

**DEPARTMENT OF HOMELAND SECURITY (DHS)  
CYBERSECURITY AND INFRASTRUCTURE SECURITY AGENCY (CISA)  
SIGN LANGUAGE INTERPRETER SERVICES STATEMENT OF WORK (SOW)**

**1.0 GENERAL**

**1.1 INTRODUCTION**

CISA's mission is to lead the national effort to protect and enhance the resilience of the nation's physical and cyber infrastructure. CISA includes the CISA Management and Business Service Offices and six Divisions: the Cybersecurity Division (CSD), the Emergency Communications Division (ECD), the Integrated Operation Division (IOD), the Infrastructure Security Division (ISD), the Stakeholder Engagement Division (SED), as well as, the National Risk Management Center (NRMC), which are headquartered with the National Capital Region (NCR).

This statement of work (SOW) defines tasks to provide specialized American Sign Language (ASL) Interpreter Service and Communication Access Realtime Translation (CART) Service to employees of the Department of Homeland Security (DHS), Cybersecurity and Infrastructure Security Agency (CISA). The Office of Equity, Diversity, Inclusion and Accessibility (OEDIA) has identified at least 5 employees who have a need for ASL interpreter services and provides interpreting services for agency-wide (CISA) events. Additionally, CISA divisions and mission enabling offices may host public events and as such, CISA understands the need to also provide interpreter services during these events.

**1.2 BACKGROUND**

It is the policy of DHS, as a model employer, to provide equal employment opportunities under applicable law to all employees and applicants, including qualified individuals with disabilities. As such OEDIA is committed to providing reasonable accommodations for (i) applicants with disabilities during the hiring and application process; (ii) qualified employees with disabilities to perform essential functions of their jobs; and (iii) qualified employees with disabilities to enjoy equal benefits and privileges of employment.

The Rehabilitation Act of 1973, as amended, requires federal agencies to provide reasonable accommodations to qualified employees or applicants with disabilities unless to do so would cause undue hardship. In general, an accommodation is a change in the work environment in the way things are customarily done that would enable an individual with a disability to enjoy equal employment opportunities. There are three categories of reasonable accommodations:

- Modification or adjustments to a job application process to permit an individual with a disability to be considered for a job (such as providing application forms in alternative formats like large print or Braille);
- Modification or adjustments necessary to enable a qualified individual with a disability to perform the essential function of the job (such as providing sign language interpreters); and

- Modification or adjustments that enable employees with disabilities to enjoy equal benefits and privileges of employment (such as removing physical barriers in an office or restroom).

## **2.0 SCOPE OF WORK**

The vendor (“Contractor”) shall provide qualified Nationally Certified American Sign Language Interpreters (SLIs) from Registry of Interpreters for the Deaf (RID) to provide support and assistance in sign language interpretation services in person and/or virtual settings; interpret telephone calls, meetings, conferences, briefings, events, interviews, trainings and other interaction between employee and office staff, along with day-to-day communication and on call. Ensure information is disseminated to employee through a variety of interpreting techniques, including consecutive and simultaneous methods and convey complex inter-office and departmental information tailored to the employee needs. The Interpreter shall possess all the demonstrated knowledge requirements delineated below, as verified by a signed and dated resume by the individual and a corporate executive.

Contractor shall also provide Certified Realtime Captioners for open captioning or CART Service. Contractor shall provide instantaneous translation of what is being said into visual display so that it can be read on the screen. The CRC shall possess all the demonstrated knowledge requirements delineated in section 3.1 below, as verified by a signed and dated resume by the individual and a corporate executive.

Contractor shall provide qualified personnel to perform the requirements specified in this Statement of Work as the American Sign Language Interpreter and Certified Realtime Captioner (Key Personnel).

## **3.0 MINIMUM QUALIFICATIONS FOR A SIGN LANGUAGE INTERPRETER (SLI)**

- Qualification as an American Sign Language Interpreter and a minimum of 3 (preferably 5) years of experience interpreting to fulfill contractual requirements. Experience interpreting in legal, policy, technical (information technology) and classified environments is required;
- The SLI shall possess: an undergraduate or graduate degree from an accredited college or university with a major study in a field related to either interpretation or American Sign Language (ASL) studies;
- In lieu of degree, the SLI must hold an active certificate from, the Registry of Interpreters for the Deaf;
- The SLI must have a demonstrated knowledge and understanding of American Sign Language and Deaf Culture
- Ability to sign in many different situations including but not limited to meetings, platforms, conferences, briefings, trainings, interviews, small groups, and large groups;
- Knowledge of the laws, regulations, concepts, principles, practices, and procedures applicable to the federal government; knowledge of the Department of Homeland Security is desirable;
- Adherence to the Code of Professional Conduct (formerly the Code of Ethics) established by the Registry of Interpreters for the Deaf (RID) and the National Association of the Deaf; the Code outlines standards for accountability, responsibility, and trust with a focus on confidentiality, respect, and ethical behavior in the provision of services;

- Ability to perform in a challenging, creative, and formal working environment;
- Ability to work within a changing schedule;
- Excellent customer service skills;
- Ability to establish and maintain positive working relationships; and,
- Have an "active" Secret security clearance or the ability to obtain a Secret clearance.

