Statement of Work (SOW) for Q?rius Administrative Assistant Services

February 4, 2020
National Museum of Natural History
Office of Education & Outreach

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.

Scope
The Smithsonian’s National Museum of Natural History (NMNH) seeks a full-time contractor to provide operational, administrative, and design support and services for Q?rius in the Learning Venues and Visitor Experience branch of the Office of Education and Outreach.

Objectives
The contract effort goals and products will be used by the Office of Education & Outreach to support the continued delivery of a world-class visitor experience through the planning and implementation of programs in Q?rius.

Tasks
The work requirements for this contract are divided into two main categories, the contractor…

I. Coordinates, Facilitates and Leads Public Hours Activities
   a. Maintains and updates the Q?rius Calendar
      • Books the Q?rius space for workshops, expert-led Q?rius programs, meetings, installations, testing, conferences, public & special events, and reserves equipment as needed
• Maintains the Q?rius Master Calendar by entering and updating new reservations
• Maintains and improves the new Expert-Led Q Programs Planner, Q?rius Program/Event Proposal, and Q?rius Equipment Request systems and inform staff on how to use them.
• Reviews the Expert-Led Q?rius Programs submission in order to make sure all the logistical needs for such programs are planned in advance & communicates the needs to the Q?rius operations team
• Enters, accesses and reports data in volunteer management, visitation tracking and public programming data systems, such as VSYS, EDGE and TRUMBA

b. Assists with programming and operations
• Engages visitors in the exploration of the interactive offerings throughout Q?rius
• Assists Q? staff with the preparation and updating of operational manuals for the use of Q?rius
• Assists with ensuring operational systems are in place that support Q?rius programming, expert programming, public programming & festivals
• Creates, distributes and updates signage for Expert-Led Q?rius programs and events that take place in Q?rius, and other signage as needed
• Assists with the redesign/update of Q?rius activity signage
• Assists with the design and development of presentations about the Q?rius spaces and experience
• Sets up and breaks down events/programs and Expert-Led Q?rius programs as requested by COTR
• Assists with tracking and reporting of Q?rius programs
• Works with Q?rius and Education Collections staff to ensure the safety of collections and assist in the management and upkeep of collections
• Provides feedback to education staff about programs and recommend adjustments to content and logistics as requested by COTR
• Assists with evaluation of the Q?rius space and its programs as needed
• Prepares Q?rius for public hours and public programs, and then secures the venues at the end of day, including scientific equipment, collections, and materials to their respective storage areas

II. Assists with the operations of the Q?rius Volunteer Program
• Supports the operation of the NMNH Volunteer Program by working in accordance with and enforcing the policies and procedures of same
• Assists with the recruitment efforts and new volunteer interviews
• Assists with the tracking and processing of volunteer data
• Assists with training of new volunteers and providing enrichment/continuing education and training opportunities for existing volunteers
• Assists with volunteer coordination during open hours by performing routine checks of volunteers on the floor of Q?rius
• Assists with the enhancement and development of volunteer trainings for additional volunteer roles in Q?rius
• Assists with the production of new or updated training materials
• Updates and organizes volunteers in volunteer management system

Delivery
The Q?rius Administrative Assistant will produce the following types of documentation of their work to the COTR:
• Weekly reports of work completed including status of projects and any questions or concerns for the continued execution of said projects
• By the end of the sixth month of the contract a report on programs that have taken place in Q?rius
• By the end of the final month of the contract:
  o An updated report of programs that have taken place in Q?rius
  o A summary report of all work accomplished over the contract including the status of any ongoing projects

Government-Furnished Property
The Q?rius Administrative Assistant contractor will use an iMac (OS 10 and up) furnished with the Adobe Creative Design Suite for the production of public-facing signage for use in Q?rius.

Place of Performance
The nature of the tasks and deliverables demands that this work will be conducted onsite at the NMNH, in a learning center and office environment. No travel costs will be reimbursed.

Period of Performance
The Q?rius Administrative Assistant contractor will work 40 hours a week, four weekdays and one weekend day. Any adjustments to the contractor’s regular schedule will be made in advance with the COTR. The contract is for 12 months from the start date of the contract, with option to renew.