periodic meetings, where, in the intervals between meetings, the solutions, exercises and suggestions proposed by the facilitation team are implemented. Then at the ensuing meetings the effectiveness of such can be evaluated and refined to arrive at a point where the group members are in accord as a result of increased awareness, modified behavior, improved communication, etc. The assessment of the issues can include both individual interviews in which participants may communicate one on one with the facilitation team prior to the group meetings, as well as discuss the issues and work on a resolution as a group.

4. CONSULTING

4.1 Subject Matter Expert Consulting Services

The Contractor shall support: business process improvement, strategic planning, cost/benefit analyses, information technology (including high performance computing), and risk mitigation. Depending on the level of advice required, the Contractor may be asked to provide advice up to that which can be provided only by an individual that has authored and published articles or books in a field of expertise. The Contractor shall use a wide application of principles, theories, concepts, and techniques to develop innovative solutions to complex problems while providing expert advice, assistance, or guidance in support of programs and projects. The Contractor shall apply expert knowledge to gather facts, research and analyze the data, and develop conclusions and recommendations. From time to time, NOAA requires expert level advice related to its acquisitions. The Contractor shall also be expected to assist with other administrative, technical, or scientific areas that NOAA may require expert consulting on in the future.

4.2 Business Consulting Services

The Contractor shall perform the following:

- Formulation and implementation of strategic plans;
- Policy planning and analysis;
- Business and financial process and reengineering to meet strategic objectives;
- Developing process modeling and simulation;
- High level, cross-functional facilitation, support, and coaching.
- Leadership at the highest programmatic and/or technical levels in order to accomplish customer driven projects. Manages all phases of a program from inception to completion;
- Technical expert in areas relevant to a major program, exercise, or initiative.

5. The Contractor will not perform Inherently Government Functions. Once the contract has been awarded, the Contracting Officer will provide the Contractor a copy of FAR Subpart 7.5, Inherently Governmental Functions.