

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS <i>OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30</i>				1. REQUISITION NUMBER RSEN-19-00030		PAGE OF 1 9	
2. CONTRACT NO. 70RSAT19D00000002		3. AWARD/ EFFECTIVE DATE See Block 31C	4. ORDER NUMBER 70RSAT19FR0000133		5. SOLICITATION NUMBER 70RSAT19R00000029		6. SOLICITATION ISSUE DATE 08/06/2019
7. FOR SOLICITATION INFORMATION CALL:		a. NAME (b)(6)			b. TELEPHONE NUMBER (No collect calls)		8. OFFER DUE DATE/LOCAL TIME ET
9. ISSUED BY U.S. Dept. of Homeland Security Office of Procurement Operations S&T Acquisition Branch 245 Murray Lane, SW, #0115 Washington DC 20528-0115		CODE DHS/OPO/S&T/S	10. THIS ACQUISITION IS <input checked="" type="checkbox"/> UNRESTRICTED OR <input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> HUBZONE SMALL BUSINESS <input type="checkbox"/> SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS		<input type="checkbox"/> SET ASIDE:	% FOR: WOMEN-OWNED SMALL BUSINESS <input type="checkbox"/> (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM <input type="checkbox"/> EDWOSB <input type="checkbox"/> 8(A) NAICS: 541611 SIZE STANDARD: \$15.0	
11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input checked="" type="checkbox"/> SEE SCHEDULE		12. DISCOUNT TERMS Net 30		<input type="checkbox"/> 13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)		13b. RATING	
15. DELIVER TO DHS S&T 245 Murray Lane Building 410 Washington DC 20528		CODE S&T MURRAY LANE	16. ADMINISTERED BY U.S. Dept. of Homeland Security Office of Procurement Operations S&T Acquisition Branch 245 Murray Lane, SW, #0115 Washington DC 20528-0115				
17a. CONTRACTOR/OFFEROR MANTECH SRS TECHNOLOGIES INC ATTN (b)(6) 2251 CORPORATE PARK DRIVE HERNDON VA 20171		CODE 0661830390000	FACILITY CODE	18a. PAYMENT WILL BE MADE BY Burlington Finance Center Email Address on 2 lines InvoicesAT.Consolidation@ice.dhs.gov PO Box 1000 Williston VT 05495-1000		CODE DHS/ICE/S&T	
TELEPHONE NO. (b)(6)		<input type="checkbox"/> 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER		<input type="checkbox"/> 18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM			
19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES			21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	DUNS Number: 066183039+0000 Division: Systems Engineering & Standards Program: Operations Research & Analysis Performer: ManTech SRS DHS POC: (b)(6) Appropriation Year: FY2018, FY2019 Budget Authority: 2-Year O&S FY18 (A8) 2-Year O&S Funds cannot be obligated past 09/30/2019 FY19 (A9) 2-Year O&S Funds cannot be obligated <i>(Use Reverse and/or Attach Additional Sheets as Necessary)</i>						
25. ACCOUNTING AND APPROPRIATION DATA See schedule					26. TOTAL AWARD AMOUNT (For Govt. Use Only) (b)(4)		
<input type="checkbox"/> 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4, FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA		<input type="checkbox"/> ARE		<input type="checkbox"/> ARE NOT ATTACHED.			
<input checked="" type="checkbox"/> 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4, FAR 52.212-5 IS ATTACHED. ADDENDA		<input type="checkbox"/> ARE		<input checked="" type="checkbox"/> ARE NOT ATTACHED.			
<input checked="" type="checkbox"/> 28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 1 COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED.				<input type="checkbox"/> 29. AWARD OF CONTRACT: _____ OFFER DATED _____ YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:			
(b)(6)							

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	<p>past 09/30/2020</p> <p>ALC: 70-08-1513 TAS: 70 18/19 0800,70 19/20 0800</p> <p>The purpose of this action is to award a Time and Materials Task Order off of the SETA III IDIQ 70RSAT19D00000002 with ManTech. This task order will provide Systems Engineering and Technical Assistance (SETA) support services to the DHS S&T Systems Engineering and Standards Office.</p> <p>The period of performance is a base period of twelve (12) months and two (2) twelve (12) month option periods.</p> <p>As a result of this action, the Base Period (CLINs 0001 and 0002) are fully funded. Optional CLIN 0005 is exercised and fully funded. Optional CLIN 0008 is exercised and partially funded. Base Period Optional CLINs 0003-0004 and 0006-0007 and Option Periods 1 (CLINs 1001-1008) and 2 (CLINs 2001-2008) will remain unexercised and unfunded.</p> <p>The total obligated amount is (b)(4)</p> <p>Attachments: 1. Terms and Conditions (8 pages) Continued ...</p>				

32a. QUANTITY IN COLUMN 21 HAS BEEN

RECEIVED INSPECTED ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED: _____

32b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE	32c. DATE	32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE
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32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE	32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE
	32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE

33. SHIP NUMBER <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL	34. VOUCHER NUMBER	35. AMOUNT VERIFIED CORRECT FOR	36. PAYMENT <input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL	37. CHECK NUMBER
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38. S/R ACCOUNT NUMBER	39. S/R VOUCHER NUMBER	40. PAID BY
------------------------	------------------------	-------------

41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT	42a. RECEIVED BY (<i>Print</i>)
	42b. RECEIVED AT (<i>Location</i>)
	42c. DATE REC'D (YY/MM/DD) 42d. TOTAL CONTAINERS
41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER	41c. DATE

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
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NAME OF OFFEROR OR CONTRACTOR
MANTECH SRS TECHNOLOGIES INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>In accordance with Attachment 2 Pricing Table</p> <p>Base Period Funding - (b)(4) hours total</p> <p>(b)(4) - (b)(4) hours</p> <p>(b)(4) - (b)(4) hours</p> <p>(b)(4) - (b)(4) hours</p> <p>(b)(4) - (b)(4) hours</p> <p>(b)(4) - (b)(4) hours</p> <p>Total Line Item Value: (b)(4)</p> <p>Accounting Info: NONE000-000-A9-50-01-09-000-36-02-0000-00-00-00-00 -GE-OE-25-37-000000 Funded: (b)(4)</p> <p>Accounting Info: NONE000-000-A9-50-01-06-000-36-02-0000-00-00-00-00 -GE-OE-25-37-000000 Funded: (b)(4)</p> <p>Accounting Info: NONE000-000-A9-50-06-01-000-36-02-0000-00-00-00-00 -GE-OE-25-37-000000 Funded: (b)(4)</p> <p>Accounting Info: NONE000-000-A8-50-01-08-000-36-02-0000-00-00-00-00 -GE-OE-25-37-000000 Funded: (b)(4)</p>				
1001	<p>Option Period 1</p> <p>SOW Tasks 1-5</p> <p>12 Months</p> <p>In accordance with Attachment 2 Pricing Table Amount: (b)(4) (Option Line Item)</p>				(b)(4)
1002	<p>Option Period 1</p> <p>Travel and Other Direct Costs</p> <p>Travel NTE: (b)(4)</p> <p>ODCs NTE: (b)(4)</p> <p>12 Months</p> <p>Amount: (b)(4) (Option Line Item)</p> <p>Continued ...</p>				(b)(4)

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NAME OF OFFEROR OR CONTRACTOR
MANTECH SRS TECHNOLOGIES INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
1003	Option Period 1 - OPTIONAL Task 6 Website Support Services 12 Months In accordance with Attachment 2 Pricing Table Amount: (b)(4) (Option Line Item)				(b)(4)
1004	Option Period 1 - OPTIONAL Task 7 Technical Editor 12 Months In accordance with Attachment 2 Pricing Table Amount: (b)(4) (Option Line Item)				(b)(4)
1005	Option Period 1 - OPTIONAL Task 8 Human Systems Integration Support 12 Months In accordance with Attachment 2 Pricing Table Amount: (b)(4) (Option Line Item)				(b)(4)
1006	Option Period 1 - OPTIONAL Task 9 Standards Branch 12 Months In accordance with Attachment 2 Pricing Table Amount: (b)(4) (Option Line Item)				(b)(4)
1007	Option Period 1 - OPTIONAL Task 10 Systems Engineering Classroom Instruction 12 Months Continued ...				(b)(4)

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NAME OF OFFEROR OR CONTRACTOR
MANTECH SRS TECHNOLOGIES INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
1008	In accordance with Attachment 2 Pricing Table Amount: (b)(4) Option Line Item Option Period 1 - OPTIONAL Task 11 Surge Support 12 Months In accordance with Attachment 2 Pricing Table Amount: (b)(4) Option Line Item				(b)(4)
2001	Option Period 2 SOW Tasks 1-5 12 Months In accordance with Attachment 2 Pricing Table Amount: (b)(4) Option Line Item				(b)(4)
2002	Option Period 2 Travel and Other Direct Costs Travel NTE: (b)(4) ODCs NTE: (b)(4) 12 Months Amount: (b)(4) Option Line Item				(b)(4)
2003	Option Period 2 - OPTIONAL Task 6 Website Support Services 12 Months In accordance with Attachment 2 Pricing Table Amount: (b)(4) (Option Line Item)				(b)(4)
2004	Option Period 1 - OPTIONAL Task 7 Technical Editor Continued ...				(b)(4)

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NAME OF OFFEROR OR CONTRACTOR
MANTECH SRS TECHNOLOGIES INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	12 Months In accordance with Attachment 2 Pricing Table Amount: (b)(4) Option Line Item				
2005	Option Period 2 - OPTIONAL Task 8 Human Systems Integration Support 12 Months In accordance with Attachment 2 Pricing Table Amount: (b)(4) Option Line Item				(b)(4)
2006	Option Period 1 - OPTIONAL Task 9 Standards Branch 12 Months In accordance with Attachment 2 Pricing Table Amount: (b)(4) (Option Line Item)				(b)(4)
2007	Option Period 2 - OPTIONAL Task 10 Systems Engineering Classroom Instruction 12 Months In accordance with Attachment 2 Pricing Table Amount: (b)(4) Option Line Item				(b)(4)
2008	Option Period 2 - OPTIONAL Task 11 Surge Support 12 Months In accordance with Attachment 2 Pricing Table Amount: (b)(4) Option Line Item				(b)(4)
	Continued ...				

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NAME OF OFFEROR OR CONTRACTOR
MANTECH SRS TECHNOLOGIES INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	The total amount of award: (b)(4) The obligation for this award is shown in box 26.				

SETA III SOLICITATION AND TASK ORDER TEMPLATE

SYSTEMS ENGINEERING AND TECHNICAL ASSISTANCE III INDEFINITE-DELIVERY/INDEFINITE-QUANTITY CONTRACT REQUIREMENT

1. REQUIREMENT TITLE:

Systems Engineering and Standards SETA Support

2. PROCUREMENT INSTRUMENT IDENTIFIER:

70RSAT19FR0000133

3. ISSUING OFFICE:

U.S. Department of Homeland Security, Directorate for Management, Office of the Chief Procurement Officer, Office of Procurement Operations, Science and Technology Acquisitions Division

4. AGENCY CONTACTS:

Contracting Officer: (b)(6)

Contract Specialist: (b)(6)

Please include both contacts in communications related to this opportunity.

5. ISSUE DATE:

5.1. Notice Type: Task Order Award

5.2. Version (Check one, complete form field only for modifications):

Base Modification/Amendment (Fill-in number (/P#####)):

5.3. Issuance Date: Monday, September 16, 2019

6. PERIOD OF PERFORMANCE

6.1. If this notice is an RFI, the duration here is an estimate only.

6.2. The period of performance for this requirement is twelve months from date of award.

6.3. This requirement includes two (2) option periods.

Option Period	Duration (in Months)
Option Period 1	Twelve (12) months
Option Period 2	Twelve (12) months

SETA III SOLICITATION AND TASK ORDER TEMPLATE

- 6.4. The total anticipated period of performance for this requirement if all options are exercised is thirty-six months.
- 6.5. This section will be completed by the contracting officer at the time the Task order is awarded:
The full period performance is from 9/17/2019 through 9/16/2022.

7. INFORMATION

7.1. NAICS Code and Small Business Size Standard:

The principal nature of the requirements described in this solicitation is consistent with services performed by industries in the 541611 North American Industry Classification System code (Administrative Management and General Management Consulting Services) with a small business size standard of \$15M in average annual receipts.

7.2. Product Service Code (PSC):

The services in this solicitation are best represented by PSC Code: R408 - Support-Professional: Program Management/Support

7.3. Type of Contract: This is a Time-and-Materials (T&M) type contract.

7.4. Telework for this requirement:

- Is permitted subject to the stipulations of § H.4 “Telework” of the SETA III IDIQ.
- Is not permitted since the contracting officer has determined, in writing, the requirements of the agency, including security requirements, cannot be met if teleworking is permitted.

7.5. Security:

This requirement is:

- Unclassified Classified Mix of Both

The Facility Clearance Level for this requirement is:

- Unclassified Secret Top Secret

7.6. The work will be performed at a site owned/controlled by:

- Government Contractor Mix of Both

7.7. The place(s) of performance for this requirement are:

1120 Vermont Avenue NW, Washington DC

SETA III SOLICITATION AND TASK ORDER TEMPLATE

8. DESCRIPTION OF SERVICES

(Please refer to the Statement of Work.)

9. LABOR CATEGORIES AND DESCRIPTIONS

The successful Offeror’s applicable labor categories and rates will be included as part of the awarded Task Order.

10. INVOICING INSTRUCTIONS

Invoices shall be submitted via email to InvoiceSAT.Consolidation@ice.dhs.gov with a courtesy copy (cc:) to the Contracting Officer’s Representative (COR) and Contracting Officer (CO).

11. TASK ORDER CLAUSES

11.1. All Applicable and Required clauses set forth in Federal Acquisition Regulation (FAR) 52.301 automatically flow down to all SETA III task orders, based on their specific contract type, e.g. FFP, LH, or T&M.

11.2. The clause at FAR 52.212-4, “Contract Terms and Conditions - Commercial Items,” applies to this acquisition.

11.3. The clause at FAR 52.212-5, “Contract Terms and Conditions Required to Implement Statutes or Executive Orders - Commercial Items,” applies to this acquisition with all applicable additional FAR clauses cited therein.

11.4. Pursuant to paragraph (d)(2) of the Rights in Data-General clause, FAR 52.227-14, of this task order, the Contractor may not use data first produced in the performance of this task order for any purpose other than the performance of this task order without the prior, written permission of the Contracting Officer.

11.5. Representation and Certification provisions from the SETA III master contracts automatically flow down to all task orders.

11.6. The following additional clauses are applicable to this requirement if the boxes next to them are checked (contracting officer must check and complete as applicable):

52.204-2 SECURITY REQUIREMENTS (AUG 1996)

(a) This clause applies to the extent that this contract involves access to information classified “Confidential,” “Secret,” or “Top Secret.”

(b) The Contractor shall comply with --

(1) The Security Agreement (DD Form 441), including the National Industrial Security Program Operating Manual (DoD 5220.22-M); and

SETA III SOLICITATION AND TASK ORDER TEMPLATE

(2) Any revisions to that manual, notice of which has been furnished to the Contractor.

(c) If, subsequent to the date of this contract, the security classification or security requirements under this contract are changed by the Government and if the changes cause an increase or decrease in security costs or otherwise affect any other term or condition of this contract, the contract shall be subject to an equitable adjustment as if the changes were directed under the Changes clause of this contract.

(d) The Contractor agrees to insert terms that conform substantially to the language of this clause, including this paragraph (d) but excluding any reference to the Changes clause of this contract, in all subcontracts under this contract that involve access to classified information.

(End of Clause)

52.211-11 LIQUIDATED DAMAGES-SUPPLIES, SERVICES, OR RESEARCH AND DEVELOPMENT (SEPT 2000)

(a) If the Contractor fails to deliver the supplies or perform the services within the time specified in this contract, the Contractor shall, in place of actual damages, pay to the Government liquidated damages of \$<INSERT DOLLAR AMOUNT> per calendar day of delay.

(b) If the Government terminates this contract in whole or in part under the Default-Fixed-Price Supply and Service clause, the Contractor is liable for liquidated damages accruing until the Government reasonably obtains delivery or performance of similar supplies or services. These liquidated damages are in addition to excess costs of repurchase under the Termination clause.

(c) The Contractor will not be charged with liquidated damages when the delay in delivery or performance is beyond the control and without the fault or negligence of the Contractor as defined in the Default-Fixed-Price Supply and Service clause in this contract.

(End of clause)

52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within one (1) day; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least seven (7) days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed thirty-six months.

(End of clause)

SETA III SOLICITATION AND TASK ORDER TEMPLATE

3052.215-70 KEY PERSONNEL OR FACILITIES (DEC 2003)

(a) The personnel or facilities specified below are considered essential to the work being performed under this contract and may, with the consent of the contracting parties, be changed from time to time during the course of the contract by adding or deleting personnel or facilities, as appropriate.

