

STATEMENT OF WORK

COMPREHENSIVE HUMAN RESOURCES SUPPORT

BACKGROUND

The Commodity Futures Trading Commission (also referred to as “CFTC” or “Commission”) organization consists of the Offices of the Chairman, Commissioners, and the agency's operating units.

The mission of the CFTC is to promote the integrity, resilience, and vibrancy of the U.S. derivatives markets through sound regulation.

CFTC Human Resources serves the Commission by supporting a wide variety of programs of importance to managers and employees, including functions such as administering benefits and awards, overseeing and governing time and attendance, processing payroll and maintaining official personnel records.

OBJECTIVE

The objective of this contract is to acquire contractor support services for CFTC’s Human Resources Branch (HRB) to ensure the vitality of the human resources program and to help HRB remain effective and efficient in responding to new and emerging human resources requirements.

SCOPE OF WORK

The scope of this contract includes human resources operations and administration, payroll/time and attendance processing, staffing, classification, performance and compensation support, as well as benefits support for approximately 700 federal staff. The duty locations of the federal staff are CFTC Headquarters, Washington, DC; Eastern Regional Office, New York, NY; Central Regional Office, Chicago, IL; and Southwestern Regional Office, Kansas City, MO.

WORK REQUIREMENTS

A. Human Resources Operations, Administrative and Payroll/Time and Attendance Support

The contractor shall perform all personnel/payroll processing functions in National Finance Center (NFC) systems (i.e., EmpowHR, Entry, Processing, Inquiry, and Correction System

(EPIC) and NFC's Reporting Center). The contractor shall be responsible for correcting payroll and leave errors, and preparing reports.

The contractor shall coordinate the processing of CFTC's payroll and all time and attendance matters. This includes, but is not necessarily limited to, acting as liaison with the payroll/personnel units of NFC and other government agencies in transmitting data between the payroll, timekeeping, and human resources information systems of the agencies. The contractor shall also be responsible for facilitating the biweekly payroll cycle via the webTA automated system, which includes ensuring complete and timely delivery of timesheets to NFC each pay period. In doing so, the contractor shall provide instruction in advance to CFTC's timekeepers and coordinate with CFTC's Financial Management Branch (FMB) to ensure the accurate and timely completion of special processing required for each pay period.

The contractor shall be responsible for:

- Processing personnel (EmpowHR)/EPIC/payroll (WebTA) actions in U.S. Department of Agriculture's (USDA) National Finance Center (NFC) automated personnel/payroll system;
- Conducting new employee orientations;
- Scanning employment documents into OPM's Electronic Official Personnel Folder (eOPF) system;
- Compiling reports from databases and other office filing systems;
- Preparing correspondence and completing mass mailings of form letters;
- Filing documents in paper filing systems and other filing systems;
- Scanning and indexing documents for insertion into employee permanent records;
- Copying and assembling printed materials such as handbooks;
- Assisting staff in completing administrative support elements of all areas of HRB office operations as requested;
- Scheduling meetings and conference room reservations;
- Assisting in the creation, closeout, and purging of files such as merit promotion cases data entry;
- Maintaining and disposing of records per CFTC's policies; and
- Performing required procedures in support of human resources programs.

The contractor shall be responsible for maintaining confidentiality of all information and for observing statutory requirements relating to privacy and freedom of information.

B. Benefits Support

The contractor shall assist in advising CFTC's employees on all aspects of federal employee benefits, including informing CFTC's employees of their rights and entitlement to employee

benefits, such as health and life insurance, the Thrift Savings Plan (TSP), and CFTC-specific employee benefit options (e.g., CFTC's dental plan).

For accession actions, the contractor shall assist in determining an employee's eligibility for federal civil service retirement plan coverage, social security coverage, as well as life insurance and health program benefits. For employees separating from the agency, the contractor shall assist in explaining withdrawal and other options regarding their TSP accounts, as well as other benefits such as potential reinstatement eligibility.

CFTC will provide relevant information as necessary to support the contractor's independent completion of tasks as cited above.

