Office of Education and Outreach
Q?rius AV Technician

STATEMENT OF WORK

August 4, 2015

Background

The Smithsonian’s National Museum of Natural History, located at 10th Street and Constitution Avenue N.W. in Washington, D.C., is the most-visited natural history museum in the world. Opened in 1910, the green-domed museum on the National Mall is dedicated to maintaining and preserving the world’s most extensive collection of natural history specimens and cultural artifacts. It fosters significant scientific research and educational programs and exhibitions that present the work of its scientists to the public.

To work towards this end, the museum has developed an innovative, 10,000 square foot interactive programming space developed and operated by the Office of Education & Outreach. In Q?RIUS, visitors to NMNH will have access to a 6,000 specimen collection representing all the research departments in the museum and a broad slate of interactive, participatory, and engaging program options ranging from self-guided discovery activities to participating with SI scientists in their research programs.

Objective

The Smithsonian’s National Museum of Natural History (NMNH) seeks a contractor to work with the education team at NMNH to support educational programming for Q?rius, an innovative 10,000 square foot interactive space developed and operated by the NMNH Office of Education & Outreach. The contractor will work closely with the Q?rius Manager and the Office of Education & Outreach team to provide a variety technical services and audio-visual support to ensure the proper functioning of Q?rius. The Q?rius AV Technician will maintain, update, troubleshoot a variety of equipment used throughout the space.
Scope of Work

The contractor shall perform a variety of technical operation services and functions in NMNH’s Q?rius as outlined here:

- With the support of ITO and OCIO performs a variety of tech support and A/V services such as the installation and operation of sound systems and audio visual equipment within Q?rius.
- Ensures best practices established by SI and OCIO are followed.
- Develops maintenance plans for interactive units, computers, iPads, portable media units and other purchased Q?rius equipment.
- Oversees technological equipment in Q?rius and is responsible for the repair of breakdowns and to address outages.
- Oversees touchscreen interactives within Q?rius and updates units with new software and troubleshoots them as necessary. Responsible for having the units repaired and replaced as required.
- Responsible for the checkout of Q?rius equipment.
- Assist with the set-up and operation of a variety of technical A/V equipment for the production and/or broadcast of videotaped live programs, closed circuit teleconferences, performances and training sessions.
- Set-up equipment for videoconferences in Q?rius.
- Set-up and configure portable media units; help guest speakers configure and load presentations.
- Assist with the A/V needs of school programs within Q?rius
- Oversees digital visitor feedback system in Q?rius.

Knowledge Required

- Ability to operate in a highly technical environment.
- Knowledge of Audio visual equipment and its usage.
- Extensive knowledge of OS X 10.8 and up.
- Knowledge of Apple configurator.
- Knowledge of Apple Remote Desktop.
- Technical aptitude and the ability to learn new software implementation.
- Skills in verbal and written communication sufficient to conduct research and produce and manage content in a world-class museum environment.
- Experience serving as an effective member of a technical team.

Deliverables

a. Weekly written reports summarizing the work in Q?rius will be due to COTR and Q?rius Manager no later than close of business on Monday of the previous week.
**Period of Performance**

All tasks and deliverables will begin upon approval of contract and end one year from approval of contract.

**Place of Performance**

Contractor shall perform all tasks at the National Museum of Natural History. No travel costs will be reimbursed.

Contractor will work in a team environment with other staff, volunteers and interns.

**Schedule**

Contractor will work a minimum of 30 hours per week including one weekend day per week with flexibility of occasional evenings, but not to exceed 35 hours per week. After the first three months, a schedule will be determined based on the needs of Q'rius.

**Cost**

This is a fixed priced contract of $35,000

**PROPOSAL PREPARATION INSTRUCTIONS:**

**General**

On or before 5:00 PM in the vendor’s time zone on August 24, 2015. Offerors will be expected to provide a proposal, resume and cover letter via email to TejadaE@si.edu.

At the minimum, offerors need to demonstrate that they have the ability to perform the requirements.

**Proposal**

The Proposal shall address the Tasks and Deliverables sections outlined above; and shall contain sufficient quantitative and qualitative details to allow a complete and accurate evaluation from a strictly technical viewpoint.

a) **Experience**

The offeror shall provide examples of specialized experience and demonstrated technical competence in performing similar work as requested herein, preferably completed within the last five years.

b) **Staffing**

The offeror shall provide his or her resume. Resumes should state experience as it relates to this project.
Inquiries
Inquiries regarding this Request for Proposal should be directed via email to TejadaE@si.edu.

Interviews
It is the intention of the Smithsonian to interview a select group of responsive offerors; however, it is possible that interviews may not occur. Consequently, it is important that all responses to this request be complete and includes all necessary information.

Submission of Proposals
The Smithsonian reserves the right to reject any or all proposals received in response to this request, and to negotiate separately with any offeror when such action shall be considered by the Contracting Officer to be in the best interest of the Smithsonian. After limited negotiations or based solely on initial offers received, notice will be provided indicating that an award may be made. It is therefore emphasized that all proposals should be submitted initially on the most favorable terms that the offeror can submit.

Disposition of Proposals
All information submitted in response to this Request for Proposal shall become the property of the Smithsonian and shall not be returned.