(b) Before removing or replacing any of the specified individuals or facilities, the Contractor shall notify the Contracting Officer, in writing, before the change becomes effective. The Contractor shall submit sufficient information to support the proposed action and to enable the Contracting Officer to evaluate the potential impact of the change on this contract. The Contractor shall not remove or replace personnel or facilities until the Contracting Officer approves the change.

The Key Personnel or Facilities under this Contract:

Subject Matter Expert III/Task Order Manager -

Subject Matter Expert III -

Subject Matter Expert II -

(End of clause)

3052.242-72 CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE (DEC 2003)

(a) The Contracting Officer may designate Government personnel to act as the Contracting Officer's Technical Representative (COTR) to perform functions under the contract such as review or inspection and acceptance of supplies, services, including construction, and other functions of a technical nature. The Contracting Officer will provide a written notice of such designation to the Contractor within five working days after contract award or for construction, not less than five working days prior to giving the contractor the notice to proceed. The designation letter will set forth the authorities and limitations of the COTR under the contract.

(b) The Contracting Officer cannot authorize the COTR or any other representative to sign documents, such as contracts, contract modifications, etc., that require the signature of the Contracting Officer.

(End of clause)

11.7. CONTRACTING OFFICER'S REPRESENTATIVE (COR)

(a) The Contracting Officer's Representative (COR) that will be responsible for the day-to-day coordination of this Task Order. The COR for this Task Order is designated in accordance with Homeland Security Acquisition Regulation (HSAR) 3052.242-72 Contracting Officer's Technical Representative (DEC 2003) included in this Task Order.

(b) The COR for this Task Order is:

SETA III SOLICITATION AND TASK ORDER TEMPLATE

(b)(6)

(c) The COR will represent the Contracting Officer in the administration of technical details within the scope of the Task Order. The COR is also responsible for final inspection and acceptance of all Task Order deliverables and reports, and such other responsibilities as may be specified in this Task Order. The COR is not otherwise authorized to make any representations or commitments of any kind on behalf of the Contracting Officer or the Government that affect, price, quality, quantity, delivery, or other terms and conditions of this Task Order. If, as a result of technical discussions, it is desirable to modify Task Order obligations or specifications, changes will be issued in writing and signed by the Contracting Officer.

(d) The Alternate Contracting Officer’s Representative (ACOR) will be responsible for the day-to-day coordination of this Task Order when the COR is unavailable. The ACOR for this Task Order is designated in accordance with Homeland Security Acquisition Regulation (HSAR) 3052.242-72 Contracting Officer’s Technical Representative included in this Task Order.

(e) The ACOR for this Task Order is:

(b)(6)

(f) The ACOR will represent the Task Order Contracting Officer in the administration of technical details within the scope of the Task Order when the COR is unavailable. References in this Task Order to the COR shall be construed to mean the ACOR in the event the COR is unavailable.

11.8. CONTRACTING OFFICER AND CONTRACT SPECIALIST

(a) The Contracting Officer (CO) is the only person authorized to approve changes to any of the terms and conditions of this Task Order. In the event the Contractor effects any changes at the direction of any person other than the CO, the changes will be considered to have been made without authority and no adjustment will be made in the Task Order price to cover any increase in prices incurred as a result thereof. The CO shall be the only individual authorized to accept nonconforming work, waive any requirement of the Task Order, or to modify any term or condition of the Task Order. The CO is the only individual who can legally obligate government funds. No cost chargeable to the proposed Task Order can be incurred before receipt of a fully executed Task Order, which includes any subsequent modifications or other specific written authorization from the CO.

(b) The Contractor shall not comply with any order, direction or request of government personnel unless it is issued in writing and signed by the CO, or is pursuant to specific authority otherwise included as a part of this Task Order. No order, statement, or conduct of government personnel, other than the CO, who visit the Contractor’s facilities or in any other manner communicate with

SETA III SOLICITATION AND TASK ORDER TEMPLATE

Contractor personnel during the performance of this Task Order shall constitute a change under the Changes clause included in this Task Order.

(c) The Contracting Officer for this Task Order is:

(b)(6)

(d) The Contract Specialist for this Task Order is:

(b)(6)

12. OPTIONAL TASKS AND SURGE CLINS

This solicitation and the resulting task order contain optional tasks and surge CLINs as detailed in the Statement of Work and Pricing Table. These options may be exercised within their respective periods and shall not cross into another period of performance from the one in which they are exercised. Should the Government choose to exercise an optional task or Surge CLIN, that option will be exercised no later than the second to last month of the period in which it is exercised.

Surge and optional CLINs may be exercised in increments as little as one hour.

The Government will make all efforts to notify an awardee no later than 15 days before the exercise of an optional task or surge CLIN. This notice will be provided by e-mail. Optional tasks and surge CLINs will be exercised via formal modification to the task order. This modification will be sent by the task order Contract Specialist or Contracting Officer. Surge CLINs will not and cannot be ordered by the Contracting Officer’s Representative.

13. TIME AND MATERIALS CEILING

This is a time and materials task order and the amount of funds obligated under the task order is a ceiling that the Contractor exceeds at its own risk.

SETA III SOLICITATION AND TASK ORDER TEMPLATE

ATTACHMENTS

Number	Title	# of Pages
(1)	Statement of Work	55
(2)	Pricing Table	3

Statement of Work (SOW)
Systems Engineering and Standards (SES)
Systems Engineering and Technical Assistance (SETA) Support Services

05 August 2019

1.0 Introduction

The U.S. Department of Homeland Security (DHS) is committed to using cutting-edge technologies and scientific talent in its quest to make America more secure. The DHS Science and Technology (S&T) Directorate is tasked with researching and organizing the scientific, engineering, and technological resources of the United States and leveraging these existing resources into technological tools to help protect the homeland. S&T partners and customers include the operating Components of the Department, other Government agencies, State, local, tribal, and territorial emergency responders and officials. S&T, established by the Homeland Security Act of 2002 (P.L. 107-296), has the primary responsibility for research, development, test, and evaluation (RDT&E) efforts in support of the DHS mission. This responsibility includes establishing DHS-wide RDT&E priorities, goals, and objectives; coordinating and integrating DHS' RDT&E activities; and conducting basic and applied RDT&E activities that are relevant to DHS through both intramural and extramural programs. S&T is the primary research and development arm of DHS. The mission of S&T is to strengthen America's security and resiliency by providing knowledge products and innovative technology solutions for the Homeland Security Enterprise (HSE).

2.0 General Requirements

The Systems Engineering and Standards (SES) Division provides systems engineering support to S&T R&D and DHS acquisition programs to improve the efficiency of transforming customer needs and requirements into operational capabilities by applying a well-defined and consistent approach from concept definition to deployment.

The mission of SES is to "Maximize the effectiveness of capabilities and technologies delivered by DHS acquisition and R&D programs". The overall vision of SES is to become the primary valued resource for Systems Engineering guidance in the Department of Homeland Security.

Systems Engineering principles and practices guide the planning, execution, and management of technical activities. When appropriately applied, systems engineering can reduce the likelihood of cost, schedule, and performance challenges that typically affect most complex development programs, enabling the delivery of effective solutions in the most cost- and time-efficient manner. Systems engineering management requires a holistic approach that incorporates development phasing, life cycle planning, systems engineering processes, life cycle integration, useful baselines, and multifunctional teams integration.

The SES is the technical and thought leader on systems engineering within DHS, and provides systems engineering support to acquisition programs and oversight to improve the technical performance and reduce the technical risk of those programs.

The S&T Support Goals/Objectives are:

- Support the S&T Program/Project Managers and programs Subject Matter Experts (SMEs) to establish and manage/execute key technical processes and technical management processes by providing qualified Systems Engineering (SE) personnel and standards professionals to R&D Programs (matrixed/embedded) to apply a consistent set of SE practices and processes across all programs.
- Act as Principal Technical Advisor to S&T Leadership to ensure S&T R&D Programs (and Engines if applicable) technical activities are properly scoped and performed.
- Provide independent Assessments of R&D programs throughout the Capability Development Framework (CDF) for the USST and S&T R&D Division Leads (Borders, Immigration & Maritime, Physical & Cyber Security, and First Responders & Detection).
- Establish/maintain S&T policy and procedures for conducting, monitoring, and reviewing technical activities of S&T R&D Programs.
- Facilitate interaction between S&T R&D Division Leads and Component Requirements and Acquisition Organizations.
- Manage lesson materials and provide instruction of DHS Technical Management Professional Certification Courses related to R&D Management (TM 201/301).
- Integrate standards into S&T R&D programs as appropriate.

The DHS Wide and Acquisition Program Goals/Objectives are:

- Provide assistance to DHS Components/Acquisition Programs to help them effectively plan and execute the DHS Systems Engineering Lifecycle (SELC) activities to strengthen their technical foundation and ultimately improve the likelihood of program success.
- Act as Principal Technical Advisor to senior acquisition representatives and the Joint Requirement Council (JRC) to ensure technical activities are properly scoped and performed.
- Provide independent SE-based Technical Assessments of major acquisition programs throughout the Acquisition Lifecycle Framework (ALF) for the DHS Acquisition Decision Authority (ADA).
- Establish/maintain SELC policy and procedures for conducting, monitoring, and reviewing SE activities of major acquisition programs.
- Facilitate interaction between S&T R&D Division Leads (Borders, Immigration & Maritime, Physical & Cyber Security, and First Responders & Detection) and Component Requirements and Acquisition Organizations.
- Manage lesson materials and provide instruction of DHS Systems Engineering Acquisition Professional Certification Courses (SE 101/201/301 and FQN 491).
- Provide standards SME assistance and integrate standards into DHS programs and activities.

SES is organized and staffed in the following functions:

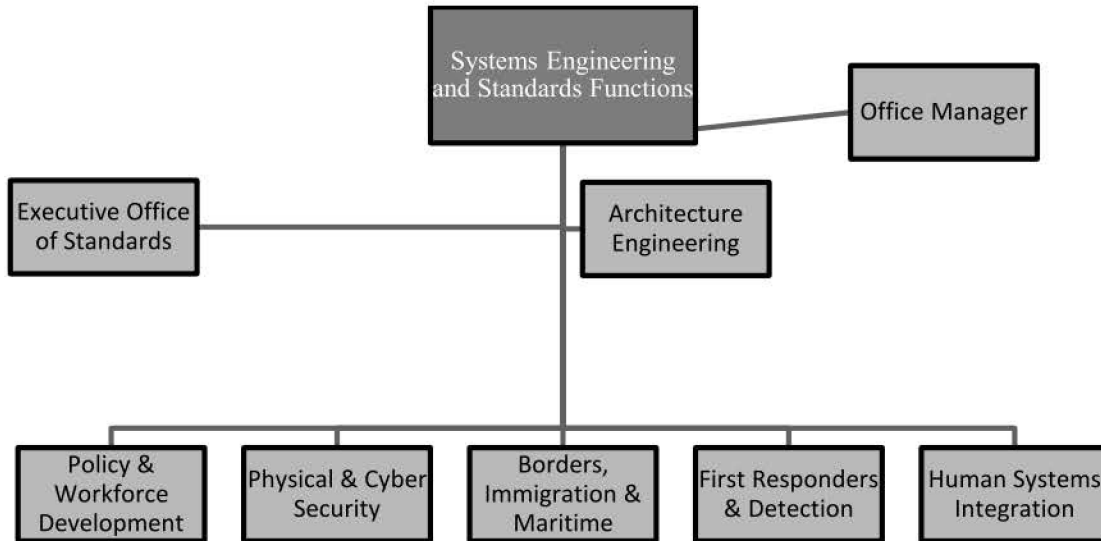


Figure 1 Systems Engineering and Standards Division Functions.

SES functional areas will be led by a senior Government employee staffed primarily with Government employees and augmented with contracted support services as deemed appropriate by the Director of SES, Contracting Officer Representative (COR) and the associated Government functional area leader.

2.1 Non-Personal Services

The Government shall neither supervise contractor employees nor control the method by which the contractor performs the required tasks. Under no circumstances shall the Government assign tasks to, or prepare work schedules for, individual contractor employees. It shall be the responsibility of the contractor to manage its employees and to guard against any actions that are of the nature of personal services, or give the perception of personal services. If the contractor believes that any actions constitute, or are perceived to constitute personal services, it shall be the contractor's responsibility to notify the Contracting Officer (CO) immediately.

2.2 Contractor Personnel, Disciplines, and Specialties

The contractor shall accomplish the assigned work by employing and utilizing qualified and certified personnel with appropriate combinations of education, training, and experience. The Government will validate resource assignments of all projects to ensure that all tasks are fully resourced and manpower limits are not exceeded. The contractor shall ensure the labor categories (as defined in the Labor Categories document), labor rates, and man-hours identified in the performance of each Task Order (TO) issue hereunder will be the minimum necessary to accomplish the task.

The contractor shall provide the necessary resources and infrastructure to manage, perform and administer the statement of work and shall augment the Government staff when required.

2.3 Inherently Governmental Functions

If contractor personnel attend a meeting and/or workshop on behalf of the Government as a Subject Matter Expert (SME), the contractor SME shall identify themselves as a contractor supporting the Government. Contractor personnel are not authorized to make decisions, nor shall they chair any federal intra-agency/inter-agency meetings. The contractor shall reference FAR 7.503 for other activities that are considered “inherently governmental”, and shall not be performed by contractor personnel.

3.0 Systems Engineering and Standards Support

Task 1 - Program Business Office (PBO) (CLINs X001)

1.1 – Transition-In. To ensure minimum disruption to vital Government business, the contractor shall ensure there will be no service degradation during and after transition in accordance with the contractor’s SETA III IDIQ Master Transition Plan. The contractor shall identify how it will coordinate with the outgoing contractor and/or Government personnel to transfer knowledge regarding the following:

- Project management processes
- Points of contact
- Location of technical and project management documentation
- Status of ongoing technical initiatives
- Appropriate contractor to contractor coordination to ensure a seamless transition
- Transition of key personnel
- Identify schedules and milestones
- Identify actions required of the Government
- Establish and maintain effective communication with the incoming contractor/ Government personnel for the period of the transition via weekly status meetings

1.2 – Transition-Out. The Transition-Out Plan shall facilitate the accomplishment of a seamless transition from the incumbent to an incoming contractor /Government personnel at the expiration of the TO. The contractor shall identify how it will coordinate with the incoming contractor and/or Government personnel to transfer knowledge regarding the following:

- Project management processes
- Points of contact
- Location of technical and project management documentation
- Status of ongoing technical initiatives
- Appropriate contractor to contractor coordination to ensure a seamless transition
- Transition of key personnel
- Identify schedules and milestones
- Identify actions required of the Government
- Establish and maintain effective communication with the incoming contractor/ Government personnel for the period of the transition via weekly status meetings

1.3 - The contractor shall assign one on-site TO Manager to serve as the point of contact for management of contract staff and deliverables to include tracking all tasks assigned under this order, monitoring the progress of performance on these tasks, and providing deliverables required under this Statement of Work.

1.4 – The TO Manager shall conduct monthly meetings with the COR. These meetings shall be working sessions to review overall program efforts.

1.5 – The execution of the TO shall be documented in the Draft TO Management Plan provide with the proposal and the Final TO Management Plan shall be submitted to the Government ten (10) business days after TO Award. The Final TO Management Plan will be approved by the COR within ten (10) business days of submission.

1.6 – The TO Manager shall provide Monthly Cost and Performance Reports for all assigned tasks under the contract to the COR. The content of the Monthly Cost and Performance Reports shall be provided in electronic format and specified in the TO Management Plan. The Monthly Cost and Performance Reports shall be approved by the COR. The contractor shall deliver this report by the 15th calendar day of each TO month. This report will include a description of the actual work performed by the contractor. Metrics pertaining to financial, schedule, scope information, risk information, and performance assessment information of all work performed hereunder. Actual costs for the reporting month and cumulative costs for the contract to date shall be provided. Budgeted costs for the reporting month and contract to date based on the work performed, and an estimated costs by month for the remainder of the performance period of the contract. The TO Manager shall be qualified and supported by his/her company to act as the contractor’s single point of contact for all technical and administrative matters related to this TO. Performance of TO Management Support shall address the specific task within this TO CLIN (CLIN 0001/1001) and can be combined with other responsibilities and tasks listed within this TO.

1.7 – Task Order Organizational Conflict of Interest (OCI) Mitigation Plan. A conflict of interest arises or might arise due to the nature of the work to be performed and may, absent some restrictions on future activities, result in an unfair competitive advantage for a Government contractor, impair a Government contractor’s objectivity in performing the contract work, or make a Government contractor unable or potentially unable to render impartial assistance or advice to the Government.

Contractor support on this task order will involve participation in Acquisition Review Team (ART) meetings. Support contractor personnel will NOT attend Acquisition Review Board (ARB) meetings. The Systems Engineering and Standards (SES) Division is responsible for providing independent information on the technical aspects of an acquisition program during the ART meetings. This technical input is based on the MD-102 requiring S&T Technical Assessment that is conducted prior to Acquisition Decision Event (ADE)-2A and the associated technical risks that the program will manage throughout the program’s life. SES Civil Servants are supported in this required assessment by technical Subject Matter Experts (SMEs) from this task order.

