

Smithsonian Institution
National Postal Museum
Statement of Work
Digital Record and Asset Management Support Services

1. Introduction

The Smithsonian Institution (SI) is a trust instrumentality of the United States founded in 1846 in response to the will of Englishman James Smithson “to found at Washington, under the name of the Smithsonian Institution, an Establishment for the increase and diffusion of knowledge.” In the 170+ years since that time, the Smithsonian has grown to include 19 museums, the National Zoological Park, and 9 research centers located in Washington, DC and its metropolitan area, New York City, Cambridge, MA, Fort Pierce, FL, and Panama. The Smithsonian employs approximately 6,300 staff, has over 155 million collections objects and specimens, 163 thousand cubic feet of materials in their archives and 2.2 million volumes in their libraries. In addition, in FY 2020 the Smithsonian Institution hosted over 7.7 million visitors at its core museum locations and about 178 million visitors to its public websites, plus over 18 million followers on various social media platforms.

1.1. Background

The Smithsonian’s National Postal Museum (NPM) maintains one of the largest and most significant philatelic and postal history collections in the world, and one of the world’s most comprehensive library resources on philately and postal history. The museum’s many exhibition galleries present America’s postal history from Colonial times to the present, while its collections contain prestigious U.S. and international postal issues and specialized collections, archival postal documents and 3-D objects.

1.2. Purpose

The National Postal Museum (NPM) has a requirement for digital record and asset management services to evaluate its 280,000+ set of collections object records in the museum’s collections information system, Gallery Systems - The Museum System (TMS) for online-readiness, to migrate corresponding legacy digital image files stored in local network drives to the Smithsonian’s Digital Asset Management System (SI DAMS), OpenText Media Manager, and to publish object records deemed online-ready to NPM’s website and to the Smithsonian’s Collections Search Center (CSC). The project aims to share many more collections object records with researchers and public, based on NPM’s recent reassessment of what constitutes an online-ready object record.

2. Scope of Work

The Contractor shall provide up to 1,240 hours of professional, technical, and non-personal services to NPM in support of efforts to evaluate approximately 280,000 digital collections records for online-readiness, ingest corresponding digital images into the Smithsonian’s digital asset management system, OpenText Media Manager (SI DAMS), perform data enhancement tasks in the online-ready records, and publish the online-ready records online.

Tasks are defined below and may include additional guidance provided by the Contractor Officer Technical Representative (COTR).

2.1. Tasks

2.1.1. Digital Record Management

- Evaluate collections object records according to NPM's tiered framework for online readiness:
 - Identify and tag object records that fall into each online-readiness category
 - Identify digital assets corresponding to online-readiness records that need to be added to the pan-Smithsonian Digital Asset Management System (DAMS)
 - Publish online-ready TMS Object Records to NPM's website and to the CSC

2.1.2. Digital Asset Management

- Ingest existing digital assets corresponding to identified online-ready records into the DAMS
 - Follow established protocols for linking DAMS assets with corresponding TMS Media records (i.e., CDIS)

2.1.3. TMS Data Enhancement

- Add or edit TMS Object Record or Media Record data to standardize online-ready records for data delivery and public access

2.1.4. General

- Maintain file inventory
- With guidance from the COTR, document associated processes, workflows, and standards
- Attend meetings related to assignments as COTR deems appropriate
- Work with Smithsonian staff and/or other contractors to fulfill tasks on related project efforts

2.2. Deliverables

The contractor shall provide a written status report to the COTR every other Friday, starting on the second Friday after the contract begins. The monthly report shall contain a listing of completed tasks, including the number of evaluated records and processed digital assets.

3. Performance Standards

The Contractor shall complete tasks and deliverables as defined by the COTR. Any and all changes shall be communicated to the Contractor in writing from the COTR. Contractor must notify the COTR immediately of any problem or situation that impedes completion of any tasks.

3.1. Period of Performance

The Contractor is estimated to begin work as soon as possible after contract is awarded and after Smithsonian security clearance has completed satisfactorily.

- The project is expected to take 8 months to complete.
- The Contractor shall provide up to 40 hours of service on a weekly basis. The specific work schedule will be determined by mutual agreement between the COTR and the contractor.
- Total number of hours shall not exceed 1,240 hours during the performance period.
- Work shall begin upon contract award and shall end by July 31, 2022.
- Performance shall begin upon receipt of a "Notice to Proceed" from the Smithsonian unless a different date is agreed upon with the SI.

