Statement of Work (SOW) for Q?rious Technology Assistant Services

April 2, 2020
National Museum of Natural History
Office of Education and 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 contractor to work with the education team at NMNH to support educational programming for Q?rious, the Coralyn W. Whitney Science Education Center. The contractor will work closely with the Q?rious Coordinator, the Q?rious Manager and the Office of Education & Outreach team to support the use and maintenance of a variety of equipment and technology used throughout the venue.

Objectives
The Q?rious Technology Assistant will provide a variety technical services and audio-visual support to ensure the proper functioning of Q?rious.

Tasks
The tasks for this contract are divided into three categories.

Audio-visual and internet technology (AV/IT) support:
• With the support of ITO and OCIO performs a variety of tech support and A/V services such as the installation, operation, and maintenance of Q?rious’ sound and audio visual equipment.
• Ensures best practices established by SI and OCIO are followed.
• Develops maintenance plans for interactive units, computers, iPads, portable media units and other Q?rius and Q? jr equipment.
• Oversees technological equipment in Q?rius and Q? jr and is responsible for the repair of breakdowns and to address outages.
• Responsible for the checkout of Q?rius equipment and assist with NMNH general equipment inventory.
• Create and update inventory log of Q?rius equipment (microscopes, lighting, computers, etc.) and supplies.
• Create and maintain a detailed inventory specifically of Q?rius storage spaces, and reorganize said spaces to maximize utility.
• Assist in the development of equipment wish lists for Q?rius and Q? jr.
• Assists with providing training to NMNH staff and visiting professionals for the Q?rius Theater, Webcasts, and other Q?rius & Q? jr equipment as needed.
• Set-up equipment for Q?rius related videoconferences.
• Create and maintain a detailed user guide for the various frequently-used videoconferencing software, such as Vidyo, Teams, Zoom, etc.
• Set-up and configure portable media units; help guest speakers configure and load presentations.
• Oversees digital visitor feedback system in Q?rius.
• Oversees, sets-up and troubleshoots the Q?rius theater equipment.
• Troubleshoots Q?rius theater equipment.
• Assist with the AV/ IT needs of events taking place in Q?rius and Q? jr.

Facilitate and Lead Public Hours Activities:
• Assist in the preparation of Q?rius and Q? jr for open hours and public programs.
• Engage visitors in the exploration of the interactive activities and programming throughout Q?rius and Q? jr when needed.
• Assist with volunteer coordination during Q?rius and Q? jr open hours.
• Assist with and participate in volunteer training and continuing education in Q?rius and Q? jr.

Q?rius Infrastructure:
• Provide feedback to education staff about programs and recommend adjustments to content or logistics.
• Works with Q?rius and Collections staff to ensure the safety of the collections.
• Assist with the maintenance of Q?rius activities.
• Assist with the evaluation of Q?rius space and activities as assigned.
• Assist the Q?rius Manager with the entrance screen project as requested.
• Assist with the development of plan for the next phase of interactive touchscreen use in Q?rius as requested.
• Attend Q?rius check-in meetings and the monthly Learning Venues and Visitor Experience Branch meeting.

Delivery
The contractor will supply weekly reports summarizing their work accomplished on site due to the COTR. The contractor will also submit 2 updated equipment inventory logs, one 6 months after start of the contract, and at the end of the contract (after 12 months).

**Government-Furnished Property**
The contractor will be expected to work with the following kinds of government-furnished equipment as well as others:
- Apple products such as iPads and laptops
- Monitors and touchscreens
- Compound and dissecting microscopes

**Place of Performance**
The contract will be performed onsite at the Smithsonian Institution’s National Museum of Natural History 8 hours a day on 4 week days and 1 weekend day per week for a total of 40 hours per week.

**Period of Performance**
The period of performance will be for one year from the start date of the contract.

**Quote Preparation Instructions**
Quotes for this contract are due on or before 5:00 PM in the contractor’s time zone on April 17, 2020 via email to ThomasCR@si.edu. Inquiries about the SOW can be directed to the same email address.

Quotes should be submitted in accordance with instructions as they are laid out in the RFQ document attached.