During these Technical Assessments, SES Civil Servants and Contract SETA personnel review all aspects of a program from a technical perspective and thus will review and comment on the applicable Joint Requirements Integration and Management System (JRIMS), Acquisition Lifecycle Framework (ALF) and Systems Engineering Lifecycle (SELC) artifacts. Additionally, SES SETA contractor personnel frequently support the component programs as they resolve comments on these artifacts. As programs progress through the ALF, the

SES Civil Servant, with supporting contractor SETA personnel, continue to provide technical input at ARTs for subsequent program management reviews and ADE milestones. Thus, SES SETA Contractor personnel have extensive knowledge of the program scope and technical and programmatic issues related to the program. While the SES Civil Servant will be the representative for SES at ART meetings, it is not unreasonable for them to be supported by the applicable Technical SMEs who may be called on to provide amplifying information to the ART membership.

The contractor shall submit a Task Order OCI Mitigation Plan describing the policies and procedures that the contractor and its subcontractor(s) will implement to comply with Government and contractor OCI requirements for the DHS Systems Engineering and Technical Assistance (SETA) Support program, including the specific support detailed above for the ART, and thereby avoid, mitigate, or neutralize the three potential OCI types described in FAR 9.5 and OCI case law. The OCI Mitigation Plan shall require that:

- The contractor team fully complies with the OCI regulations promulgated in FAR Part 9.5, and the OCI clause of the TO, and shall be consistent with the contractor's own corporate policy and procedure on OCI as well as the contractor's SETA III IDIQ OCI Mitigation Plan.
- The contractor personnel and relevant corporate leadership are aware of the OCI requirements, and the critical need to identify, avoid, and mitigate any real or perceived OCI situations.

The contractor shall flow down any contract OCI clause to all subcontractors on the contractor team. A draft OCI Mitigation Plan shall be provided in electronic format with the proposal. The contractor shall adjudicate all Government comments following task order award and produce a final version within ten (10) business days after receipt of Government comments and/or edits. The final OCI Mitigation Plan will be approved by the Contracting Officer (CO) within ten (10) business days of submission of final version.

Task 2 - Policy and Workforce Development Support (CLINs X001)

2.1 – The contractor shall assist SES in developing policy, instruction and guidance for the execution of S&T Apex and R&D Program/Projects.

2.2 – The contractor shall assist SES in working with S&T to adjust/revise the S&T Capability Development Framework (CDF), PM Guidebook, Systems Analysis Guide, and other S&T documents.

2.3 - The contractor shall assist SES in supporting Program Accountability and Risk Management (PARM) Office and the Chief Technology Officer (CTO) in maintaining Systems Engineering Life Cycle (SELC) Policy and Instruction

2.3.1 – The contractor shall assist in informing the Director of SES of any SES policy issues and make recommendations to resolve those issues at least thirty (30) business days prior to any critical milestones and/or executive review board decisions. The contractor shall independently develop policy position papers that identify/define policy issues and make clear, concise and supportable recommendations for the Director to use in senior decision forums.

2.4 - The contractor shall assist SES in leading the Departments efforts in maintaining the SELC Guidebook.

2.4.1 - The contractor shall assist SES in collecting/analyzing shortfalls and deficiencies as well as identify improvements to the SELC Guidebook. The contractor shall provide a report documenting shortfalls and deficiencies in the SELC Guidebook. The SELC Guidebook Shortfalls and Deficiencies Report shall be provided to the Government COR in electronic. The draft SELC Guidebook Shortfalls and Deficiencies Report shall be delivered for Government review one hundred twenty (120) business days after award of TO. The Government COR will provide comments on draft process within ten (10) business days. The contractor shall adjudicate all Government comments and produce final within ten (10) business days after receipt of Government comments and/or edits.

2.4.2 – The contractor shall assist SES in identifying solutions to shortfalls and deficiencies of the SELC Guidebook.

2.4.3 – The contractor shall assist SES in working with stakeholders on resolution of shortfalls and deficiencies of the SELC Guidebook.

2.4.4 – The contractor shall assist in revising the SELC Guidebook to include identified improvements and resolve shortfalls and deficiencies.

2.5 – The contractor shall assist SES in leading the Departments efforts in maintaining and improving all SELC Supplemental Guidance and technical annexes.

2.6 – The contractor shall assist SES in supporting PARM and CTO in maintaining the Agile Policy, Instruction, and Guidebook.

2.6.1 - Participate on program Working Integrated Product Teams and provide system engineering guidance and assistance in accordance with SES approved policies, processes, and procedures.

2.6.2 – Spearheading, facilitating, and/or participating in the establishment of program Working Integrated Product Teams for assigned programs or other working groups as needed so that SES stakeholders inputs are provided early in the planning phases.

2.6.3 – Ensuring all required system engineering documentation to include Systems Engineering Plans support the conduct of adequate independent program assessments.

2.6.4 – Making concise, defensible, logical recommendations that significantly enhances the system engineering process by assisting in resolution and/or personally resolving system engineering issues prior to critical milestones and/or executive review board decisions.

2.6.5 – The contractor shall assist in informing the Director of SES of any SES policy issues and make recommendations to resolve those issues at least thirty (30) business days prior to any critical milestones and/or executive review board decisions. The contractor shall issue papers that identify/define issues and make recommendations without assistance, preparing clear, concise, supportable positions for the Director to use in senior decision forums.

2.7 – The contractor shall assist SES in working with other Departmental Centers of Excellences to update related materials to reflect the New SELC Guidebook.

2.8 – The contractor shall assist SES with the facilitation of table top analyses of Government processes and workflows, Government and civilian customer interactions, and adversarial tactics, techniques and procedures.

2.9 – The contractor shall assist SES in the evaluation of mission impact based on outcomes of table top analyses and adversarial cyber test events.

2.10 – The contractor shall assist SES in supporting the Homeland Security Acquisition Institute (HSAI) in manage lesson materials and provide instruction of DHS Systems Engineering Acquisition Professional Certification Courses.

2.11 – The contractor shall assist SES in supporting HSAI in maintaining all Systems Engineering related course material (Computer and/or classroom based material).

2.12 – The contractor shall assist SES in supporting the Homeland Security Acquisition Institute (HSAI) in developing and maintaining the Technology Management Core Competencies, Training Objectives and Training Materials.

2.13 – The contractor shall assist SES in supporting HSAI in developing and maintaining all Technology Management related course material (Computer and/or classroom based material).

2.14 – The contractor shall support SES in its role of chair of the DHS Systems Engineering Center of Excellence.

2.15 – The contractor shall support SES in its efforts of representing DHS on the DoD Sponsored Inter-Agency Working Group.

Task 3 – S&T Program Support and Assessment Support (CLINs X001)

3.1 - The contractor shall assist SES with providing embedded SE Personnel to support S&T R&D Program Managers within the Borders, Immigration & Maritime, Physical & Cyber Security, and First Responders & Detection Divisions.

3.1.1 - The contractor shall assist the S&T R&D PM and programs SMEs by establishing and managing/executing key technical processes and technical management processes including, but not limited to:

- Requirements Analysis/Management,
- Functional Analysis/solution architecture,
- Establishing and managing Configuration Baselines,
- Leading Technical Readiness Assessments (TRL/MRL),
- Risk Identification and management,
- Integration and management of Technology Roadmaps.

3.1.2 - The contractor shall facilitate efforts to refine and translate the information from the user to sound and defensible set of functions and performance requirements.

- 3.1.3 – The contractor shall ensure critical aspects such as reliability, cybersecurity, interoperability, application of standard are addressed in R&D Programs/Projects.
- 3.1.4 – The contractor shall support the development of transition activities.
- 3.1.5 – The contractor shall support the coordination of technical interchange meetings, technical reviews, and facilitate the successful execution of the Capability Development Framework (CDF) program and project reviews.
- 3.1.6 – The contractor shall support the development of a Testing/Experimentation strategy that provides the program/component with information to understand a technology or solutions progress and support project and program level decisions.
- 3.1.7 – The contractor assist with ensuring prototype, technology demonstrators, and applicable demonstration events collect the necessary information to inform development and transition decisions.
- 3.1.8 – The contractor shall assist in ensuring prototype/demonstrator designs are properly documented and placed under configuration management.
- 3.1.9 – The contractor shall support the integration of standards and conformity assessment activities as appropriate to support S&T Program Managers.
- 3.1.10 – The contractor shall review and update program documentation providing relevant and timely feedback comments and substantive inputs as needed to ensure documents are milestone ready as follows:
- 3.1.10.1 - Participate on program Working Integrated Product Teams (WIPT) and provide system engineering guidance and assistance in accordance with SES approved policies, processes, and procedures.
 - 3.1.10.2 – Spearheading, facilitating, and/or participating in the establishment of program Working Integrated Product Teams for assigned programs or other working groups as needed so that SES stakeholders inputs are provided early in the planning phases.
 - 3.1.10.3 – Ensuring all required systems engineering documentation to include Systems Engineering Plans support the conduct of adequate independent program assessments.
 - 3.1.10.4 – Making concise, defensible, logical recommendations that significantly enhances the systems engineering process. Assist in resolution and/or resolving systems engineering issues prior to critical milestones and/or executive review board decisions.
 - 3.1.10.5 – Providing systems engineering management that reduces program risks and costs by appropriately tailoring systems engineering management processes and procedures to satisfy all relevant program requirements beginning with the most critical ones. Focused attention shall be provided on the following:
 - Assist with defining, assessing, and monitoring metrics used to indicate program health.

- Assist with assessing and characterizing risks from the Government's perspective
 - Setting priorities based upon criticality of systems and acquisition requirements
 - Establishing (adjusting) risk tolerance/risk acceptance levels to optimize return on investment
- Assist with providing the tools, training, and support needed so that systems engineering and risk management concepts and processes are routinely practiced and understood by all program participants.

3.2 - The contractor shall assist SES in developing systems engineering policies, processes, and procedures.

3.2.1 – The contractor shall assist SES by developing, promoting, and facilitating a robust systems engineering process across S&T and between S&T and DHS component headquarters and other agencies as needed in accordance with approved systems engineering and acquisition policy; as follows:

3.2.2 – The contractor shall support the development of a capability- based technology development framework, implementing guidelines, and procedures.

3.2.3 – The contractor shall demonstrate how to specifically implement systems engineering best practices for small R&D programs tied to complex, state of the art systems to ensure implementing guidelines and procedures are meaningful to, and usable by, S&T program managers. The contractor shall assist with coordinating efforts internal to S&T organization as well as between S&T and DHS component headquarters and other agency personnel to ensure timely and efficient development and implementation of systems engineering best practices.

3.2.4 – The contractor shall support researching, developing, and incorporating of Systems Engineering best practices and lessons learned.

3.2.5 – The contractor shall support coordinating and collaborating with other DHS Components, DHS Laboratories, the Homeland Security Research Enterprise, and other Government agencies in areas that have high potential for Homeland Security payoff.

3.3 – The contractor shall assist in institutionalizing approved policies, processes, and procedures to ensure SES stakeholders are aware of the SES oversight mission and how it improves efficiency of program execution and results in optimum utilization of scarce program resources.

3.3.1 – The contractor shall assist in working with S&T program managers of assigned programs to ensure they are aware of SES policies and requirements as follows:

3.3.1.1 – The contractor shall assist in working with PMs to ensure they are aware of SES documentation and planning required to support appropriate milestone and review board decisions

3.3.1.2 – The contractor shall assist in keeping the Director of SES informed and advised of any SES policy, process, and/or procedure issues after Working Integrated Product Team meetings and prior to any critical milestones and/or executive review board decisions.

3.3.2 – The contractor shall assist in coordinating with PMs and SES stakeholders as required to ensure SES policies and processes are followed adequately during system development such that no formal director involvement is required and sufficient performance information is obtained to assess technical, performance, schedule, and cost risk and validate program requirements as follows:

3.3.2.1 – The contractor shall assist in informing the Director of SES of any SES policy issues and make recommendations to resolve those issues at least thirty (30) business days prior to any critical milestones and/or executive review board decisions. The contractor shall independently develop policy position papers that identify/define policy issues and make clear, concise and supportable recommendations for the Director to use in senior decision forums.

3.3.2.2 – The contractor shall assist in coordinating with PMs to ensure that the program incorporates adequate SES policy and process requirements into its systems engineering management plans and implementing documents including its systems engineering plan prior to critical milestone decisions using expert systems engineering and acquisition knowledge, compelling rationale, and astute political awareness.

Task 4 –Acquisition Program Support and Assessment (CLINs X001)

4.1 – The contractor shall assist SES in establishing and maintaining relationships with applicable systems engineering, requirements, and oversight organizations, such as Component Acquisition Executives (CAEs), Office of Requirements and Capabilities Analysis (ORCA) Organizations, Lead Technical Authority (LTAs), Chief Requirements Executive(s), Acquisition PMs, Program Accountability and Risk Management (PARM) Analyst, Director of Operations Test and Evaluation (DOTE) Task Area Managers (TAM), and the Joint Requirements Council (JRC) Analysts.

4.2 – The contractor shall support technical engagements with Component ORCA and Acquisition Programs.

4.3 – The contractor shall assist SES in supporting DHS Components program managers in evaluating their operational environment to discover and capitalize on opportunities for improving operational capabilities through technology insertion and process improvement for major acquisition programs Acquisition Decision Events.

4.4 – The contractor shall assist in providing technical input to HQ Acquisition Oversight Offices, including PARM, CTO, and the JRC.

4.4.1 – The contractor shall assist in providing technical input to the DHS CIO/CTO periodic IT Program Health Assessment and provide SMEs to support the CTO Tech Stat process on “At Risk” IT Programs.

4.4.2 – The contractor shall assist in providing technical input to the PARM monthly/quarterly Acquisition Program Health Assessment (APHA).

4.5 – The contractor shall supporting the development and implementation of Systems Engineering & Process Management processes:

4.5.1 – The contractor shall support the development of the mission assessment and system concept of operations leading to operational requirements documents.

4.5.2 – The contractor shall support the development of Systems Engineering Life Cycle (SELC) Tailoring and Systems Engineering Plans.

4.5.3 – The contractor shall support the development Systems Engineering requirements analysis including:

- Systems Engineering Requirements analysis/allocation; Functional analysis/decomposition,
- Systems Engineering Architecture design/synthesis,
- Integration and interface analysis
- Integrated Logistics Support (ILS) planning,
- Human Systems Integration,
- System’s reliability, maintainability, and supportability
- Maintenance documentation

4.5.4 – The contractor shall support the development of alternatives analysis and evaluation including:

- Trade-off studies,
- Modeling and Simulation,
- Key Performance Measurements (KPMs or the performance metrics)

4.5.5 – The contractor shall support the development of Risk Management plans for risk analysis

4.6 – The contractor assist SES in supporting, providing guidance, assisting Component Organization plan, document, and executing DHS SELC technical activities and reviews.

4.7 – The contractor shall support the development of Configuration Management plans for baseline control (Interface Control Documents)

4.8 – The contractor shall support the development of Quality Assurance and Quality Control process.

4.9 – The contractor shall support Preplanned Product Improvement (Spiral development/tech-insertion).

4.10 – The contractor shall support researching, developing, and incorporating of Systems Engineering best practices and lessons learned.

4.11 – The contractor shall support assessing potential for technology insertion and process improvement to enhance capabilities.

4.12 – The contractor shall support coordinating and collaborating with other DHS Components, DHS Laboratories, the Homeland Security Research Enterprise, and other Government agencies in areas that have high potential for Homeland Security payoff.

4.13 – The contractor shall provide support in the establishment and maintenance of SE policy and procedures for DHS Major Acquisitions

4.13.1 – The contractor shall assist SES in prescribing policies and procedures for conducting, monitoring, and reviewing SE activities within the Department

4.13.2 – The contractor shall support SES in assessing the requirements engineering within the component programs/projects

4.14 – The contractor shall support SES in providing independent SE Technical Assessments of major acquisition programs as mandated by MD 102-01.

4.14.1 – The contractor shall support SES in conducting independent systems engineering reviews and technical assessments of major acquisition programs which capture and communicate the technical risk of a program at Acquisition Review Team (ART) sessions and Acquisition Review Boards (ARBs).

4.14.1.1 – The contractor shall support SES in providing Systems Engineering subject Matter Expertise to DHS Acquisition Programs through the ART. This support will consist of supporting SES in:

- Conducting one-on-one discussions with Acquisition Program staff to educate them on Systems Engineering related topics
- Holding meeting to discuss a specific Systems Engineering problem the program may be facing
- Standard IPT meeting where program activities are discussed and ART members provide support

4.14.1.2 – The contractor shall support SES in providing Acquisition Programs with a common understanding of Systems Engineering Best Practices as they relate to industry and DHS.

4.14.2 – The contractor shall assist SES in providing independent Letters of Technical Assessments (LOTAs) to the Acquisition Decision Authority (ADA) that document the review of program technical readiness; adequacy of the applicable artifacts to reflect the knowledge gained and direction of the program, technical rigor, and compliance with SE technical management processes; and provide a recommendation on whether to proceed into the next phase of acquisition.

4.14.3 – The contractor shall assist in reviewing and assessing technology readiness assessment (TRA) performer and the assessment results throughout the SELC.

