**STATEMENT OF WORK (SOW)**

**FOR**

**LTASC II TORP #*XXXX***

**1.** *Administrative Assistant, Level X (e.g., I-IV)*

**2. ORGANIZATION**

*Please enter the Name of the Requesting IC / Office.*

**3. OBJECTIVES**

Under this task order, the contractor will independently provide support services to satisfy the overall operational objectives of the [*Enter name of IC*]*.* The primary objective is to provide services and deliverables through performance of support services.

**4. SCOPE**

The following tasks are within the Labor Category Description for *[Admin Level Requested (e.g., Admin II)]*. The contractor will have a wide range of responsibilities and will...

* *Please list the duties/tasks required for the position based on the Admin Level requested.*

**5. REPORTING REQUIREMENTS**

*Enter any reporting requirements required. If there are none required, please type “N/A”.*

**6. LEVEL OF EFFORT:**

***NOTE:*** *Please consider 2000 hours if the position cannot be left vacant when the original administrative support personnel is on leave or out sick. Otherwise, please consider 1920 hours.*

*Please see sample text for an Admin 2 request in blue below.*

* ***One ADMIN 2:*** *One Year - 1920 Hours (Government Customer will not need temporary admin contractor employee if regular admin contractor employee will be out of the office (sick, vacation etc.).*

***Administrative Assistant 2 (Admin 2)***

*In addition to the skills defined under the Admin 1 level category, the Admin 2 performs administrative and office support activities that require an ability to multi-task and assist multiple NIH employees at once. More advanced computer skills are required as the assistant will be required to perform word processing, spreadsheet management, and conduct more advanced internet research. Also, reviewing and disseminating memorandums to staff; conducting documents control for routing through office; preparing purchase request for small purchases, reviewing draft policies, standard operating procedures, and memorandums for grammar and format; coordinating travel and submitting data into the NIH travel system; compiling equipment requirements for office staff (e.g., laptops, printers, monitors); preparing training requests; and preparing matrix of office needs. Staff in this category must have a minimum of a high school diploma and two (2) years of related work experience.*

**7. QUALIFICATIONS:**

*There are minimum requirements for each labor category (e.g., Clerk I-II, Admin I-IV). Please see the table below to learn more and include the relevant qualifications for the Admin position you are requesting. You / your program office may add other qualifications as needed per the Scope of your SOW.*

|  |  |  |
| --- | --- | --- |
| Admin Level | Education | Experience |
| ***Clerk I*** | Minimum of high school diploma or GED is required. | * Ability to follow a few clearly detailed procedures in performing simple repetitive tasks
 |
| ***Clerk II*** | Minimum of high school diploma or GED is required. | * Ability to follow a number of specific procedures in completing several repetitive clerical steps
 |
| ***Admin I*** | Minimum of high school diploma or GED is required. | * Must have basic computer skills
 |
| ***Admin II*** | Minimum of a high school diploma, GED, is required and two (2) year related work experience.  | * Ability to multi-task and assist multiple NIH employees at once
* Possesses more advanced computer skills
 |
| ***Admin III*** | College degree or a high school diploma and four (4) years of related work experience | * Ability to perform more complex administrative tasks
* Ability to support senior level staff
* Possess advanced computer skills
* Ability to perform a variety of administrative functions
 |
| ***Admin IV*** | College degree and four (4) years of related work experience or a high school diploma and eight (8) years of related work experience | * Ability to perform administrative duties for executive management
* Possess advanced computer and internet research skills
* Responsible for confidential and time-sensitive material
* Prepares routine and advanced correspondence
* Ability to work well with all levels of management and staff
 |

**8. TASK ORDER CONTRACT TYPE**: *The Task Order may either be Firm Fixed Price or Labor Hour.*

**9. PLACE OF PERFORMANCE:** *Enter the address where the Task Order work will be performed.*

**10. OPERATIONAL HOURS:** *Enter the hours of operation expected to be performed by the Admin.*

**11. PERIOD OF PERFORMANCE:** *THE LTASC II Master Contract’s Period of Performance is 5 years ending on January 10, 2021. Therefore, if you are placing this order before January 10, 2021, then your Task Order’s POP will be only for one year.*

***[DATE] to [DATE]***

**12. SAFETY ISSUES:** *Please include any safety issues that need to be disclosed to Offerors. If there are not any, please enter “N/A”.*

**13. GOVERNMENT-FURNISHED EQUIPMENT, BADGE, KEYS AND/OR FACILITIES PROVIDED:** *If the selected vendor will be provided with Government Finished Equipment, please list the GFE here.*

**14. SECURITY CLEARANCE:**

Work under this delivery order is

\_\_\_X \_UNCLASSIFIED

\_\_\_\_\_\_SECRET

\_\_\_\_\_\_TOP SECRET

The contractor shall comply with all applicable Homeland Security regulations and procedures during the performance of this delivery order. The contractor shall not disclose and must safeguard procurement sensitive information, computer systems and data, privacy act data, and Government personnel work products that are obtained or generated in the performance of this delivery order. If necessary, the contractor will be required to provide clearances for personnel requiring access to Government computers and workstations.

**15. NON-PERSONAL SERVICE STATEMENT:**

Contractor employees performing services under this order will be controlled, directed and supervised at all times by management personnel of the contractor. The contractor’s management shall ensure that employees properly comply with the performance standards outlined in the Performance Evaluation Standard (PES). Contractor employees will perform independent of and without the supervision of any Government official. Actions of contractor employees may not be interpreted or implemented in any manner that results in any contractor employee creating or modifying Federal policy, obligating the appropriated funds of the U.S. Government, overseeing the work of Federal employees, providing direct personal services to any Federal employee or otherwise violating the prohibitions set forth in Parts 7.5 and 37.1 of the Federal Acquisition Regulation (FAR). The Government will control access to the facility and will perform the inspection and acceptance of the completed work.

**16. PROPOSAL INSTRUCTIONS:** *Please provide specific proposal instructions applicable for your Task Order in this section.*

**17. EVALUATION CRITERIA:** *Provide any specific evaluation criteria applicable for your task order.*

**PERFORMANCE EVALUATON STANDARD (PES)**

**TORP Number: #*XXXX***

*Please complete the table below based on the duties, tasks, and deliverables outlined in the Statement of Work. Please see below for an example.*

***NOTE:*** *Please feel free to customize this table as you see fit based on the Scope in the SOW (e.g., add rows if needed).*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Deliverable** | **Performance Standard** | **Acceptable Quality Level** | **Method Used/Frequency** | **Compliance Level and Date** |
| *1. Work products and documents related to Admin duties.* | *Required daily.* | *90%* | *Quarterly review* |  |
| *2. Work products and/or documents related to Admin tasks.* | *Prepared by [insert established deadline]* | *95%* | *Monthly review* |  |
| *3. Admin Deliverables: [insert details here].* | *Submitted by [insert established deadline]* | *95%* | *Annual review* |  |