

ATTACHMENT 1
PERFORMANCE WORK STATEMENT (PWS)
FOR
LEARNING MANAGEMENT SYSTEM
FOR
OFFICE OF STAFF LEARNING & DEVELOPMENT

1.0 PURPOSE:

The purpose of this PWS is to obtain contractor support with the knowledge, skills and abilities to maintain the current Moodle-based Learning Management System (LMS) to support the learning and staff development needs of Peace Corps Volunteers and Staff.

2.0 BACKGROUND:

Peace Corps is an independent civilian executive agency of the Federal Government established in 1961 by President John F. Kennedy to promote world peace and friendship through the service of American Volunteers abroad. Peace Corps Volunteers enlist for a two-year term of service in interested countries in need of trained manpower.

The Agency is seeking a qualified contractor to maintain continuity of the current LMS for the agency's globally deployed user base. The solution(s) will support the agency's efforts to:

- Provide, track, and monitor training to all staff, both Federal mandatory and non-mandatory training.
- Provide, track and monitor training to Peace Corps Volunteers throughout the service lifecycle.

2.1 Current Learning Management Business Process for Staff and Volunteers

Peace Corps currently has an externally hosted Moodle production site, for staff and volunteers and a development site. The production site is administered by Peace Corps staff members at headquarters. When a staff member or volunteer joins Peace Corps, an account is set up for them on the production site. Custom profile fields are also automatically populated for them, which denote their region and country of service, as well as the general sector of service and specific job within that sector. For example, John Smith's Volunteer profile shows that he will serve in Africa, in Uganda, in the Education sector, and as a Teacher Trainer at Primary Teachers College. These profile fields are used to enroll students in courses specific to their job and post. For example, Health sector Volunteers around the world are enrolled in the HIV Basics course, as are all Volunteers going to Africa regardless of sector. Education Volunteers serving in

specific countries in Teaching English as a Foreign Language TEFL jobs (but not other education-related positions) are enrolled in (TEFL) courses.

2.2 Technical/Current State Overview

2.2.1 Peace Corps Environmental Overview

The Peace Corps workstations are currently configured as follows: Windows version 10, Microsoft Office 365 (including Outlook 365). The agency's approved browsers are Microsoft Edge and Chrome. The workstation environment is regularly updated. Deployed individuals, both Peace Corps staff and PCVs will access the LMS via a variety of different hardware (e.g., desktops, laptops, tablets, smartphones), and any viable LMS solution(s) shall be browser agnostic.

Peace Corps has Forefront Identity Manager (FIM) to manage user identities across systems (such as title, office, post, and similar user data).

2.2.2 Bandwidth issues

Some Peace Corps posts have very low bandwidth. The lowest support required is a 1MB connection with an average latency of 400ms.

2.2.3 Current Technology

The currently-deployed LMS is Moodle 3.10 based. We are scheduled to upgrade to Moodle 3.11 with a continuation of the Lambda theme during the lifecycle of the current contract.

2.2.4 Legacy Data

All data is currently maintained and stored in the existing LMS. Data includes:

- Courses. Courses contain SCORM packages, Power Point slides, H5P content and pdf files in the LMS.
- Tests/Quizzes. Courses contain assessments that were created using the core Moodle quiz activity and plugins.
- User data: Approximately 1,000 active Volunteers profiles and 3,000 active staff profiles have the following data that could be provided in a flat file:
 - Volunteer user profiles. The current fields include:
 - Last name
 - First name
 - Email address
 - Username
 - Password
 - Volunteer ID # (maximum of 9 digits)
 - Volunteer Status - There are only four that we depend on:

- Accepted (ACC)
 - Entry on Duty (EOD)
 - Start of Service (SOS)
 - Close of Service (COS)
 - Assignment Type (There are only three that we depend on: PCV, PCR, Staff)
 - Region/Location - There are only five that we use:
 - Africa (AF)
 - Europe/Mediterranean/Asia (EMA)
 - Inter-America Pacific (IAP)
 - Headquarters (HQ)
 - Regional Recruitment Office (RRO)
 - Post (The field should allow up to 45 characters)
 - Sector (There are only six that we use: Agriculture, Youth in Development, Environment, Community Economic Development, Health, Education)
 - Project (The field should allow up to 80 characters)
 - HQ Staff Office (The field should allow up to 45 characters)
 - Staff Position Title (The field should allow up to 45 characters)
- Staff user profiles. Staff fields include:
- Last name
 - First name
 - Email address
 - Username
 - Password
 - Supervisor or Individual role
 - Supervisor y/n
 - Supervisor name (last, first)
 - Supervisor's contact information
 - Supervisor email
 - Entry on duty date
 - Tour end date
 - Real position title
 - Series (for USDH)
 - Personal Service Contract (PSC) Y/N
 - Assigned office if HQ, e.g. OGO/OPATS/KLU
 - Status (active or not)
- Test scores
- Course completion

3.0 SCOPE or MISSION:

This PWS describes the requirements, level of effort, services and expected outcomes for the contractor to provide qualified personnel for successful completion of endeavors identified in

need of support for maintaining and supporting the current Software as a Service (SaaS) LMS for Peace Corps Staff and Volunteers.

The Contractor shall deploy, maintain and support a Software as a Service (SaaS) LMS for Peace Corps Staff and Volunteers that meets the objectives, technical and functional requirements listed herein. The system shall support up to 3,000 staff and 9,000 Volunteers and Trainees.

4.0 PERIOD AND PLACE OF PERFORMANCE:

4.1 Deliveries or Performance

The work to be performed under this contract will be primarily at the contractor facilities.

4.2 Period of Performance

The performance period shall include one (1) base twelve-month period and is anticipated as follows:

- a. Base Period - (Time of award 2/1/2023) – thru 12 Months (Not to Exceed 1/31/2024)

5.0 PERFORMANCE OBJECTIVES:

5.1 LMS

The LMS solution shall be accessible to all Peace Corps Staff (for example: United States Direct Hires (USDH), Host Country Nationals (HCN), and Personal Service Contractors (PSC)) and PCVs (for example: invitees, Trainees, and Volunteers) via a web interface. Given the mission of the Peace Corps to promote world peace and friendship, staff and PCVs are often deployed to locations with little access to the Internet. The system shall support up to 3,000 staff and 7,000 Volunteers and Trainees.

The Contractor shall maintain the current Peace Corps Authorization to Operate (ATO) of the LMS by maintaining documentation and current capabilities of the LMS. The Contractor shall maintain the compliance requirements of the Federal Information Processing Standard (FIPS) 200 and National Institute of Standards and Technology (NIST) guidelines. The LMS must continue to comply with OMB M-15-13 Policy to Require Secure Connections across Federal Websites and Web Service.

The Contractor shall ensure the continued operation and availability of the features of the LMS including low-bandwidth capabilities, auto-save/rapid refresh, the ability to track users, have a mobile interface, and the ability to track courses/learning paths within the LMS. The LMS solution shall continue to allow for the managing and monitoring of all learning activities (virtual and face-to-face), while providing an intuitive end user experience. The Peace Corps would like to maintain a single LMS solution with single sign-on capabilities. The solution must meet all the requirements for both the Staff and Volunteers within that one solution.

5.2 Maintenance of Existing LMS

The Contractor shall, in coordination with the Contracting Officer's Representative (COR) and COR-identified Peace Corps staff, maintain and support the existing Moodle LMS production and development systems. The Peace Corps expects uninterrupted service and availability of the existing LMS.

5.3 Support

The Contractor shall provide support to include

1. Maintenance (for example: patching, updates, fixes, plugins),
2. Maintaining Peace Corps customizations,
3. Maintain, support and assist with configurable reports,
4. Maintain, support and assist with theme(s),
5. Service (response times, escalation of issues) as defined by the SLA,
6. Hosting, and
7. Any applicable license fees.

5.4 End of Contract Transition Plan

The Contractor shall facilitate the retirement of the LMS solution(s) at the end of the contractual period of performance and provide a plan of action to migrate information and content to a new and/or replacement solution. The Contractor shall support the migration to the replacement. Peace Corps owns all data housed in the LMS.