4.14.4 – The contractor shall support SES in ensuring appropriate tailoring of the SELC for each program.

4.14.5 – The contractor shall support SES's participation in SELC Technical Reviews for Level 1 & 2 programs and insurance that applicable exit criteria are satisfied and planned systems engineering activities have been satisfactorily completed.

4.14.6 – The contractor shall support SES’s efforts in supporting the development of prioritized requirements via a DHS Joint Requirements Council.

4.15 – The contractor shall support SES’s effort of providing signed Letters of Designation approving independent Analysis of Alternatives/Alternatives Analysis (AoA/AA) performers for Level 1 and non-delegated Level 2 Programs.

4.16 – The contractor shall assist SES in understand the mission of DHS Components including required capabilities and capability gaps (as available from open source information, the Component Requirements Executive (CRE), and Capability Analysis Study Plan (CASP)/ Capability Analysis Report (CAR)/Mission Need Statements (MNS)).

4.17 – The contractor shall support SES in its role as acting S&T JRC Gatekeeper for all JRIMS Artifacts validation and endorsement reviews.

4.18 – The contractor shall assist SES in the review & comment on Component artifacts in support of the Joint Requirements Council (JRC) Joint Requirements Integration and Management System (JRIMS) Validation and Endorsement process. The JRIMS artifacts are as follows:

- Capability Analysis Study Plan (CASP)
- Capability Analysis Report (CAR)
- Mission Need Statements (MNS)
- Non-Materiel Change recommendations (NMCR)
- Concept of Operations (CONOPS)
- Operational Requirement Documents (ORD)
- Urgent Operational Need (UON)

4.19 – The contractor shall support SES’s efforts in reviewing/approving the following Major Acquisition Program artifacts:

- Capability Development Plans (CDP)
- Analysis of Alternatives/Alternative Analysis (AoA/AA) Study Plans
- SELC Tailoring Plans
- Systems Engineering Plans

4.20 – The contractor shall support SES in reviewing the following Major Acquisition Program documentation:

- AoA/Alternative Analysis (AA) Results
- Program Management Plans
- Functional Requirements Documents
- Systems Requirements Documents
- Configuration Management Plans
- Risk Management Plans
- TRA Reports throughout the acquisition lifecycle
- SELC Technical Review Completion Letters

- Integrated Logistics Support Plans

4.21 – The contractor shall assist SES in supporting DHS components with the development of Requests for Information (RFI) to the intelligence community, focused on the compromise of program missions and capabilities.

4.22 - The contractor shall assist SES in supporting DHS components with the coordination of intelligence organizations, Federally Funded and Development Centers (FFRDCs), and University Affiliated Research Centers (UARCs) to conduct open source intelligence collection in support of RFI.

4.23 – The contractor shall assist SES in supporting DHS components with the coordination of intelligence organizations to develop multi-level security reports for use by programs.

4.24 – The contractor shall assist SES with the facilitation of table top analyses of Government processes and workflows, Government and civilian customer interactions, and adversarial tactics, techniques and procedures.

4.25 – The contractor shall assist SES in the evaluation of mission impact based on outcomes of table top analyses and adversarial cyber test events.

Task 5 – Program Management Support (CLINs X001)

5.1 - The contractor shall provide administrative support services to support SES. The contractor shall perform routine administrative tasks to include but not limited to scheduling, Federal travel arrangements/reimbursements, Executive Secretary tasker coordination/tracking, internal memos, organization/filing, intranet website maintenance, arrange meetings, conference calls to include scheduling with other attendees, scheduling conference room, and arranging conference calls and off-site meetings and coordinating daily operations of each office. The contractor shall anticipate needs of senior executives and manage appointments and meetings accordingly.

5.1.1 – The contractor shall provide support to all SES office/facilities planning, coordination and liaison activities.

5.1.2 – The contractor shall coordinate Security, Travel, Information Technology, Facilities, Emergency Programs, Records Management, and Human Capital matters for SES leadership.

5.1.3 – The contractor shall support all SES meetings, Executive Level Meetings, Analysis Meetings, Framework Meetings, and follow up with recommended actions to the Government staff for resolution and closure.

5.1.4 – The contractor shall create and maintain a database with identification of issues, status and progress of issues, closures, actions completed, suspense dates, and pending actions items.

5.1.5 – The contractor shall translate management administrative requirements into actionable processes to efficiently perform and/or improve a variety of administrative tasks/functions.

5.1.6 – The contractor shall review documents for grammar and punctuation, and consistency with the organization's style and format.

5.1.7– The contractor shall schedule and maintain a complex electronic calendar of meetings and appointments, coordinate related arrangements, and reserve conference rooms.

5.1.8 – The contractor shall plan and coordinate travel itineraries for highly visible committee meetings, conferences, and symposia.

5.1.9 – The contractor shall provide recommendations to increase the efficiency and effectiveness of administrative processes. The contractor shall spearhead special projects as required to support an increase efficiency and effectiveness of administrative processes.

5.1.10 – The contractor shall serve as back up for administrative tasks include managing calendar, coordinating travel, preparing meeting read-ahead(s), and tracking, contributing to, and submitting action items from S&T and SES leadership.

5.2 – The contractor shall provide Records Management assistance IAW federal records management policy. The contractor shall advise and support the SES organization in establishing records file plans, transition to electronic records management and analyze policies, procedures, delegations of authority, metrics, training, guidance, evaluation methodologies, and related controls. Additionally the contractor will be expected to:

5.2.1 – The contractor shall apply knowledge of SES mission area to define strategy to comply with Records Management policies to include the development of a Records Management Plan for the organizations. The records management plan shall include a compliance monitoring effort to ensure all SES mission areas comply with DHS records management policy.

5.2.2 – The contractor shall coordinate daily with SES to plan, develop, train, implement, manage, and report on the agency's records information management (RIM) programs, projects, and activities.

5.2.3 – The contractor shall participate in DHS forums to identify, discuss, and address federal RIM issues, conduct analyses and evaluations to identify deficiencies, recommend improvements to agency RIM programs and activities, and prepare and deliver briefings, whitepapers, and other communications on records management topics to senior staff.

5.2.4 – The contractor shall attend, participate, and support records management (RM) initiatives and working groups to advance records compliance across the Department.

5.2.5 – The contractor shall apply RIM and Life cycle management to resolve difficult and complex issues in accordance with federal statutes, Executive Branch policies, and standards, including 18 & 44 U.S.C., OMB Circular A-130 and Executive Order 1352.

5.3 – The contractor shall develop and oversee the implementation of the SES Records Management Plan, and include measureable metrics to determine how well the organization has complied with the records management plan. A draft plan shall be delivered ninety (90) business days after task order award. The Government will review and provide comments within ten (10) business days and the contractor will adjudicate all Government comments and provide a final SES Records Management Plan within ten (10) business days of receipt of Government comments. The contractor shall conduct periodic evaluations (minimum of twice yearly) of SES implementation and adherence to the Records Management Plan. The content of the Records Management Plan

shall be provided in electronic format. The contractor shall establish measurable metrics to determine compliance with regulations and shall conduct quarterly awareness metrics and training session to the SES workforce.

5.4 – The contractor shall draft standard operating procedures governing organizational records management best practices. The draft Records Management Standard Operating Procedures shall be delivered ninety (90) business days after task order award. The Government will review and provide comments within ten (10) business days and the contractor will adjudicate all Government comments and provide a final Records Management Standard Operating Procedures within ten (10) business days of receipt of Government comments. The contractor shall conduct periodic evaluations (minimum of twice yearly) of SES implementation and adherence to the Records Management Standard Operating Procedures. The content of the Records Management Standard Operating Procedures shall be provided in electronic format.

Task 6 – Website Support Services (SHAREPOINT) (CLINs X003) OPTIONAL

6.1 – The contractor shall provide experienced SharePoint and Web-development individuals to develop, update and manage the SES internal and external facing web sites. The contractor shall support multiple SharePoint or Website projects, using best development practices for each. Samples of tasks for each project are as follows:

6.1.1 – Requirements definition includes the analysis of the logical design as well as current web content creation, management and delivery processes to assess fit to standard templates and processes for implementing content management architecture. The results of the logical design and subsequent analysis will be fully documented by the contractor in the Logical Design and Functional Requirements document, which when accepted by SES will validate the scope and configuration parameters for the solution deployment. During this task the contractor will develop and deliver to the COR the logical design document and the functional requirements document. The scope of this design shall include SES sites launched from the DHS Connect Site, the S&T Connect Site or any other Department of Homeland Security Web site complying with content and external/internal web facing policies. The contractor will ensure the accomplishment of the following:

- Aid in the analysis/requirements gathering, design, configuration/development, implementation/testing, and support of web solutions. (Requirements due thirty (30) business days after project start)
- Take advantage of DHS and S&T SharePoint infrastructure to be able to perform architectural redesigning, including support of future migration if directed, and also draft plans for the design, development, testing, implementation and training of selected SharePoint solutions
- Adhere to SharePoint best practices when implementing business solutions and improve system performance and efficiency to include code cleanups and updates.
- Prepare documentation (recommendations, technical analysis, etc.) (Technical Design due ninety (90) business days after project start)

6.1.2 - The contractor shall develop and deliver to the COR the following deliverables:

6.1.2.1 – The contractor shall develop, maintain, and improve applications for visualizing, analyzing, and managing data and content using JavaScript, Cascading Style Sheets (CSS), JQuery, or other tools/language as agreed-to in each project charter and associated project plan. Additionally, develop and improve a workflow process for internal document tagging, versioning control, and tracking. Configure web content management repository, test or validation plans and results.

6.1.2.2 – The contractor shall develop SES updates to S&T Connect updates as well as SES subsite and groups.

6.1.2.3 – The contractor shall deliver the web content management, populated with selected page components and related properties. The configuration shall include content lifecycles, content creation, management, review and delivery workflows, and creation of authorizing and publishing templates and configuration of site caching with connections to systems allowing the display of dashboards and Key Performance Indicators (KPIs) using components and custom tools, applications, workflows, page templates, branding customizations, FAST search scopes, and web services. This shall also include staging area and target delivery site, configured with the appropriate object taxonomy and properties for receipt and control of content created.

6.1.2.4 – The contractor shall develop and deliver a Plan of Action and Milestone (POAM) fifteen (15) business days after project start. The contractor shall have an initial instantiation of a functioning populated SES website one hundred (100) business days after project start. (The contractor shall develop and integrate various software modules/components and demonstrate prototypes to the government at each fifty (50) day increments until a fully functional site is available (Not to exceed two hundred (200) business days). The contractor will ensure the accomplishment of the following:

- Aid in the analysis/requirements gathering, design, configuration/development, implementation/testing, and support of web solutions.
- Be able to configure and support Business Connectivity Services (BCS) for accessing backend data sources (external databases, etc) from SharePoint
- Take advantage of DHS and S&T SharePoint infrastructure
- Adhere to SharePoint best practices when implementing business solutions
- Prepare documentation (requirements, recommendations, technical analysis, etc.)
- Prepare mockups/prototypes based on requirements/recommendations – use knowledge of SharePoint features/tools to offer “solutions” that meet business needs
- Work with site owners to build and/or update sites
- Design and develop web parts, InfoPath forms, MS Office integration: Effectively use the data view web part (DVWP), content query web part, data form web part, and custom web parts to display data within SharePoint from Internal and External systems
- Deliver end-user training to SES program managers and other staff, and develop a tailored MOSS training guide for the Division.

- Troubleshoot issues; document findings/solutions/fixes and work with other DHS and S&T administrators and other IT resources to implement SES solution

6.1.3 – The contractor shall provide content migration and management services which include definition and execution of processes for importing and assigning properties to existing web content in order to populate the content management repository. Additionally the contractor shall also validate the migrated content and taxonomy for the resulting content repository ensuring consistency with DHS and S&T policies and best practices.

- Serve as a Search “thought leader” for the enterprise and demonstrate both technical and functional Search expertise; understand the importance of meta-data driven search
- Review search reports (e.g. top queries, abandoned searches, “Best Bets” usage, etc.) and adjust search configuration to ensure relevant information is being surfaced to the business
- Discern between SharePoint and other technology offerings when gathering requirements; identify custom solutions (not out-of-the box SharePoint) and recommend alternatives to meet business needs but be mindful of security and other S&T policies
- Provide Content Migration and Site Management Plan, one hundred eighty (180) business days after project start if directed.

6.1.4 – The contractor shall provide database administration support to include backup of all data, maintaining electronic databases, ensuring integrity of data entered into a database, validating data entry, performing analysis and generating reports from the available data.

Task 7 – Technical Editor (CLINs X004) OPTIONAL

7.1 – The contractor shall provide advice and assistance to editorial, research, analysis and document preparation activities to include activities within and outside of DHS S&T. The contractor shall provide assistance in support of the preparation and revision of SES issuance documents (e.g., Federal guidance documents, fact sheets, bulletins, technical notes, brochures, books, guidelines, and reports). The contractor shall provide advice and assistance in support of preparation and revision of system processes and status briefings, and appropriate governing, authorizing, or guidance documents approved by Federal employees.

The contractor shall provide quick-turn-around deliverables to include: organizational one-pager; organizational core overview brief; animated customer engagement and branch interaction workflows/internal procedures; drafting policy for business and routine non-technical operations; project staffing and costing models; organizational charts, Year in Review inputs, and sample organizational performance measures. The contractor shall provide advice and assistance to support to SES human capital activities. The contractor shall provide recommendations to management to enhance the operation of organizational activities. The contractors shall regularly produce briefing slide decks, talking points, memos, spreadsheets, meeting minutes, congressional responses, questions for the record, and other deliverables at client request.

7.2 – The contractor shall provide consulting and technical writing support the SES. The contractor will be expected to possess technical expertise in Engineering, Test and Evaluation, Requirements and Standards, as well as in areas aligned with the S&T mission within DHS. Additionally the contractor shall:

- Provide SES technical writer assistance for both authoring and editing all SES document deliverables to include public documents that require coordination with the S&T Office of Corporate Communications (OCC).
- Be capability of preparing information in a variety of social media and formal correspondence formats, which may include development of SES presentations, correspondence, as well as creating and managing blog and Facebook entries.
- Be responsible for overall quality enhancements for external communications, and information products. Make all deliverables electronic format.
- Set priorities and work schedules accordingly, and will maintain flexibility to support development of time sensitive reviews and be able to prepare recommended changes and adjudicate any comments received from outside SES reviewers.
- Record efforts of this task and store items developed as well any comments received.

7.3 – The contractor shall be required to provide technical editor services. The contractor shall assist SES with the review of technical documentation in support of systems engineering, test and evaluation, policy/directives/instructions, requirements, standards. The contractor will propose comments, corrections, questions or improvements to all documents reviewed. The contractor shall prepare a list of comment, corrections, questions or improvements using a standard comment matrix format or by preparing a written narrative response. The contractor shall participate, when requested, in comment adjudication meetings. The contractor shall set priorities and work schedules accordingly, and will maintain flexibility to support review of time sensitive reviews and be able to prepare recommended responses outside of a comment me will include time sensitive reviews and responses.

7.4 – The contractor shall provide technical area subject matter expertise on coordination of communication/ SES activities with appropriate DHS offices and other federal agencies IAW the TOM Plan. The contractor shall perform stakeholder analyses of S&T-internal and DHS Component stakeholders. Recommend engagement paths, core messaging, and strategy for SES to augment outreach to these groups.

7.5 – The contractor shall be required to conduct strategic analysis and develop policy and standard office procedures. All SES analysis shall be IAW S&T System Analysis Guide. All analysis (includes drafts) shall be stored in SharePoint IAW SES Records Management Policy and delivered to government point of contact within the timeframe allotted. This task can serve a variety of objectives. To ensure the appropriate level of effort, the following list represents the types of efforts expected. The contractor shall deliver quick-turn-around draft policy analyses to support SES mission, acquisition, and engineering services to DHS and S&T. The contractor shall assist with organizational alignment and definition by providing assisting the Government staff in drafting strategic guidance, strategic analysis, and strategic communications support to SES leadership.

7.6 – The contractor shall research and recommend implement program/project management tools that can help define, observe, and assess actions that move SES Mission Areas toward strategic goals both affordably and speedily, including the development and presentation of quarterly performance metrics to assess SES performance measurement support, development of SES Strategic and Communications Plans. The contractor shall assist the Government with the development of the SES Strategic and Communications Plans by performing research, collecting data and conducting analysis. The contractor shall deliver drafts SES Strategic and Communications Plans one hundred twenty (120) business days after task order award. The Government will review and provide comments within ten (10) business days. The contractor shall adjudicate all Government comments and deliver the final ten (10) business days after adjudication of comments. These plans shall be provided in electronic format.

7.7 – As part of the DHS and S&T’s annual performance improvement process, SES has developed performance measures that must be tracked and reported on. The contractor shall provide assistance to ensure realistic technical considerations and measurable metrics are incorporated into initial planning and execution. The contractor shall develop a feedback mechanism and develop a compliance process to ensure that all SES activities and missions are meeting SES objectives and aligned to the SES strategy. The contractor will provide assistance to SES in collecting and compiling measures. Each year SES has an opportunity to review the current performance measures to determine if the measures reflect their future goals, the contractor shall support SES with a recommendation on measures SES must retain, retire or modify. The contractor shall also have an opportunity to propose new measures.