C. Performance and Compensation Support

The contractor shall perform the following tasks:

- Support the administration of the annual performance evaluation process and other cyclical activities such as merit pay pools and performance data reporting. This includes the following:
 - Performing quality assurance on submitted electronic and hard copy documents;
 - Tracking progress reviews, review meetings, and other components of the appraisal process;
 - Using automation to print reports;
 - Assisting users with information and access to performance management automation;
 - Reviewing records and other documentation to prepare summaries of information in preparation for further analysis and processing;
 - Reviewing performance standards and appraisals to ensure the standards are in accordance with existing policies and regulations; and
 - Researches, retrieves, and files performance appraisals in e-OPF, as needed.
- Support the administration of the Incentive Awards Programs by:
 - Assisting managers and supervisors with guidance on the agency's incentive award program procedures;
 - Handling various activities of the Incentive Awards Programs, i.e., The Chairman's Honorary awards; retirement awards; Suggestion Awards, presentation award plaques, and other duties that encompass the execution or presentation of the awards programs;
 - Maintaining and monitoring awards inventory; assemble certificates and frames, and other awards hardware; assist with awards budget or ceremony logistics, and assist with governance processes for an awards committee;
 - Drafting CFTC Communications, ceremony details, and notifications pertaining to awards;

- Managing yearly Length of Service (LOS) presentations by organizing and distributing of LOS certificate plaques or reports;
- Monitoring and managing various aspects of the suggestion program such as the suggestion program database; and
- Keeping abreast and up-to-date of the Incentive Awards Policy guidance.
- Assist in the development of employee recognition programs.
- Assist in the production of performance management concepts, principles, and practices work products. This includes:
 - Conducting analytical studies of performance management outcomes and pay metrics using spreadsheets, databases, and/or statistical software; and
 - Assisting with developing new or modified procedures to improve effectiveness in support of agency goals for pay and performance.
- Assist in the creation and execution of communication strategies and plans to promote performance management and compensation programs.
- Assist in the preparation of work products related to compensation concepts, principles, and practices. This includes:
 - Assisting with creating new or modified procedures to improve the effectiveness of compensation products in support of agency goals.

D. Pay and Performance Reform Support

Performance Management

The contractor shall perform the following tasks:

- Provide recommendations and assist in the design and development of performance management policies, procedures, and automation related to various types of performance evaluation systems (e.g., 2-level, 3-level, 4-level), etc.
- Create/assist in the production of work products related to pay-for-performance concepts, principles, and practices, such as pay pool administration, merit pay distribution, new pay plans, governance procedures, competency proficiency levels for evaluating performance, etc. This includes:
 - Assist with developing new or modified plans/procedures to improve pay-for-performance effectiveness in support of agency goals. The work products shall be submitted to the Contracting Officer's Representative (COR) for review and approval prior to finalization and/or execution.

Communication/Change Management

The contractor shall perform the following tasks:

- Develop, recommend and execute communication strategies and cultural transformation plans, including a strategic change management strategy, to promote and reform pay-for-performance concepts, performance management

programs, pay programs, organizational values and development, and employee and leadership training and development. Each work product, such as the communication strategies, cultural transformation plans and strategic change management strategies shall be submitted to the COR for review and approval prior to execution.

- Prepare compensation and pay administration concepts, principles, and practices work products. This includes:
 - Prepare and/or assist creating new or modified procedures for pay setting of new hires and transfers; policies, practices, and analysis for pay equity; or policies of other pay mechanisms such as pay differentials, incentives, bonuses or special pay progression, to improve the compensation and pay administration effectiveness of these products in support of agency goals. The work products shall be submitted to the COR for review and approval prior to finalization and/or execution.

E. Staffing/Classification Support

The Contractor shall perform the following tasks:

Staffing:

- Perform the full range of staffing services such as drafting job postings, posting positions, rating and ranking applicants, issuing Certificates of Eligibles, making job offers, and pay setting in accordance with established CFTC guidelines.

Quality Review:

- Assist CFTC Human Resources Specialists (Staffing and Classification) in conducting quality review within 5 business days of issuance of certificates on Delegated Examining, Merit Promotion and Excepted Service.
- Assist Human Resources Specialists (Staffing and Classification) in auditing Certificates of Eligibles once a selection has been made. The contractor shall make recommendations to the Chief, Employment and Benefits on corrective actions, if applicable.

Annual Delegated Examining Unit (DEU) Audit:

- Conduct an independent annual quality review of job postings to ensure that merit promotion procedures and Delegated Examining procedures have been met for assigned cases. Recommendations regarding corrective actions shall be submitted to the Chief, Talent Management, if applicable. This is an independent annual audit and cannot be conducted by current staffing/classification support staff. This task and final report must be completed within seven business days from initial assignment.

Classification:

- Perform the full range of classification activities including position management and organizational design.
- Apply new or updated OPM position classification standards and evaluation guides to reaffirm or determine the appropriate title, series, and grade of a full range of positions.
- Write evaluation statements, and assist with conducting position audits. Work with HRB staff to finalize any recommendations from the audits.
- Research and analyze information to formulate recommendations and/or draw conclusions on complex position classification matters.
- Conduct an annual analysis on the design of a Position Description Library and provide expert advice as to the development of the system.
- Assist in performing an annual career ladder study of existing CFTC positions.