3.2. Required Skills

- Familiarity with digital asset management standards and systems
- Familiarity with museum cataloging standards and collections information systems, with a strong preference for experience with Gallery Systems - The Museum System (TMS)
- Skill with Microsoft Excel, including entering, sorting/filtering, and exporting data
- Comfortable performing work independently with minimal direction or as part of an integrated team
- Organized, with superior attention to detail
- Proactive and self-motivated with ability to multi-task

3.3. Communication

The Contractor shall be in contact with the COTR throughout all phases of the contract, meeting as needed by phone, video conference, or email. The COTR is the primary point of contact for all communications, unless otherwise directed by the COTR. The COTR shall perform inspection and acceptance of all workmanship and work performed by the Contractor with acceptance in writing.

The Contracting Officer Technical Representative (COTR)

Katie Burke

TMS Database Administrator

National Postal Museum

Washington, DC

202.633.4742

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3.4. Invoice and Payments

The Contractor shall invoice the Smithsonian on a monthly basis. Billing is for hours worked and does not include lunch or breaks. Invoicing will only be considered, and payment made, after the work has been reviewed and accepted by the COTR. A proper invoice in PDF format (required) must include the following information:

- Name, address, phone number, email and Contractor identification number
- Unique invoice number
- Purchase Order Number/ Contract Number
- Performance period to be invoiced, including number of hours

4. General Conditions

4.1. Place of Performance

Work will be performed at an NPM approved telework location.

4.2. Technical Training

NPM will provide the following support:

- Overview of collections management systems (DAMS and TMS)
- Information on NPM metadata standards
- Documentation relating to DAMS ingest and CDIS linking workflows

4.3. Smithsonian and Contractor Provided Property

NPM shall provide access to all data, software, and application resources required to accomplish the tasks, including Remote Desktop (RDP). NPM is not responsible for providing equipment for work performed off-site.

4.4. Access to SI's Computer / Data Network

If deemed appropriate by the Smithsonian, contractor personnel and/or representatives may be given a network login account and access to the Smithsonian's computer / data network. In order to gain access to SI's computer network, contractor personnel will be required to read Smithsonian Directive 931 Use of Computers and Networks, and sign an affirmation that they agree to comply with the provisions of SD 931, to act in a responsible manner, and to respect and maintain the security of all systems to which they have access. All contractor personnel with network access are required to complete a short on-line computer security training program annually. Contractor personnel with SI network access are required to complete a background clearance.

4.5. Data Use, Disclosure of Information, and Handling of Sensitive Information

The Contractor shall maintain, transmit, retain in strictest confidence, and prevent the unauthorized duplication, use, and disclosure of information. The Contractor shall provide information only to employees, Contractors, and subcontractors having a need to know such information in the performance of their duties for this project. Information made available to the contractor by the Smithsonian for the performance or administration of this effort shall be used only for those purposes and shall not be used in any other way without the written agreement of the Contracting Officer.

If public information is provided to the contractor for use in performance or administration of this effort, the contractor except with the written permission of the Contracting Officer may not use such information for any other purpose. If the contractor is uncertain about the availability or proposed use of information provided for the performance or administration, the contractor will consult with the COTR regarding use of that information for other purposes.

The contractor agrees to assume responsibility for protecting the confidentiality of Smithsonian records which are not public information. Each employee of the contractor to whom information may be made available or disclosed shall be notified in writing by the contractor that such information may be disclosed only for a purpose and to the extent authorized herein.

Performance of this effort may require the Contractor to access and use data and information proprietary to a Smithsonian or Contractor which is of such a nature that its dissemination or use, other than in performance of this effort, would be averse to the interests of the Smithsonian and/or others.

Contractor and/or Contractor personnel shall not divulge, or release data or information developed or obtained in performance of this effort, until made public by the Smithsonian, except to authorized Smithsonian personnel or upon written approval of the COTR. The Contractor shall not use, disclose, or reproduce proprietary data that bears a restrictive legend, other than as required in the performance of this effort. Nothing herein shall preclude the use of any data independently acquired by the Contractor without such limitations or prohibit an agreement at no cost to the Government between the Contractor and the data owner that provides for greater rights to the Contractor.

All data received, processed, evaluated, loaded, and/or created as a result of this statement of work shall remain the sole property of the Smithsonian unless specific exception is granted by the COTR.