7.8 – The contractor shall provide analyses, program management, and strategic planning subject matter expertise and services to support the development and execution of strategies for S&T engagement in S&T and DHS programs in accordance with DHS directives and policies. The contractor shall provide assistance in crafting strategic planning and program documentation required by SES mission areas. Strategic Planning shall include mission mapping, mission-resource alignment, mission/vision statements, five year plan, and resource requirements. The contractor shall provide input based on subject matter expertise to the strategy for improving resource allocation, alignment of work, and improving the SES Mission. The contractor shall provide assistance for mission strategy formulation and draft policy development approved by Government employees.

7.9 – The contractor shall ensure collaboration with all the SES Stakeholders in support of the Government developed SES Communication Plan. The contractor shall provide support in the development of the plan, and once completed the contractor shall review the plan monthly and recommend updates as appropriate. The contractor shall provide technical area subject matter input based on the mission and/or stakeholder analysis being assessed.

- The contractor shall maintain the Government Communication Plan (calendar of all related activities) to ensure SES activities and collaboration on events and activities across DHS.
- The contractor shall support the planning and coordination of SES National and International outreach in support of SES participation in any bilateral, multilateral, and regional work programs/events to further SES outreach and collaboration efforts, and provide research/technical expertise, as requested, related to international affairs activities.
- The contractor shall plan, coordinate, and support outreach and awareness activities for promoting SES efforts and initiatives among and within the federal and key communities as identified in either the TOM Plan or Communication Plan.

Task 8 - Human Systems Integration Support (CLINs x005) OPTIONAL

8.1 – The contractor shall assist with the development the DHS Mission Essential Task Inventory containing DHS mission areas, the priority Mission Critical Occupations (MCOs), technology/systems used, functions/tasks performed, HSI considerations (e.g., performance challenges, workload/staffing, competencies associated with MCOs, and risks to their safety and health, along with common accidents and injuries that are experienced by personnel), performance standards, as well as conditions in which the tasks are performed. This will help to better understand the common/unique human performance challenges associated with the MCOs, along with context of use for the technologies. Context of use is a particularly important consideration for DHS, since users from different directorates may perform broadly similar tasks but do so under very different circumstances. For example, personnel from U.S. Citizenship and Immigration Services (USCIS) and the Coast Guard (USCG) both collect biometric information: however, USCIS agents primarily work in an office, while USCG agents work primarily on ships – and so must contend with sun glare, fog, darkness, rough waters,

moisture, and other environmental conditions that can significantly affect their equipment and their ability to perform their tasks effectively. Tasks and processes will be analyzed for end-users from the following components:

- U.S. Citizenship and Immigration Services (USCIS)
 - MCO: 1801 – General Inspection, Investigation, & Compliance (Immigration Services Officer Subset)
- Transportation and Security Administration (TSA)
 - MCO: 1801 - General Inspection, Investigation, & Compliance (Federal Air Marshalls)
 - MCO: 1802 – Compliance Inspection & Support (Transportation Security Officer)
- U.S. Coast Guard (USCG)
 - MCO: Military Personnel - (Commissioned Officers, Warrant Officers in 20 occupations, and Enlisted Personnel in 25 specialties)
- Customs and Border Protection (CBP)
 - MCO: 1801 - General Inspection, Investigation, & Compliance (Marine Interdiction Agent)
 - MCO: 1881 – Customs and Border Protection (Air) Interdiction (includes associated 2181 series air interdiction workforce)
 - MCO: 1895 – Customs and Border Protection Officer
 - MCO: 1896 – Border Patrol Agent
- U.S. Immigration and Customs Enforcement (ICE)
 - MCO: 1801 – General Inspection, Investigation, & Compliance (Deportation Officer)
 - MCO: 1811 – Criminal Investigating
- Federal Emergency Management Agency (FEMA)
 - MCO: 0089 – Emergency Management Specialist
- U.S. Secret Service (USSS)
 - MCO: 0083 – Uniformed Division/Police
 - MCO: 1811 – Criminal Investigating
- Office of Health Affairs (OHA)
 - MCO: TBD – Medical Provider (these may also exist across the Operational Components)
- National Protection and Programs Directorate (NPPD)
 - MCO: 2210 – Information Technology Management (Cyber Subset)

8.1.1 – The contractor shall provide a spreadsheet containing DHS Mission Essential Tasks specifying the mission area, end-user, equipment/systems typically used, human performance tasks, HSI considerations (e.g., performance challenges, workload/staffing, competencies associated with MCOs, and risks to their safety and health, along with common accidents and injuries that are experienced by personnel), standards of performance, and conditions under which the tasks are performed. The Mission Essential Tasks Database shall be provided in electronic format. A draft Mission Essential Tasks spreadsheet shall be delivered for Government review 10 months after award of TO. The Government will provide comments on the draft Mission Essential Tasks spreadsheet within ten (10) business days. The contractor shall adjudicate all Government comments and produce a final version within ten (10) business days after receipt of Government comments and/or edits.

8.2 – The contractor shall assist SES in coordinating and facilitating DHS HSI Community of Practice (CoP) activities and quarterly meetings. The DHS HSI CoP includes practitioners across the operational components, national labs, and centers of excellence. CoP objective is to provide a forum for the exchange of information across all DHS components, National Labs, and Centers of Excellence on human systems integration issues (e.g., human-systems operator/maintainer interfaces, tools, techniques, human performance risks, and associated human factors analysis, design, and test methods and activities). Contractor responsibilities will entail providing planning and administrative functions for meeting preparation including but not limited to: scheduling quarterly meetings, preparing and disseminating all meeting materials, working with CoP membership to solicit topics for upcoming meetings, capturing names and organization of meeting participants and meeting minutes. The contractor shall also collect HSI lessons learned across component membership (based on R&D and Acquisition efforts) and be responsible for any updates (e.g., posting relevant information, upcoming events, etc.) to the HSI CoP Portal as necessary. The HSI COP meeting will be a quarterly meeting.

8.2.1 - The contractor shall provide a summary of HSI topic solicitation activities three weeks prior to the quarterly meeting date. The summary of HSI topic solicitation activities shall be provided in electronic format.

8.2.2 - The contractor shall provide a quarterly meeting agenda and briefing materials to be discussed during the meeting to be provided one week before the meeting date. The meeting agenda and briefing materials shall be provided in electronic format. The Government will provide comments within three business days. The contractor shall adjudicate all Government comments and produce a final version within one business day after receipt of Government comments and/or edits.

8.2.3 - The contractor shall provide quarterly meeting notes to be reviewed and approved provided no later than one week after the meeting has occurred. The quarterly meeting notes shall be provided in electronic format. The Government will provide comments within three business days. The contractor shall adjudicate all Government comments and produce a final version within five (5) business days after receipt of Government comments and/or edits.

8.2.4 - The contractor shall provide quarterly reports detailing HSI lessons learned (based on discussions with components as well as meeting notes) five (5) business days after the quarterly meeting. The HSI lessons learned report shall be provided in electronic format. The Government will provide comments within two (2) business days. The contractor shall adjudicate all Government comments and produce a final version within two (2) business days after receipt of Government comments and/or edits.

8.2.5– The contractor shall provide HSI support to Technical Assessment Teams and S&T Capability Development Framework Apex and Category 1 Program Reviews as assigned by the Federal HSI Lead.

Task 9 –Standards Branch (CLINs x006) OPTIONAL

The Contractor shall provide programmatic and technical administrative support to coordinate and develop standards, test methods, conformity assessment models and best practices across DHS S&T and the Department. The contractors shall support the Standards Branch in its role coordinating standards related policy

and standards development activities across Federal agencies and with private sector standards development bodies, per OMB Circular A-119 and DHS Delegation 10001. The contractors responsible for the each subtasks are also expected to cross-train among themselves so that they can support each other when needed.

9.1 - Programmatic and Technical Administrative Support Services

9.1.1 - Program and Project Management Support

9.1.1.1 - The contractor shall maintain working knowledge of current DHS S&T administrative processes, policies and procedures as may be related to position;

9.1.1.2 - The contractor shall support the Government staff in policy analyst support which includes the administrative and analytical support for:

- Standards Council as well as any task groups, working groups, and ad hoc committees established by the chair;
- Development and submission of the annual report on Department's standards activities;
- Development of drafts of new policies, instructions and related documents and the maintenance existing policies (e.g. Departmental directives, Instructions processes and procedures) that support implementation of the DHS Standards Policy.

9.1.1.3 - The contractor shall provide assistance to ensure realistic technical considerations and measurable metrics are incorporated into the planning and execution of the Standards Executive activities. The Contractor shall develop a SharePoint based feedback mechanism process and develop compliance metrics to ensure that all the Standards activities and missions are meeting stated objectives and aligned to the Standards Executive's strategy.

9.1.1.4 - The contractor shall plan, coordinate, and support outreach and awareness activities for promoting the Standards Executive efforts and initiatives among and within the federal and key standards communities as identified in the SOW, and the Standards Executive Communication Plan. The Contractor shall also provide technical area subject matter expertise on coordination of communication activities with appropriate DHS Standards Executive and other federal agencies.

9.1.2 – Mission Analysis Support Services

9.1.2.1 – The contractor shall maintain working knowledge of current DHS S&T administrative processes, policies and procedures as may be related to position;

9.1.2.2 – The contractor shall support the Government staff to conduct analyses to include data gathering for spend plan development, reconciliation of funding type, funding allocation, and procurement request development to document; program and project budget planning;

9.1.2.3 – The contractor shall support the Government staff develop and update program and project documents including funding documents, program and project briefing documents;

9.1.2.4 - The contractor shall support the Government staff compile, analyze, summarize and update programmatic documents and reports;

9.1.2.5 - The contractor shall support the organization, coordination and scheduling working group meetings, workshops, and program reviews;

9.1.2.6 - The contractor shall support the Government staff in annually preparation and submission of approximately 100 Purchase Requests (PR) Packages, and 30 – 50 Inter/Intra-agency Agreement (IAA) and Financial Transaction (FT) packages for standards projects;

9.1.2.7 - The contractor shall support the Government staff in reviewing full content of requisite PR Package documents received for technical and programmatic content to ensure that all required documents and inputs are included and complete;

9.1.2.8 - The contractor shall support the Government staff in reviewing high-level milestones associated with various planning documents to ensure the Standards Executive's strategies are met and are consistent across the multiple sources in which they are reported;

9.1.2.9 - The contractor shall support the Government staff in tracking the status and reporting of milestones as needed using MS Project and SharePoint, or vendor recommended and accepted tracking and reporting tool;

9.1.2.10 – The contractor shall support the Government staff by conducting analyses of existing organizational budget planning processes (inputs, processing, approvals, outputs, documentation) and make recommendations to support the establishment and operation of a more efficient and structured cyclical budgeting, planning and execution process;

9.1.2.11 – The contractor shall support the Government staff in tracking the commitment and obligation status of each PR package for all project areas using existing online systems, spreadsheets, and system reports. Contractor will be provided access to the necessary systems;

9.1.2.12 – The contractor shall support the Government staff with drafting and processing change requests for standards projects to include suggested changes to scope, schedule, funding, and closeout;

9.1.2.13 – The contractor shall serve as point of contact to collect information from Federal clients in order to respond to budget and spend plan data calls. Coordinate and draft responses for standards projects. Anticipate approximately 1-2 monthly.

9.1.2.14 – The contractor shall support non-inherently Governmental functions for budget/execution/acquisition life cycle as related to a program and include: analysis, development, requirements description, work breakdown structures (WBS), acquisition planning, program life cycle cost estimates, and financial execution.

9.1.3 – Standards Portal Support

9.1.3.1 – The contractor shall support quick turnaround "Standards Scouting" -- Search to identify appropriate existing standards and relevant Standards Development Organizations that relate to specific R&D and acquisition programs. Help identify gaps in standards - conducted on case-by-case basis.

9.1.3.2 – The contractor shall support the solicitation, development, maintenance, and refinement of “Coordination and Access Portal for Standards” (CAPS). This contractor’s company shall be precluded from the competition of CAPS.

9.1.3.3 – The contractor shall support the Machine Learning (Deep Learning) of the tool: “Automatic Semantic Search Engine for Suitable Standards” (ASSESS).

9.1.3.4 - The contractor shall support SES in DHS acquisition programs to identify existing standards needed via system requirements.

9.1.3.5 - The contractor shall provide support to the DHS Standards Council and other similar groups, including providing logistical support and planning, drafting meeting materials, communicating with group members, taking meeting minutes, and other tasks, as required.

Task 10 – Systems Engineering Classroom Instruction (CLINs x007) OPTIONAL

10.1 - The contractor shall conduct classroom instruction in a professional manner by one or more qualified, experienced instructors in the subject matter in order to impart information to students and ensure meeting learning objectives. The contractor shall provide personnel who have applied Systems Engineering expertise in an acquisition environment, appropriate to the levels of the courses being taught on the dates noted below.

The contractor shall provide qualified personnel with one of the following certifications, or demonstrate experience commensurate to that of the following certifications: DHS Systems Engineering Certification, Level III or the Department of Defense’s Defense Acquisition Workforce Improvement Act (DAWIA) Systems Engineering Certification, Level III. The contractor shall also be able to demonstrate experience instructing adult learners.

10.2 - Specifically, the contractor shall perform the following activities:

10.2.1 - Prepare for classroom instruction by becoming familiar with the Instructor Guide, Student Guide and Student Exercise Guide, and all supplemental materials provided in electronic format for each course. Printed copies of these instructor preparation materials will not be provided. The contractor shall meet with incumbent instructor(s) to perform knowledge transfer discussions regarding course materials and delivery recommendations. This knowledge transfer meeting shall be conducted once for each course.

10.2.2 - Arrive in sufficient time prior to the start of each class to confirm that the training room is properly prepared and necessary materials are present; prepare any specialized equipment, etc. as necessary.

10.2.3 - Deliver training classes such that the learning objectives of each course are clearly presented and students adequately demonstrate comprehension.

10.2.4 - Administer in-class exercises and end-of-course examinations to students to assess knowledge and proficiency in the learning modules.

10.2.5 - Provide immediate feedback to COR/HSAI regarding issues or problems encountered with students, training materials or other resources.

10.3 – The number of class offerings per course are estimates only and do not represent a guarantee of work. Actual classroom-delivered course offerings may be more or less depending on training demand. The exact number of classes and dates will be determined at option exercise. The number of classes will not exceed six as described below:

SE 201: DHS Intermediate Systems Engineering, five (5) business days, 4 estimated offerings (Note only one instructor is required for this course)

Class 001: TBD

Class 002: TBD

Class 003: TBD

Class 004: TBD

SE 301: DHS Technical Leadership in Systems Engineering five (5) business days, 4 estimated offerings (Note two instructors are required for this course)

Class 001: TBD

Class 002: TBD

Class 003 TBD

Class 004: TBD

AQN 491: Developing and Managing DHS Requirements five (5) business days, 4 estimated offerings (Note two instructors are required for this course)

Class 001: TBD

Class 002: TBD

Class 003: TBD

Class 004: TBD

10.4 - Due to an occasional need to change the dates and locations of the training courses, classes may be cancelled and rescheduled by the Government without penalty if given twenty-one (21) business days' notice. These classes may be rescheduled upon mutual agreement by the COR and contractor within the task order period of performance.

10.5 – The contractor shall arrive in sufficient time prior to the start of each class to confirm that the training room is properly prepared and necessary materials are present; prepare any specialized equipment, etc. as necessary. Class hours are 8:00 am to 4:00 pm unless otherwise specified by the COR a minimum of twenty-one (21) business days’ notice.

10.6 - The contractor shall instruct up to twenty-four (24) students in each class using the course materials and student texts provided by the COR and the HSAI and supplemented with HSAI-provided instructional aids. The contractor shall instruct the class in a manner conducive to adult learning and accommodate a reasonable spectrum of learning styles. The contractor shall accommodate students with physical and learning disabilities within the instruction method. Coordination of reasonable accommodations (sign language interpreters, large-print student materials, etc.) will be conducted by HSAI. The contractor shall maintain a record of student attendance and participation, and provide this record to COR and HSAI within (5) business day of the completion of each class. The student attendance shall be provided in electronic format.

10.7 - The contractor shall administer and grade in-class exercises and end-of-course examinations using approved grading rubrics, provided by HSAI, to students to assess knowledge and proficiency in the learning modules. These exercises, examinations and grading rubrics will be provided by HSAI. At the end of each class, the contractor shall return completed exams to COR/HSAI and provide a list of students with completion status (including student grades) within (5) business day of the completion of each class. The list of students with completion status shall be provided in electronic format. The contractor shall also encourage each student to complete an anonymous survey, delivered via email on the morning of the last day of the class from the HSAI registration system known as FAITAS (Federal Acquisition Institute Training Application System).