Historically, the contract staffing/classification support is a part-time function (approximately 3 days per week) where all assigned tasks were completed within that time. CFTC anticipates this level of support will be needed under this contract.

DELIVERABLES AND PROGRESS/FINANCIAL STATUS REPORTS

All of the contractor's written deliverables shall be clear and concise, comprehensive with respect to all relevant aspects of the subject matter, and sufficiently detailed to provide a full understanding of the conclusions contained therein. They must be thoughtfully organized and structured to ensure readability; carefully edited and free of grammar, punctuation, and spelling errors; detailed; and contain both functional and technical design requirements as appropriate.

The contractor shall submit all written deliverables to the COR electronically unless otherwise requested to be submitted in hardcopy. Additionally, the contractor shall provide an electronic copy of each deliverable to the Contracting Officer. All deliverables are considered "draft" until the contractor receives notification that they are accepted from either the COR or Contracting Officer. Draft deliverables are the initial submission for COR review and comments. The Final deliverables shall contain revisions that address the COR comments prior to submission to a wider group of stakeholders for review. The COR will provide the contractor with all approved comments from the stakeholder reviews. The contractor shall incorporate the comments into the deliverables and resubmit to the COR for final approval within one (1) week after the receipt of the comments.

If a deliverable due date falls on a Saturday, Sunday, or Federal holiday, the due date for that deliverable shall be the next business day.

Deliverable Schedule

Deliverable	Date Deliverable is Due
Task D - Pay and Performance Reform Support: Plans/Procedures to improve pay-for-performance	As required by the COR
Task D - Pay and Performance Reform Support: Communication strategies, cultural transformation plans and strategic change management strategy	As required by the COR
Task D - Pay and Performance Reform Support: Plans/Procedures for compensation and pay administration	As required by the COR
Progress/Financial Status Reports	Submit at the same time as monthly invoice to COR and Contracting Officer

Progress/Financial Status Reports

The contractor shall provide written progress/financial status reports when it submits its monthly invoices. Each report shall cover the invoiced period, and shall include the following information:

1. Report of all action items (both government and contractor), in a form and substance agreeable to the Contracting Officer and the COR;
2. Work completed during the reporting period (including listing of submitted deliverables);
3. Description of work in progress;
4. Issues identified and plan for addressing them;
5. Labor hours expended by labor category (current month and cumulative) (for LH support tasks);
6. Amount of funds expended (current month and cumulative) (for LH support tasks);
7. Amount of funds remaining under the contract (for LH support tasks); and
8. Total cost estimate through completion of the contract period of performance (for LH support tasks).

In addition to submitting the written monthly progress/financial status reports, the contractor shall meet with the COR and other CFTC representatives on the status of the project. Scheduling of the briefings will be as required by the COR.

SPECIAL CONSIDERATIONS – ADDITIONAL REQUIREMENTS

A. Core Hours of Service

The principal place of performance shall be CFTC’s Headquarters office located at 1155 21st Street, NW, Washington, DC. All work shall be performed at the assigned principal place of performance unless otherwise approved, in advance, by the COR or Contracting Officer. Work may be performed at an alternate location if approved, in advance, by the COR and Contracting Officer.

The core hours of service to be covered under this contract shall be from 9:00 a.m. to 3:00 p.m., Monday through Friday, except Federal Holidays, emergency closings and other non-work days. The contractor personnel working under this contract may commence no earlier than 6:30 a.m. and no later than 8:30 a.m. and conclude no earlier than 3:00 p.m. and no later than 5:00 p.m. with a required ½ hour lunch period (working through lunch is not permitted). Personnel will be required to establish a defined work schedule within these hours, and the contractor shall ensure there is adequate coverage during the core hours. Some overtime may be required from time-to-time. The work schedules may be adjusted periodically, on an as needed basis, by the COR or Contracting Officer, provided that the adjustments will not cause the contractor to surpass the funded not-to-exceed amount of the contract at any time (see contract clause titled “TECHNICAL DIRECTION AND SURVEILLANCE”).

B. Contractor Qualifications

To successfully perform the tasks described in Sections A. Human Resources Operations, Administrative and Payroll/Time and Attendance Support and B. Benefits Support, the Commission requires the following qualifications:

- Skill in the use of a variety of software, including the ability to manipulate, edit and format documents in applications such as:
 - the Microsoft Office Suite;
 - the National Finance Center’s (NFC) Time and Attendance system; and
 - Access databases.
- Knowledge of OPM’s Guide to Processing Personnel Actions.
- Experience in coding SF-52s, using OPM’s Guide to Processing Personnel Actions and experience inputting actions into the National Finance Center’s personnel/payroll system.
- Experience in using eOPF including scanning documents, reviewing and verifying the accuracy of records in eOPF and researching data.