6.0 DELIVERABLES:

6.1 Report(s)/Deliverables and Delivery Schedule

The Contractor shall ensure that all deliverables listed below are included in their Performance Work Statement (PWS). The contractor may also include additional deliverables in the PWS.

The Contractor shall complete and submit all deliverables within the time specified in the below chart. The agency will not provide templates for any deliverable. The Peace Corps will review deliverables for quality, completeness and correctness. The COR will notify the Contractor of any non-conformance or revisions needed before providing final acceptance of deliverables. The COR has the right to reject or require correction of any deficiencies found in the deliverables. Approval of the COR will come after the review and approval by Agency Stakeholders, including business Subject Matter Experts and Peace Corps IT staff. Once these reviews are completed, the COR will notify the Contractor of acceptance of the deliverables. In the event of rejection of the deliverables, the COR will notify the Contractor in writing as to the specific reason why the deliverables are being rejected. Reworks or edits shall be delivered to the COR within 5 business days of receiving feedback from COR.

Item No.	Deliverable	Description	Date Due
1	Monthly Progress Reports	An email with an update on the status of the work completed each month.	Monthly
2	Access to the Contractor's help desk system with timely response to tickets submitted	The Contractor will provide access to their help desk system enabling Peace Corps staff to submit support tickets. Tickets will be acknowledged within 24 hours and resolution to be provided in less than 72 hours.	Ongoing as help desk tickets are submitted.
3	End of Contract Transition Plan	The Contractor shall develop and facilitate a plan to ensure that all data developed and housed in the LMS during the course of the contract (to include but not limited to courseware, user information, tests and scores) shall be migrated to a newly awarded solution(s) at the termination of this period of performance.	To be completed within 14 days of contract start.

6.2 Notice to the Government of Delays

In the event the Contractor encounters difficulty in meeting performance requirements, or when the Contractor anticipates difficulty in complying with the contract delivery schedule or completion date, or whenever the Contractor has knowledge that any actual or potential situation is delaying or threatens to delay the timely performance of this contract, the Contractor shall immediately notify the Contracting Officer and the COR, in writing, giving pertinent details; provided, however, that this data shall be informational only in character and that this clause shall not be construed as a waiver by the Government of any delivery schedule or date, or any rights or remedies provided by law or under this contract.

7.0 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

The contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum

acceptable levels of service required for each requirement. These thresholds are critical to mission success.

<i>Service Output</i>	<i>Performance Objective</i>	<i>Acceptable Quality Level (AQL)</i>	<i>Method of Surveillance</i>
Monthly Progress Reports	An email with an update on the status of the work completed each month.	95% Completed reports submitted to COR via email.	The COR or a designated representative will confirm receipt within 2 business days of Contractor submission. Periodic surveillance by the COR or government designee.
Access to the Contractor's help desk system with timely response to tickets submitted	The Contractor will provide access to their help desk system enabling Peace Corps staff to submit support tickets.	100% Tickets will be acknowledged within 24 hours and resolution to be provided in less than 72 hours.	The COR or a designated representative may request reports on timing of issue resolution for tickets.
End of Contract Transition Plan	The Contractor shall deliver an end of contract transition plan within 14 days of contract start.	100% complete documentation submitted to COR	Upon delivery, the COR or designated representative will review and provide feedback. Once the required changes have been satisfactorily made, the COR or designated representative shall provide approval and acceptance of the completed deliverable.

8.0 ADDITIONAL CONTRACTOR REQUIREMENTS:

8.1 Accessibility under Section 508

Pursuant to Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d) as amended by P.L. 105-220 under Title IV (Rehabilitation Act Amendments of 1998) all Electronic and Information Technology (EIT) developed, procured, maintained and/or used under this contract shall be in compliance with the “Electronic and Information Technology Accessibility Standards” set forth by the Architectural and Transportation Barriers Compliance Board (also referred to as the “Access Board”) in 36 CFR Part 1194. The complete text of Section 508 Standards can be accessed at <http://www.access-board.gov/> or at <http://www.section508.gov>. The Contractor shall comply with the technical standards as marked:

- ☒ Support services and documentation requirements
- ☒ Applications
- ☒ Websites
- ☒ Videos
- ☒ Electronic documents
- ☒ Software requirements
- ☒ Functional Performance Criteria