10.8 - The contractor shall permit HSAI or HSAI-appointed staff to audit classes unannounced to ensure compliance and quality control. In addition, the contractor shall provide the COR and HSAI with any course materials it may need to respond to inquiries from Congress, other Federal agencies, and the public. Contractor representatives shall attend meetings relating to such inquiries as requested by the Government.

Task 11 Systems Engineering and Standards Surge Support (CLINs x008) OPTIONAL

The contractor may be required to provide additional support under the task areas described in this SOW for the base year and each option year, depending on the level of effort required for each period. Specifically, optional support is needed to supplement SES at times when there is a need for temporary, high visibility, short notice projects. These tasks shall be reimbursed subject to the labor categories and hourly rates contained in the pricing schedule and the terms of the modification authorizing the work. The total surge support shall not exceed the NTE ceiling for each surge support CLIN in the task order. Below are the estimated surge response labor categories based off of historical data.

Labor Category	Hours Per Period	
Subject Matter Expert III	(b)(4)	
Subject Matter Expert II		
Subject Matter Expert I		
Senior Analyst		

Analyst

(b)(4)

The Government may exercise the Surge Optional CLIN by formal modification to the task order. The Government may exercise this CLIN unilaterally with written notice to the Contractor within 5 days provided that the Government gives the Contractor a preliminary written notice of its intent to exercise at least 15 days before performance starts. Surge CLINs shall not cross into another period of performance from the one in which they are exercised.

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4.0 Contractor Personnel

The Government anticipates successful completion of the tasks to be achieved with a level of effort of approximately five full time equivalent (FTE) personnel for twelve (12) months as shown in the below table. Labor hours may be exchanged between labor categories to support the OES overall mission, as long as it is approved by the COR and does not exceed the original task order amount.

Labor Category (all at Government site)	Hours	Key Personnel
OES SES CLINs x001 Support		
Subject Matter Expert III	(b)(4)	Yes – 2
Subject Matter Expert II		Yes
Senior Analyst		No

*The hours equate to three FTE, two of which are key personnel.

The Government may exercise optional CLINs of tasks to be achieved with a level of effort of approximately three and a half full time equivalent (FTE) personnel for twelve (12) months as shown in the below table. Labor hours may be exchanged between labor categories to support the OES overall mission, as long as it is approved by the COR and does not exceed the original task order amount.

Labor Category (all at Government site)	Hours	Key Personnel
OES SES Option CLINs Support		
Senior Technical Writer	(b)(4)	No
Senior Analyst (HSI)		No
Senior Analyst		No
Subject Matter Expert III (HSAI)		No
Subject Matter Expert II (HSAI)		No

4.1 Qualified Personnel

The Contractor shall provide qualified personnel to perform all requirements specified in this SOW.

4.2 Continuity of Support

The Contractor shall ensure that the contractually required level of support for this requirement is maintained at all times. The Contractor shall ensure that all contract support personnel are present for all hours of the workday. If for any reason the Contractor staffing levels are not maintained due to vacation, leave, appointments, etc., and replacement personnel will not be provided, the Contractor shall provide e-mail notification to the Contracting Officer's Representative (COR) prior to employee absence. Otherwise, the Contractor shall provide a fully qualified replacement.

4.3 Key Personnel

Before replacing any individual designated as Key by the Government, the Contractor shall notify the COR and the Contracting Officer no less than 15 business days in advance, submit written justification for replacement, and provide the name and qualifications of any proposed substitute(s). All proposed substitutes shall possess qualifications equal to or superior to those of the key personnel being replaced, unless otherwise approved by the Contracting Officer. The Contractor shall not replace key personnel without approval from the Contracting Officer.

The following Contractor personnel are designated as Key for this requirement:

Subject Matter Expert III/Task Order Manager

Subject Matter Expert III

Subject Matter Expert II

Note: The Government may designate additional Contractor personnel as key via a contract modification.

Task Order Manager (Subject Matter Expert III)

Serves as the performer's on-site TO management point of contact and is ultimately responsible for effectively meeting all administrative, performance, and reporting requirements under this contract. Staff identified as Key Personnel in the proposal may not be reassigned by the contractor without written notification being received by the DHS Contracting Officer not less than thirty (30) business days prior to enacting the change.

Below are specific qualification/requirements:

Position: On-Site Technical Lead

LCAT Description: Subject Matter Expert III

Education: M.S. degree

Clearance Level Required: Top Secret/Sensitive Compartmental Information

Two personnel required one of which will also serve as Task Order Manager

- General Experience: Must have at least 15 years' experience in an engineering discipline such as industrial, civil, aviation, aerospace, electrical, mechanical, nuclear, chemical, information, computer, software, marine, environmental, telecommunications, information security, network, or other engineering disciplines.
- Specialized Experience: Must have at least 15 years leading engineering efforts and supervising engineering staff involved with the application of engineering disciplines in the technical field directly related to DHS S&T and Components.

- **General Duties:** Leads engineering efforts and supervises engineering staff participating in such efforts. Provides engineering, technical, and managerial direction for problem definition, analysis, requirement development, and implementation for complex systems in the engineering discipline required to meet technical requirements. Makes recommendations and advises on system development, improvements, optimization, or support efforts. Performs risk assessments and analyses employing modeling and simulation techniques.
- **Specialized Duties:** Provides technical inputs/proposals on acquisition efficiency, implementation and oversight of systems engineering, and technical oversight at HQ-level working groups, including the Agile Acquisition Working Group, SELC Core Team, Operational Effectiveness Working Group, ITPM COE, SE COE, JAR Feasibility Assessment Team. Acts as the Trusted Advisor to the Chief Systems Engineer in the proposal, development, establishment, and implementation of systems engineering-based initiatives/efforts within S&T and across DHS Acquisition. Leads the revision and maintenance of DHS Systems Engineering Certification Courses and serves as the Primary Instructor for SE 201 and SE 301 HSAI Courses. Serves as the performer's on-site TO management point of contact and is ultimately responsible for effectively meeting all administrative, performance, and reporting requirements under this contract. Assigns personnel to SES tasking. Reviews and ensures quality and consistency of Technical Assessments observations, Capability Development Framework assessments, and JRC Validation reviews.

Position: Systems Engineering Policy Lead

LCAT Description: Subject Matter Expert II

Education: M.S. , M.A. , or JD degree

Clearance Level Required: Secret

- **General Experience:** Must have at least 10 years' experience performing management analysis.
- **Specialized Experience:** Must have at least 10 years of specialized management analysis experience in areas such as business process reengineering, configuration management, quality control/assurance, organizational performance assessments, mission analysis, and strategic planning.
- **General Duties:** Applies applicable management analysis processes, modeling and simulation tools, and technical techniques to provide the services required. Employs process improvement and reengineering methodologies and principles to conduct process modernization projects. Provides group facilitation, interviewing, training, and additional forms of knowledge transfer. Serves as key coordinator among multiple project teams to ensure enterprise-wide integration of management efforts. Provides daily supervision and direction to personnel performing management analysis tasking.
- **Specialized Duties:** Serves as the on-site systems engineering legislative and policy expert for the Chief Systems Engineer. Develops legislative proposals/recommendations to support the instantiation of systems engineering within DHS. Develops systems engineering policy including, DHS Systems Engineering Life Cycle Instruction, Guidebook, and Supplemental Guidance; Technical Assessments Directive and Instruction; S&T Capability Development Framework Standardized Policy and Procedure and Guide. Proposes, drafts, and implements Secretary-level Resource Planning Priority and implementation guidance with respect to systems engineering. Plans, develops materials, and executes comprehensive outreach plans across components and offices on the DHS Systems Engineering Life Cycle and S&T Capability Development Framework

4.4 Employee Identification

4.4.1 Contractor employees visiting Government facilities shall wear an identification badge that, at a minimum, displays the Contractor name, the employee's photo, name, clearance-level and badge expiration date. Visiting Contractor employees shall comply with all Government escort rules and requirements. All Contractor employees shall identify themselves as Contractors when their status is not readily apparent and display all identification and visitor badges in plain view above the waist at all times.

4.4.2 Contractor employees working on-site at Government facilities shall wear a Government issued identification badge. All Contractor employees shall identify themselves as Contractors when their status is not readily apparent (in meetings, when answering Government telephones, in e-mail messages, etc.) and display the Government issued badge in plain view above the waist at all times.

4.5 Employee Conduct

Contractor's employees shall comply with all applicable Government regulations, policies and procedures (e.g., fire, safety, sanitation, environmental protection, security, "off limits" areas, wearing of parts of DHS uniforms, and possession of weapons) when visiting or working at Government facilities. The Contractor shall ensure Contractor employees present a professional appearance at all times and that their conduct shall not reflect discredit on the United States or the Department of Homeland Security. The Project Manager shall ensure Contractor employees understand and abide by Department of Homeland Security established rules, regulations and policies concerning safety and security.

4.6 Removing Employees for Misconduct or Security Reasons

The Government may at the discretion of the CO direct the contractor to remove any contractor employee from DHS facilities for misconduct including incompetent, careless, or otherwise objectionable conduct. The Government may also remove a contractor employee for security reasons.. Removal of a contractor employee does not relieve the contractor of the responsibility to continue providing the services required under the contract. The CO will provide the contractor with a written explanation to support any request to remove an employee.

5 Special Requirements

This section describes the special requirements for this effort. The following sub-sections provide details of various considerations on this effort.

5.1 Security and Safety

Classified work is required under this TO. DHS will provide specific guidance to the contractor as to which work will be conducted in a classified manner and at which classification level, in keeping with 6 CFR Part 7, DHS Implementation of the Classified National Security Information Program. The contractor will also adhere to other applicable Government orders, guides, and directives pertaining to classified or confidential work, including but not limited to DHS Instruction 121-01-011 "Department of Homeland Security Administrative

Security Program.” This TO may require access to information at the Top Secret and Special Access Required level. In all cases, DHS Sensitive Systems Policy 4300A, v13, July 27, 2017 will be followed.

The contractor shall adhere to all applicable government laws, regulations, orders, guides, and directives pertaining to classified, Sensitive But Unclassified (SBU), FOUO, or personally identifiable information. The contractor shall safeguard SBU, FOUO information specifically in accordance with DHS Management Directive 11042.1 and in compliance with HSAR Class Deviation 15-01 Safeguarding of Sensitive Information.

The contractor’s personnel are required to have a minimum “**Secret**” level clearance. A maximal of “**Top Secret/Sensitive Compartmental Information**” maybe required for some contractor’s personnel with a “Need To Know”. The “Need to Know” is defined as a determination made by an authorized holder of information that the recipient’s tasks requires access to specific information in order to perform the authorized governmental functions and duties, as defined in DHS Management Directive System MD Number 11042.1 Safeguarding Sensitive But Unclassified. Those personnel who will be handling “Top Secret” information are required to have a “Top Secret” level clearance or, as required by DHS, Special Access level clearance.

The following labor categories will be required to have **Top Secret/Sensitive Compartmental Information** clearance:

- Three Subject Matter Expert III (both Key Personnel and one non-Key Personnel)
- One Subject Matter Expert II (non-Key Personnel)
- One Senior Analyst (non-Key Personnel)

NOTE: Federal Acquisition Regulation 52.204-2 entitled “Security Requirements (August 1996)” is applicable to this TO and is incorporated into this document in full text below:

This clause applies to the extent that this contract involves access to information classified “Top Secret.”

The contractor shall comply with—

The Security Agreement (DD Form 441), including the National Industrial Security Program Operating Manual (DoD 5220.22-M); and any revisions to that manual, notice of which has been furnished to the Offeror.

If, subsequent to the date of this TO, the security classification or security requirements under this TO are changed by the Government and if the changes cause an increase or decrease in security costs or otherwise affect any other term or condition of this TO, the TO shall be subject to an equitable adjustment as if the changes were directed under the Changes clause of this contract.

The contractor agrees to insert terms that conform substantially to the language of this clause, including this paragraph but excluding any reference to the Changes clause of this contract, in all subcontracts under this contract that involve access to classified information.

DHS has and will exercise full control over granting, denying, withholding, or terminating unescorted Government facility, Government systems and/or sensitive Government information access for Contractor employees, based upon the results of a DHS fitness (suitability) investigation. DHS may, as it deems appropriate, authorize and make a favorable entry of duty (EOD) decision based on preliminary security checks.

The favorable EOD decision would allow the contractor to commence work temporarily prior to the completion of the full investigation. The granting of a favorable EOD decision shall not be considered as assurance that a full employment contractor fitness (suitability) authorization will follow as a result thereof. The granting of a favorable EOD decision or a full contractor fitness (suitability) authorization determination shall in no way prevent, preclude, or bar the withdrawal or termination of any such access by DHS, at any time during the term of the task order. No employee of the contractor shall be allowed unescorted access to a Government facility, access to any sensitive information or access to DHS Systems without a favorable EOD decision or contractor fitness (suitability) determination by the DHS Office of Security. Contract employees assigned to the task order not needing access to sensitive DHS information, DHS systems or access to DHS facilities will not be subject to security contractor fitness (suitability) screening. Contract employees waiting an EOD decision may not begin work on the task order. Limited access to Government buildings is allowable prior to the EOD decision if the contractor is escorted by a Government employee. This limited access is to allow contractors to attend briefings, nonrecurring meetings, and begin transition work. Classified information is Government information which requires protection in accordance with Executive Order 13526, National Security Information (NSI) as amended and supplemental directives. If the contractor has access to classified information at a DHS owned or leased facility, it shall comply with the security requirements of DHS and the facility. If the contractor is required to have access to classified information at another Government Facility, it shall abide by the requirements set forth by the agency.

5.2 Privacy

Safeguarding of Sensitive Information (MAR 2015)

(a) Applicability. This clause applies to the Contractor and its contractors, its subcontractors, and their employees (hereafter referred to collectively as “Contractor”). The Contractor shall insert the substance of this clause in all subcontracts.

(b) Definitions. As used in this clause—

“Personally Identifiable Information (PII)” means information that can be used to distinguish or trace an individual's identity, such as name, social security number, or biometric records, either alone, or when combined with other personal or identifying information that is linked or linkable to a specific individual, such as date and place of birth, or mother’s maiden name. The definition of PII is not anchored to any single category of information or technology. Rather, it requires a case-by-case assessment of the specific risk that an individual can be identified. In performing this assessment, it is important for an agency to recognize that non-personally identifiable information can become personally identifiable information whenever additional information is made publicly available—in any medium and from any source—that, combined with other available information, could be used to identify an individual.

PII is a subset of sensitive information. Examples of PII include, but are not limited to: name, date of birth, mailing address, telephone number, Social Security number (SSN), email address,

zip code, account numbers, certificate/license numbers, vehicle identifiers including license plates, uniform resource locators (URLs), static Internet protocol addresses, biometric identifiers such as fingerprint, voiceprint, iris scan, photographic facial images, or any other unique identifying number or characteristic, and any information where it is reasonably foreseeable that the information will be linked with other information to identify the individual.

“Sensitive Information” is defined in HSAR clause 3052.204-71, Contractor Employee Access, as any information, which if lost, misused, disclosed, or, without authorization is accessed, or modified, could adversely affect the national or homeland security interest, the conduct of Federal programs, or the privacy to which individuals are entitled under section 552a of Title 5, United States Code (the Privacy Act), but which has not been specifically authorized under criteria established by an Executive Order or an Act of Congress to be kept secret in the interest of national defense, homeland security or foreign policy. This definition includes the following categories of information:

- (1) Protected Critical Infrastructure Information (PCII) as set out in the Critical Infrastructure Information Act of 2002 (Title II, Subtitle B, of the Homeland Security Act, Public Law 107-296, 196 Stat. 2135), as amended, the implementing regulations thereto (Title 6, Code of Federal Regulations, Part 29) as amended, the applicable PCII Procedures Manual, as amended, and any supplementary guidance officially communicated by an authorized official of the Department of Homeland Security (including the PCII Program Manager or his/her designee);
- (2) Sensitive Security Information (SSI), as defined in Title 49, Code of Federal Regulations, Part 1520, as amended, “Policies and Procedures of Safeguarding and Control of SSI,” as amended, and any supplementary guidance officially communicated by an authorized official of the Department of Homeland Security (including the Assistant Secretary for the Transportation Security Administration or his/her designee);
- (3) Information designated as “For Official Use Only,” which is unclassified information of a sensitive nature and the unauthorized disclosure of which could adversely impact a person’s privacy or welfare, the conduct of Federal programs, or other programs or operations essential to the national or homeland security interest; and
- (4) Any information that is designated “sensitive” or subject to other controls, safeguards or protections in accordance with subsequently adopted homeland security information handling procedures.

“Sensitive Information Incident” is an incident that includes the known, potential, or suspected exposure, loss of control, compromise, unauthorized disclosure, unauthorized acquisition, or unauthorized access or attempted access of any Government system, Contractor system, or sensitive information.