For the additional eOPF support under Section A. Human Resources Operations, Administrative and Payroll/Time and Attendance Support, the Commission requires the following qualifications:

- Scanning employment documents into OPM’s Electronic Official Personnel Folder (eOPF) system;
- Compiling reports from databases and other office filing systems;
- Preparing correspondence and completing mass mailings of form letters;

- Filing documents in paper filing systems and other filing systems;
- Scanning and indexing documents for insertion into employee permanent records;
- Copying and assembling printed materials such as handbooks;
- Assisting staff in completing administrative support elements of all areas of office operations as requested; and
- Scheduling meetings and conference room reservations.

To successfully perform the tasks described in Section C. Performance and Compensation Support, the Commission requires the following qualifications:

- Experience with the analysis and implementation of performance management and compensation programs in a pay-for-performance environment.
- Skill in the use of a variety of software, including the ability to manipulate, edit and format documents in applications such as:
 - the Microsoft Office Suite;
 - e-OPF;
 - the National Finance Center's (NFC) payroll/personnel system; and
 - webTA.

To successfully perform the tasks described in Section D. Pay and Performance Reform Support – Performance Management, CFTC requires the following qualifications:

- Experience with the analysis, development and implementation of performance management (including incentive awards) and compensation programs in a pay-for-performance environment;
- Excellent written and verbal communication skills;
- Experience with project planning, reports and timelines; and
- Experience working with independent pay, hiring, or other similar authorities (outside of Title 5).

To successfully perform the tasks described in Section D. Pay and Performance Reform Support – Communication/Change Management, CFTC requires the following qualifications:

- Leadership experience (equivalent to an HR Director, Chief Human Capital Officer or Deputy) with Federal HR expertise in a wide array of HR functional areas in order to provide advice and guidance related to change management in a pay-for-performance environment;
- Extensive experience in Federal HR staffing, classification, pay setting administration and compensation programs;
- Advanced written and verbal communication skills;
- Experience in Change Management methods and techniques, organizational development, employee and leadership training and development; and
- Experience working with independent pay, hiring, or other similar authorities (outside of Title 5) is preferred.

To successfully perform the tasks described in Section E. Staffing/Classification Support, the Commission requires the following qualifications:

Senior Human Resources Specialist

- Extensive knowledge at a senior level for the full range of Federal HRM programs and experience integrating the various specialty areas outlined in the SOW. Such experience is typically acquired in positions such as a Deputy HR Director or Supervisory HR Specialist of a Federal agency.
- Mastery of, and skill in applying the full spectrum of advanced HRM principles, concepts, and practices, as well as seasoned consultative skills in the specialty areas outlined in the SOW.
- Thorough knowledge of the laws, statutes and regulations governing all aspects of Title 5 and excepted service rules of the Code of Federal Regulations, enabling them to work independently with minor direction.
- Excellent verbal and written skills that will allow them to communicate with CFTC staff and the public as well as be persuasive when defending positions.
- Directly related staffing and classification experience, performing in a senior role in the HR arena.
- For staffing work, must be currently DEU certified.

Human Resources Specialist (Classification/Staffing)

- Extensive knowledge of, and skill in applying HRM laws, regulations, policies, concepts, and various practices, procedures, and quality control functions in the specialty areas outlined in the SOW.
- Thorough knowledge of the laws, statutes and regulations governing all aspects of Title 5 and excepted service rules of the Code of Federal Regulations, enabling them to work independently with minor direction.
- Excellent verbal and written skills that will allow them to communicate with CFTC staff and the public as well as be persuasive when defending positions.
- Directly related staffing and classification experience, performing as a senior HR Specialist role.
- For staffing work, must be currently DEU certified.

C. Optional Additional Services

The Contracting Officer may exercise any optional contract line item (CLIN) for additional services by written notice (i.e., a modification to the task order) at any time during the period of performance of the task order, provided that the Contracting Officer shall give the Contractor preliminary notice of the Government's intention to exercise the option at least one (1) week in advance. The contractor shall expend no effort on the optional additional services without written direction of the Contracting Officer.

OPTIONAL TASK: Senior HR Specialist – Staffing

For each year of the task order, this optional subtask (associated with Staffing/Classification Support task) includes a not-to-exceed (NTE) amount which is based on an estimated level of effort of 1200 hours.

OPTIONAL TASK: HR Assistant –

For each year of the task order, this optional subtask (associated with Human Resources Operations, Administrative and Payroll/Time and Attendance Support and Benefits tasks) includes a not-to-exceed (NTE) amount which is based on an estimated level of effort of 1000 hours.

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