“Sensitive Personally Identifiable Information (SPII)” is a subset of PII, which if lost, compromised or disclosed without authorization, could result in substantial harm, embarrassment, inconvenience, or unfairness to an individual. Some forms of PII are sensitive as stand-alone elements. Examples of such PII include: Social Security numbers (SSN), driver’s license or state identification number, Alien Registration Numbers (A-number), financial account number, and biometric identifiers such as fingerprint, voiceprint, or iris scan. Additional examples include any groupings of information that contain an individual’s name or other unique identifier plus one or more of the following elements:

- (1) Truncated SSN (such as last 4 digits)
- (2) Date of birth (month, day, and year)
- (3) Citizenship or immigration status
- (4) Ethnic or religious affiliation
- (5) Sexual orientation
- (6) Criminal History
- (7) Medical Information
- (8) System authentication information such as mother’s maiden name, account passwords or personal identification numbers (PIN)

Other PII may be “sensitive” depending on its context, such as a list of employees and their performance ratings or an unlisted home address or phone number. In contrast, a business card or public telephone directory of agency employees contains PII but is not sensitive.

(c) Authorities. The Contractor shall follow all current versions of Government policies and guidance accessible at <http://www.dhs.gov/dhs-security-and-training-requirements-contractors>, or available upon request from the Contracting Officer, including but not limited to:

- (1) DHS Management Directive 11042.1 Safeguarding Sensitive But Unclassified (for Official Use Only) Information
- (2) DHS Sensitive Systems Policy Directive 4300A
- (3) DHS 4300A Sensitive Systems Handbook and Attachments
- (4) DHS Security Authorization Process Guide
- (5) DHS Handbook for Safeguarding Sensitive Personally Identifiable Information
- (6) DHS Instruction Handbook 121-01-007 Department of Homeland Security Personnel Suitability and Security Program
- (7) DHS Information Security Performance Plan (current fiscal year)
- (8) DHS Privacy Incident Handling Guidance
- (9) Federal Information Processing Standard (FIPS) 140-2 Security Requirements for Cryptographic Modules accessible at <http://csrc.nist.gov/groups/STM/cmvp/standards.html>

(10) National Institute of Standards and Technology (NIST) Special Publication 800-53 Security and Privacy Controls for Federal Information Systems and Organizations accessible at <http://csrc.nist.gov/publications/PubsSPs.html>

(11) NIST Special Publication 800-88 Guidelines for Media Sanitization accessible at <http://csrc.nist.gov/publications/PubsSPs.html>

(d) Handling of Sensitive Information. Contractor compliance with this clause, as well as the policies and procedures described below, is required.

(1) Department of Homeland Security (DHS) policies and procedures on Contractor personnel security requirements are set forth in various Management Directives (MDs), Directives, and Instructions. MD 11042.1, Safeguarding Sensitive But Unclassified (For Official Use Only) Information describes how Contractors must handle sensitive but unclassified information. DHS uses the term “FOR OFFICIAL USE ONLY” to identify sensitive but unclassified information that is not otherwise categorized by statute or regulation. Examples of sensitive information that are categorized by statute or regulation are PCII, SSI, etc. The DHS Sensitive Systems Policy Directive 4300A and the DHS 4300A Sensitive Systems Handbook provide the policies and procedures on security for Information Technology (IT) resources. The DHS Handbook for Safeguarding Sensitive Personally Identifiable Information provides guidelines to help safeguard SPII in both paper and electronic form. DHS Instruction Handbook 121-01-007 Department of Homeland Security Personnel Suitability and Security Program establishes procedures, program responsibilities, minimum standards, and reporting protocols for the DHS Personnel Suitability and Security Program.

(2) The Contractor shall not use or redistribute any sensitive information processed, stored, and/or transmitted by the Contractor except as specified in the contract.

(3) All Contractor employees with access to sensitive information shall execute DHS Form 11000-6, Department of Homeland Security Non-Disclosure Agreement (NDA), as a condition of access to such information. The Contractor shall maintain signed copies of the NDA for all employees as a record of compliance. The Contractor shall provide copies of the signed NDA to the Contracting Officer’s Representative (COR) no later than two (2) days after execution of the form.

(4) The Contractor’s invoicing, billing, and other recordkeeping systems maintained to support financial or other administrative functions shall not maintain SPII. It is acceptable to maintain in these systems the names, titles and contact information for the COR or other Government personnel associated with the administration of the contract, as needed.

(e) Authority to Operate. The Contractor shall not input, store, process, output, and/or transmit sensitive information within a Contractor IT system without an Authority to Operate (ATO) signed by the Headquarters or Component CIO, or designee, in consultation with the Headquarters or Component Privacy Officer. Unless otherwise specified in the ATO letter, the ATO is valid for three (3) years. The Contractor shall adhere to current Government policies, procedures, and guidance for the Security Authorization (SA) process as defined below.

(1) Complete the Security Authorization process. The SA process shall proceed according to the DHS Sensitive Systems Policy Directive 4300A (Version 11.0, April 30, 2014), or any successor publication, DHS 4300A Sensitive Systems Handbook (Version 9.1, July 24, 2012), or any successor publication, and the Security Authorization Process Guide including templates.

(i) Security Authorization Process Documentation. SA documentation shall be developed using the Government provided Requirements Traceability Matrix and Government security documentation templates. SA documentation consists of the following: Security Plan, Contingency Plan, Contingency Plan Test Results, Configuration Management Plan, Security Assessment Plan, Security Assessment Report, and Authorization to Operate Letter. Additional documents that may be required include a Plan(s) of Action and Milestones and Interconnection Security Agreement(s). During the development of SA documentation, the Contractor shall submit a signed SA package, validated by an independent third party, to the COR for acceptance by the Headquarters or Component CIO, or designee, at least thirty (30) days prior to the date of operation of the IT system. The Government is the final authority on the compliance of the SA package and may limit the number of resubmissions of a modified SA package. Once the ATO has been accepted by the Headquarters or Component CIO, or designee, the Contracting Officer shall incorporate the ATO into the contract as a compliance document. The Government's acceptance of the ATO does not alleviate the Contractor's responsibility to ensure the IT system controls are implemented and operating effectively.

(ii) Independent Assessment. Contractors shall have an independent third party validate the security and privacy controls in place for the system(s). The independent third party shall review and analyze the SA package, and report on technical, operational, and management level deficiencies as outlined in NIST Special Publication 800-53 Security and Privacy Controls for Federal Information Systems and Organizations. The Contractor shall address all deficiencies before submitting the SA package to the Government for acceptance.

(iii) Support the completion of the Privacy Threshold Analysis (PTA) as needed. As part of the SA process, the Contractor may be required to support the

Government in the completion of the PTA. The requirement to complete a PTA is triggered by the creation, use, modification, upgrade, or disposition of a Contractor IT system that will store, maintain and use PII, and must be renewed at least every three (3) years. Upon review of the PTA, the DHS Privacy Office determines whether a Privacy Impact Assessment (PIA) and/or Privacy Act System of Records Notice (SORN), or modifications thereto, are required. The Contractor shall provide all support necessary to assist the Department in completing the PIA in a timely manner and shall ensure that project management plans and schedules include time for the completion of the PTA, PIA, and SORN (to the extent required) as milestones. Support in this context includes responding timely to requests for information from the Government about the use, access, storage, and maintenance of PII on the Contractor's system, and providing timely review of relevant compliance documents for factual accuracy. Information on the DHS privacy compliance process, including PTAs, PIAs, and SORNs, is accessible at <http://www.dhs.gov/privacy-compliance>.

(2) Renewal of ATO. Unless otherwise specified in the ATO letter, the ATO shall be renewed every three (3) years. The Contractor is required to update its SA package as part of the ATO renewal process. The Contractor shall update its SA package by one of the following methods: (1) Updating the SA documentation in the DHS automated information assurance tool for acceptance by the Headquarters or Component CIO, or designee, at least 90 days before the ATO expiration date for review and verification of security controls; or (2) Submitting an updated SA package directly to the COR for approval by the Headquarters or Component CIO, or designee, at least 90 days before the ATO expiration date for review and verification of security controls. The 90 day review process is independent of the system production date and therefore it is important that the Contractor build the review into project schedules. The reviews may include onsite visits that involve physical or logical inspection of the Contractor environment to ensure controls are in place.

(3) Security Review. The Government may elect to conduct random periodic reviews to ensure that the security requirements contained in this contract are being implemented and enforced. The Contractor shall afford DHS, the Office of the Inspector General, and other Government organizations access to the Contractor's facilities, installations, operations, documentation, databases and personnel used in the performance of this contract. The Contractor shall, through the Contracting Officer and COR, contact the Headquarters or Component CIO, or designee, to coordinate and participate in review and inspection activity by Government organizations external to the DHS. Access shall be provided, to the extent necessary as determined by the Government, for the Government to carry out a program of inspection, investigation, and audit to safeguard against threats and hazards to the integrity, availability and confidentiality of Government data or the

function of computer systems used in performance of this contract and to preserve evidence of computer crime.

(4) Continuous Monitoring. All Contractor-operated systems that input, store, process, output, and/or transmit sensitive information shall meet or exceed the continuous monitoring requirements identified in the Fiscal Year 2014 DHS Information Security Performance Plan, or successor publication. The plan is updated on an annual basis. The Contractor shall also store monthly continuous monitoring data at its location for a period not less than one year from the date the data is created. The data shall be encrypted in accordance with FIPS 140-2 Security Requirements for Cryptographic Modules and shall not be stored on systems that are shared with other commercial or Government entities. The Government may elect to perform continuous monitoring and IT security scanning of Contractor systems from Government tools and infrastructure.

(5) Revocation of ATO. In the event of a sensitive information incident, the Government may suspend or revoke an existing ATO (either in part or in whole). If an ATO is suspended or revoked in accordance with this provision, the Contracting Officer may direct the Contractor to take additional security measures to secure sensitive information. These measures may include restricting access to sensitive information on the Contractor IT system under this contract. Restricting access may include disconnecting the system processing, storing, or transmitting the sensitive information from the Internet or other networks or applying additional security controls.

(6) Federal Reporting Requirements. Contractors operating information systems on behalf of the Government or operating systems containing sensitive information shall comply with Federal reporting requirements. Annual and quarterly data collection will be coordinated by the Government. Contractors shall provide the COR with requested information within three (3) business days of receipt of the request. Reporting requirements are determined by the Government and are defined in the Fiscal Year 2014 DHS Information Security Performance Plan, or successor publication. The Contractor shall provide the Government with all information to fully satisfy Federal reporting requirements for Contractor systems.

(f) Sensitive Information Incident Reporting Requirements.

(1) All known or suspected sensitive information incidents shall be reported to the Headquarters or Component Security Operations Center (SOC) within one hour of discovery in accordance with 4300A Sensitive Systems Handbook Incident Response and Reporting requirements. When notifying the Headquarters or Component SOC, the Contractor shall also notify the Contracting Officer, COR, Headquarters or Component Privacy Officer, and US-CERT using the contact information identified in the contract. If the incident is reported by phone or the Contracting Officer's email address is not

immediately available, the Contractor shall contact the Contracting Officer immediately after reporting the incident to the Headquarters or Component SOC. The Contractor shall not include any sensitive information in the subject or body of any e-mail. To transmit sensitive information, the Contractor shall use FIPS 140-2 Security Requirements for Cryptographic Modules compliant encryption methods to protect sensitive information in attachments to email. Passwords shall not be communicated in the same email as the attachment. A sensitive information incident shall not, by itself, be interpreted as evidence that the Contractor has failed to provide adequate information security safeguards for sensitive information, or has otherwise failed to meet the requirements of the contract.

(2) If a sensitive information incident involves PII or SPII, in addition to the reporting requirements in 4300A Sensitive Systems Handbook Incident Response and Reporting, Contractors shall also provide as many of the following data elements that are available at the time the incident is reported, with any remaining data elements provided within 24 hours of submission of the initial incident report:

- (i) Data Universal Numbering System (DUNS);
- (ii) Contract numbers affected unless all contracts by the company are affected;
- (iii) Facility CAGE code if the location of the event is different than the prime contractor location;
- (iv) Point of contact (POC) if different than the POC recorded in the System for Award Management (address, position, telephone, email);
- (v) Contracting Officer POC (address, telephone, email);
- (vi) Contract clearance level;
- (vii) Name of subcontractor and CAGE code if this was an incident on a subcontractor network;
- (xiii) Government programs, platforms or systems involved;
- (ix) Location(s) of incident;
- (x) Date and time the incident was discovered;
- (xi) Server names where sensitive information resided at the time of the incident, both at the Contractor and subcontractor level;
- (xii) Description of the Government PII and/or SPII contained within the system;
- (xiii) Number of people potentially affected and the estimate or actual number of records exposed and/or contained within the system; and
- (xiv) Any additional information relevant to the incident.

(g) Sensitive Information Incident Response Requirements.

(1) All determinations related to sensitive information incidents, including response activities, notifications to affected individuals and/or Federal agencies, and related services (e.g., credit monitoring) will be made in writing by the Contracting Officer in

consultation with the Headquarters or Component CIO and Headquarters or Component Privacy Officer.

(2) The Contractor shall provide full access and cooperation for all activities determined by the Government to be required to ensure an effective incident response, including providing all requested images, log files, and event information to facilitate rapid resolution of sensitive information incidents.

(3) Incident response activities determined to be required by the Government may include, but are not limited to, the following:

- (i) Inspections,
- (ii) Investigations,
- (iii) Forensic reviews, and
- (iv) Data analyses and processing.

(4) The Government, at its sole discretion, may obtain the assistance from other Federal agencies and/or third-party firms to aid in incident response activities.

(h) Additional PII and/or SPII Notification Requirements.

(1) The Contractor shall have in place procedures and the capability to notify any individual whose PII resided in the Contractor IT system at the time of the sensitive information incident not later than 5 business days after being directed to notify individuals, unless otherwise approved by the Contracting Officer. The method and content of any notification by the Contractor shall be coordinated with, and subject to prior written approval by the Contracting Officer, in consultation with the Headquarters or Component Privacy Officer, utilizing the DHS Privacy Incident Handling Guidance. The Contractor shall not proceed with notification unless the Contracting Officer, in consultation with the Headquarters or Component Privacy Officer, has determined in writing that notification is appropriate.

(2) Subject to Government analysis of the incident and the terms of its instructions to the Contractor regarding any resulting notification, the notification method may consist of letters to affected individuals sent by first class mail, electronic means, or general public notice, as approved by the Government. Notification may require the Contractor's use of address verification and/or address location services. At a minimum, the notification shall include:

- (i) A brief description of the incident;
- (ii) A description of the types of PII and SPII involved;

- (iii) A statement as to whether the PII or SPII was encrypted or protected by other means;
- (iv) Steps individuals may take to protect themselves;
- (v) What the Contractor and/or the Government are doing to investigate the incident, to mitigate the incident, and to protect against any future incidents; and
- (vi) Information identifying who individuals may contact for additional information.

(i) Credit Monitoring Requirements. In the event that a sensitive information incident involves PII or SPII, the Contractor may be required to, as directed by the Contracting Officer:

- (1) Provide notification to affected individuals as described above; and/or
- (2) Provide credit monitoring services to individuals whose data was under the control of the Contractor or resided in the Contractor IT system at the time of the sensitive information incident for a period beginning the date of the incident and extending not less than 18 months from the date the individual is notified. Credit monitoring services shall be provided from a company with which the Contractor has no affiliation. At a minimum, credit monitoring services shall include:
 - (i) Triple credit bureau monitoring;
 - (ii) Daily customer service;
 - (iii) Alerts provided to the individual for changes and fraud; and
 - (iv) Assistance to the individual with enrollment in the services and the use of fraud alerts; and/or
- (3) Establish a dedicated call center. Call center services shall include:
 - (i) A dedicated telephone number to contact customer service within a fixed period;
 - (ii) Information necessary for registrants/enrollees to access credit reports and credit scores;
 - (iii) Weekly reports on call center volume, issue escalation (i.e., those calls that cannot be handled by call center staff and must be resolved by call center management or DHS, as appropriate), and other key metrics;
 - (iv) Escalation of calls that cannot be handled by call center staff to call center management or DHS, as appropriate;
 - (v) Customized FAQs, approved in writing by the Contracting Officer in coordination with the Headquarters or Component Chief Privacy Officer; and
 - (vi) Information for registrants to contact customer service representatives and fraud resolution representatives for credit monitoring assistance.

(j) Certification of Sanitization of Government and Government-Activity-Related Files and Information. As part of contract closeout, the Contractor shall submit the certification to the COR and the Contracting Officer following the template provided in NIST Special Publication 800-88 Guidelines for Media Sanitization.

Information Technology Security and Privacy Training [March 2015]

(a) Applicability. This clause applies to the Contractor and its contractors, its subcontractors, and their employees (hereafter referred to collectively as “Contractor”). The Contractor shall insert the substance of this clause in all subcontracts.

(b) Security Training Requirements.

(1) All users of Federal information systems are required by Title 5, Code of Federal Regulations, Part 930.301, Subpart C, as amended, to be exposed to security awareness materials annually or whenever system security changes occur, or when the user’s responsibilities change. The Department of Homeland Security (DHS) requires that Contractor employees take an annual Information Technology Security Awareness Training course before accessing sensitive information under the contract. Unless otherwise specified, the training shall be completed within thirty (30) days of contract award and be completed on an annual basis thereafter not later than October 31st of each year. Any new Contractor employees assigned to the contract shall complete the training before accessing sensitive information under the contract. The training is accessible at <http://www.dhs.gov/dhs-security-and-training-requirements-contractors>. The Contractor shall maintain copies of training certificates for all Contractor and subcontractor employees as a record of compliance. Unless otherwise specified, initial training certificates for each Contractor and subcontractor employee shall be provided to the Contracting Officer’s Representative (COR) not later than thirty (30) days after contract award. Subsequent training certificates to satisfy the annual training requirement shall be submitted to the COR via e-mail notification not later than October 31st of each year. The e-mail notification shall state the required training has been completed for all Contractor and subcontractor employees.

(2) The DHS Rules of Behavior apply to every DHS employee, Contractor and subcontractor that will have access to DHS systems and sensitive information. The DHS Rules of Behavior shall be signed before accessing DHS systems and sensitive information. The DHS Rules of Behavior is a document that informs users of their responsibilities when accessing DHS systems and holds users accountable for actions taken while accessing DHS systems and using DHS Information Technology resources capable of inputting, storing, processing, outputting, and/or transmitting sensitive information. The DHS Rules of Behavior is accessible at <http://www.dhs.gov/dhs-security-and-training-requirements-contractors>. Unless otherwise specified, the DHS

Rules of Behavior shall be signed within thirty (30) days of contract award. Any new Contractor employees assigned to the contract shall also sign the DHS Rules of Behavior before accessing DHS systems and sensitive information. The Contractor shall maintain signed copies of the DHS Rules of Behavior for all Contractor and subcontractor employees as a record of compliance. Unless otherwise specified, the Contractor shall e-mail copies of the signed DHS Rules of Behavior to the COR not later than thirty (30) days after contract award for each employee. The DHS Rules of Behavior will be reviewed annually and the COR will provide notification when a review is required.

(c) Privacy Training Requirements. All Contractor and subcontractor employees that will have access to Personally Identifiable Information (PII) and/or Sensitive PII (SPII) are required to take Privacy at DHS: Protecting Personal Information before accessing PII and/or SPII. The training is accessible at <http://www.dhs.gov/dhs-security-and-training-requirements-contractors>. Training shall be completed within thirty (30) days of contract award and be completed on an annual basis thereafter not later than October 31st of each year. Any new Contractor employees assigned to the contract shall also complete the training before accessing PII and/or SPII. The Contractor shall maintain copies of training certificates for all Contractor and subcontractor employees as a record of compliance. Initial training certificates for each Contractor and subcontractor employee shall be provided to the COR not later than thirty (30) days after contract award. Subsequent training certificates to satisfy the annual training requirement shall be submitted to the COR via e-mail notification not later than October 31st of each year. The e-mail notification shall state the required training has been completed for all Contractor and subcontractor employees.

In regards to Privacy the following definition apply:

Personally Identifiable Information (PII): Any information that permits the identity of an individual to be directly or indirectly inferred, including any other information that is linked or linkable to that individual regardless of whether the individual is a citizen of the United States, legal permanent resident, or a visitor to the United States.

Privacy Sensitive: A contract is “privacy sensitive” when the Performer has access to Sensitive PII or the Performer creates, operates, maintains, or disposes of DHS IT system or system containing DHS Sensitive PII.

Sensitive PII: PII, which if lost, compromised or disclosed without authorization, could result in substantial harm, embarrassment, inconvenience, or unfairness to an individual.

All contractor personnel that have access to DHS IT systems or collect, use, or share SPII, SSI or other sensitive data on behalf of DHS are required to complete annual privacy and security awareness training. Training includes procedures on how to properly handle SPII, security requirements for transporting or transmitting sensitive information, requirements for reporting a suspected breach or loss of SPII within one hour, and supporting privacy compliance and breach management activities. Privacy and security incidents will be reported within one hour of initial discovery to the DHS Help Desk at 1-800-250-7911, DHS S&T Contracting

Officer Representative at (b)(6) the DHS S&T CIO at (b)(6) and the DHS S&T Privacy Officer at (b)(6)

The contractor shall be responsible for collecting, maintaining, and adhering to the content within the documents below which shall always be read as “as amended” or “latest edition” including all referenced documents. This list is not considered all-inclusive, therefore other applicable reference or compliance documents may apply to the performance of this contract.

- Office of Management and Budget M-07-16, “Safeguarding Against and Responding to the Breach of Personally Identifiable Information,” May 22, 2007
- DHS Handbook for Safeguarding Sensitive Personally Identifiable Information, Updated March 2012
- DHS Privacy Incident Handling Guide, Version 3.0, January 26, 2012
- DHS Instruction 047-01-001 Privacy Policy and Compliance
- DHS Privacy Impact Assessment Guidance
- DHS Privacy Policy Guidance Memorandum 2011-02 Roles and Responsibilities for Shared IT Services
- DHS Privacy Policy Guidance Memorandum 2008-02, DHS Policy Regarding Privacy Impact Assessments, December 30, 2008
- DHS System of Records Notices Official Guidance, April 2008

The contractor will support the completion of DHS privacy compliance documentation as required by DHS policy. Privacy Threshold Analysis (PTA) document are triggered by the creation, modification, upgrade, or disposition of an IT system, and must be renewed at least every three years. Upon review of the PTA, the DHS Privacy Office determines whether a Privacy Impact Assessment (PIA) and/or Privacy Act System of Records Notice (SORN), or modifications thereto, are required. The Performer shall provide adequate support to complete the PIA in a timely manner, and shall ensure that project management plans and schedules include the PTA, PIA, and SORN (to the extent required) as milestones. Additional information on the privacy compliance process at DHS, including PTAs, PIAs, and SORNs, is located on the DHS Privacy Office website (www.dhs.gov/privacy) under “Privacy Compliance Process & Templates.” DHS Privacy Policy Guidance Memorandum 2008-02 sets forth when a PIA will be required at DHS, and the Privacy Impact Assessment Guidance and Template outline the requirements and format for the PIA.

5.3 Government Furnished Materials

The Government will make available the materials, computers, office space, communications capability, and information necessary for the contractor to complete the assigned tasks. If network access is necessary, then a Government computer will be issued once the individual contractor has completed the mandatory screening and receives suitability. A DHS badge is required for computer access and login. In many cases temporary Government space will be made available for the contractor to perform their tasks. Some work can be performed at the contractor’s facility. All Government furnished materials will be returned at the completion of the task. The contractor will be responsible for any Government issued materials such as computers.

5.4 Location and Hours of Work

Accomplishment of the results contained in this SOW requires work at the following customer site: (b)(6)

(b)(6) Normal work days are Monday through Friday except US

Federal Holiday days. Workers typically work eight (8) hours per day, 40 hours per week. Flextime workers start not earlier than 0600 and not later than 0900. Core hours of work are from 0900 to 1500 daily. All employees are expected to be available during core hours IAW S&T Work Schedule Policy.

Teleworking will be permitted under the following guidelines:

Telework is to be used to accommodate either scheduled medical appointments or inclement weather business days when the Government is open. Telework may be used as a standard occurrence such as a weekly/bi-weekly telework day(s), per the provisions below. Telework will not be used when the Government is closed without express written advance authorization from the COR or Contracting Officer, even it is a regularly scheduled telework work day for that contractor employee, given the time frame available for government oversight to be provided will be contingent upon the COR's availability.

- a. Regular Re-Occurring Telework: Telework may be performed under this Task Order if the following conditions are met:
 - i. There must be a telework agreement in place between the Contractor and their company specifying dates, times, and location for telework. The Contractor Program Manager must provide a copy of each signed agreement to Government, both the Contracting Officer and the COR, for the task order records.
 - ii. The number of scheduled telework business days may not exceed two (2) business days per week
 - iii. Work under this Task Order can only be completed on a DHS issued laptop via the DHS VPN connection.
 - iv. Items completed must be specified in the Contractor's monthly report for that month as having been completed while teleworking.
 - v. The Contractor PM must ensure that Contractor employees are reachable via telephone by the COR at the telework location.
- b. Intermittent Telework: Intermittent Telework, anything outside of regularly scheduled telework, may be performed under this Task Order if the following conditions are met:
 - i. Prior approval to telework must be obtained in writing from the Task Order COR by the Contractor's Task Order Program Manager (PM). All requests must originate from the Contractor's PM, or the Contractor's responsible contracts representative. Requests must include the Contracting Officer as a courtesy copy (cc:). Tasking must be able to be accomplished efficiently and effectively in a remote fashion, and must be of sufficient quantity to fill the duration of the planned telework period for a given Contractor employee.
 - ii. The Task Order COR must review all tasks to be completed/worked on during the telework time frame prior to providing written approval or disapproval of the PM's written request.
 - iii. Work under this Task Order can only be completed on a DHS issued laptop via the DHS VPN connection.

- iv. The PM must report tasks that were completed, and show products from those tasks, if applicable, at the end of the work day. These items must be specified in the Contractor's monthly report for that month as having been completed while teleworking.
- v. The PM must ensure that Contractor employees are reachable via telephone by the COR at the telework location.
- vi. The PM must state the hours that a given Contractor employee will be online and working, and any hours the employee will be unavailable.
- vii. Telework may only take place within the DC metro area at one of the following locations, provided the COR has given prior written approval:
 - a. The Contractor's facility
 - b. The Contractor employee's place of residence
 - c. DHS components other than S&T
 - d. Approved offices onsite at FFRDC locations

Employees approved for regular and situational telework who are not able to report to their assigned office location due to office closure or dismissal from a natural or man-made emergency event (e.g., hurricane, earthquake, wild fire, snow storm, flooding, act of terrorism) or when the Office of Personnel Management or other official agencies announces that Government offices are open with the option for unscheduled telework are required to telework each regularly scheduled work day during the emergency situation, when the capability to telework is available at the alternative worksite.

If required, Classified work will be done at the government location only. *

5.5 Travel / Temporary Duty (TDY)

Travel to other Government facilities or other contractor facilities may be required and will be specified in the SOW. All travel requirements (including plans, agenda, itinerary, or dates) shall be pre-approved by the Government (subject to local policy procedures), and is on a strictly cost reimbursable basis. Costs for travel shall be billed in accordance with the regulatory implementation of Public Law 99-234 and FAR 31.205-46 Travel Costs (subject to local policy & procedures; may reference FAR). All travel requires advance approval of the OES COR.

5.5.1 Trip Summary Reports. The contractor shall provide summary reports of any trip taken in support of this task order. Trip summary reports shall be provided in accordance with Section 6 below.

5.5.2 Local travel is anticipated to support this task order. Local travel is defined as within 50 miles of VTA's main office location. Reimbursable local travel costs may include mileage for Privately Owned Vehicle (POV), Metro, and any associated tolls or parking. Local travel may be reimbursed upon written advance approval by the COR.

6 Deliverables

The contractor shall provide all written reports in electronic format with read/write capability using applications that are compatible with DHS workstations (Windows 7 and Microsoft Office Applications) in accordance with Deliverables Table below:

Deliverable	Due By	Task	CLINs	Format
Final Task Order Transition In-Plan	Draft due with proposal. Final Transition In- Plan is due 10 working days after TO award. The final Transition In-Plan will be approved by the COR within ten (10) business days of submission.	1.1	CLINs x001	Reports
Final Task Order Transition Out-Plan	Due NLT ninety (90) business days prior to expiration of the TO. The final Transition-Out Plan will be approved by the COR within ten (10) business days of submission.	1.1	CLINs x001	Reports
Final Task Order (TO) Management Plan	Due ten (10) business days after TO Award. The Final Task Order (TO) Management Plan will be approved by the COR within ten (10) business days of submission.	1.5	CLINs x001	Reports
Monthly Cost and Performance Reports	Due on the 15 th calendar day of each Task Order Month	1.6	CLINs x001	Report
Trip Summary Reports	Due on the 15 th calendar day of each Task Order Month	Section 5.5	CLINs x002, x009, x010	Report
Task Order Organizational Conflict of Interest (OCI) Mitigation Plan	Initial plan due with the proposal. The contractor shall adjudicate all Government comments following task order award and produce a final version within ten (10) business days after receipt of Government comments and/or	1.7	CLINs x001	Report

	<p>edits. The final OCI Mitigation Plan will be approved by the Contracting Officer (CO) within ten (10) business days of submission of final version.</p>			
<p>DRAFT SELC Guidebook Shortfalls and Deficiencies Report</p>	<p>The draft SELC Guidebook Shortfalls and Deficiencies Report shall be delivered for Government review one hundred twenty (120) business days after award of TO.</p>	2.4.1	CLIN x001	Report
<p>FINAL SELC Guidebook Shortfalls and Deficiencies Report</p>	<p>The FINAL SELC Guidebook Shortfalls and Deficiencies Report shall be delivered within ten (10) business days after receipt of Government comments and/or edits.</p>	2.4.1	CLIN x001	Report
<p>Records Management Plan</p>	<p>A draft plan shall be delivered ninety (90) business days after Task Order Award. The Government will review and provide comments within ten (10) business days and the contractor will adjudicate all Government comments and provide a final SES Records Management Plan within ten (10) business days of receipt of Government comments. The contractor shall conduct periodic evaluations (minimum of twice yearly) of SES implementation and adherence to the Records Management Plan.</p>	5.3	CLINs x001	Reports

Records Management Standard Operating Procedures	The draft Records Management Standard Operating Procedures shall be delivered ninety (90) business days after task order award. The Government will review and provide comments within ten (10) business days and the contractor will adjudicate all Government comments and provide the final Records Management Standard Operating Procedures within ten (10) business days of receipt of Government comments. The contractor shall conduct periodic evaluations (minimum of twice yearly) of SES implementation and adherence to the Records Management Standard Operating Procedures.	5.4	CLINs x001	Reports
Logical Design and Functional Requirements Document	Due thirty (30) business days after project start.	6.1.1	CLINs x003	Reports
Technical Design	Due ninety (90) business days after project start	6.1.1	CLINs x003	Reports
POA&M for Web Site Support	Due fifteen (15) business days after project start	6.1.2.4	CLINs x003	Reports
Content Migration and Site Management Plan	Due one hundred eighty (180) business days after project start or as directed by the COR	6.1.3	CLINs x003	Reports
SES Strategic and Communications Plans	Due ninety (90) business days after task order award. The Government will provide	7.6	CLINs x004	Reports

	comments within ten (10) business days.			
Edits of Technical Documentation	As required		CLINs x004	
DRAFT DHS Mission Essential Task Database	Daft due ten (10) months after TO Award.	8.1.1	CLINS x005	Reports
FINAL DHS Mission Essential Task Database	Final version due within ten (10) business days after receipt of Government comments and/or edits.	8.1.1	CLINS x005	Reports
Summary of HSI Topic Solicitation Activities	Due three (3) weeks prior to quarterly meetings	8.2.1	CLINS x005	Report
Draft HSI Quarterly Meeting Agenda and Briefing Materials	Due one (1) week before meeting date.	8.2.2	CLINS x005	Report
FINAL HSI Quarterly Meeting Agenda and Briefing Materials	Final version due within one business day after receipt of Government comments and/or edits.	8.2.2	CLINS x005	Report
DRAFT HSI Quarterly Meeting Notes	Due no later than 1 week after meeting has occurred.	8.2.3	CLINS x005	Presentation
FINAL HSI Quarterly Meeting Notes	Final version due within ten (10) business days after receipt of Government comments and/or edits.	8.2.3	CLINS x005	Presentation
DRAFT HSI Lessons Learned Quarterly Report	Due five (5) business days after HSI Quarterly Meeting.	8.2.4	CLINS x005	Report
FINAL HSI Lessons Learned Quarterly Report	Final version due within two (2) business days after receipt of Government comments and/or edits.	8.2.4	CLINS x005	Report

Annual NTTAA Report	Final version due within two (2) business days after receipt of Government comments and/or edits.	9.1.1.2	CLINS x006	Report
Standards Policy	Final version due within two (2) business days after receipt of Government comments and/or edits.	9.1.1.2	CLINS x006	Report
Standards Executive Communication Plan	Final version due within two (2) business days after receipt of Government comments and/or edits.	9.1.1.4	CLINS x006	Report
Project Status Tracking	Monthly	9.1.2.9 & 9.1.2.11	CLINS x006	Report
Financial Analysis and Planning	Monthly	9.1.2.10	CLINS x006	Report
Standards Budget and Spend Plan	Every two months or as required	9.1.2.13	CLINS x006	Report
STN Monthly activity report	Monthly	9.1	CLINS x006	Report
OSE Standards Summary (Contract Spending Status)	Monthly	9.1	CLINS x006	Spreadsheet
OSE Standards Summary Graph (Contract Spending Status)	Monthly	9.1	CLINS x006	Graph
STN Exceptions Report (Abnormal Contract Activities if any)	Monthly	9.1	CLINS x006	Spreadsheet
STN Travel ODC Tracking	Monthly	9.1	CLINS x006	Report

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Student Attendance and Participation List	Due five (5) business days after class completion	10.6	CLINs x007	Report
List of Students with completion Status	Due five (5) business days after class completion	10.7	CLINs x007	Report