**Additional Required Knowledge and Skills:** In addition to the experience and educational requirements described above, the SLI shall clearly possess the following knowledge and skills:

- Ability to voice to sign;
- Ability to sign to voice;
- Knowledge of technical (information technology), legal, and/or policy vocabulary;
- Knowledge of civil rights and civil liberties as it relates to persons with disabilities;
- Knowledge of the laws, regulations, concepts, principles, practices, and procedures applicable to the federal government; *desired* knowledge of the Department of Homeland Security laws and regulations;
- Developed interpersonal and communication skills, with the ability to interact with colleagues from a variety of backgrounds;
- Ability to meet deadlines in a busy environment with attention to detail: may include organizational, time-management, and multi-tasking skills;
- Ability to use computer programs such as MS Word, Excel, MS PowerPoint, MS Publisher, Outlook, and meeting platforms such as Microsoft Teams, Zoom, and Adobe Connect; and,
- Ability to communicate both orally and in writing.

### **3.1 MINIMUM QUALIFICATIONS FOR A CERTIFIED REALTIME CAPTIONER (CRC)**

- Qualification as a Certified Realtime Captioner and a minimum of 3 (preferably 5) years of experience interpreting to fulfill contractual requirements. Experience interpreting in legal, policy, technical (information technology) and classified environments is required;
- The CRC shall possess credentials from the National Court Reporters Association (NCRA);
- In lieu of an NCRA certificate, the CRC may hold a Court Reporting Certificate or an industry comparable certification;
- Knowledge of the laws, regulations, concepts, principles, practices, and procedures applicable to the federal government; knowledge of the Department of Homeland Security is desirable;
- Adherence to the Code of Professional Ethics for CART and Broadcast Captioners; the Code outlines standards for accountability, responsibility, and trust with a focus on confidentiality, respect, and ethical behavior in the provision of services;
- Ability to perform in a challenging, creative, and formal working environment;
- Ability to work within a changing schedule;
- Excellent customer service skills;
- Ability to establish and maintain positive working relationships; and,
- Have an "active" Secret security clearance or the ability to obtain a Secret clearance.

**Additional Required Knowledge and Skills:** In addition to the experience and educational requirements described above, the CRC shall clearly possess the following knowledge and skills:

- Knowledge of technical (information technology), legal, and/or policy vocabulary;
- Knowledge of civil rights and civil liberties as it relates to persons with disabilities;
- Knowledge of the laws, regulations, concepts, principles, practices, and procedures applicable to the federal government; *desired* knowledge of the Department of Homeland Security laws and regulations;
- Developed interpersonal and communication skills, with the ability to interact with colleagues from a variety of backgrounds;
- Ability to meet deadlines in a busy environment with attention to detail: may include organizational, time-management, and multi-tasking skills;
- Ability to use computer programs such as MS Word, Excel, MS PowerPoint, MS Publisher, Outlook, and meeting platforms such as Microsoft Teams, Zoom, and Adobe Connect; and,
- Ability to communicate both orally and in writing.

### **3.2 SERVICE AND SCHEDULING CHANGES**

CISA recognizes that service requests that need to be changed within two (2) business days or less notice prior to event or scheduled assignment may incur extra costs for “Short-Notice,” last-minute changes. The Contracting Officer (CO), Contracting Officer’s Representative (COR), designee, or applicable CISA employee, as agreed with COR, will be responsible for coordinating and scheduling interpreter requests, particularly for ad hoc requests. In the event of service or scheduling changes, outside of cancelations, the CO, COR, designee, or applicable CISA employee shall contact Contractor primarily via email and secondarily via telephone. They will provide Contractor with the pertinent information related to the change in service assignment or scheduling, including date, time, projected length of new assignment, type of assignment, location, and POC. Please refer to the sections below for more information and exceptions.

#### **3.2.1 ARRIVAL OF INTERPRETERS**

Interpreters shall arrive no later than ten (10) minutes prior to a scheduled assignment regardless of where the assignment is located, including virtual settings, unless otherwise stated, to ensure adequate time to access meetings, online meeting platforms, buildings, and undergo security checks, as needed. This time may also be used for the requesting CISA employee to prepare the interpreter for the scheduled meeting or event. This time will be billed as part of the service. In instances of an interpreter arriving to a scheduled event or meeting past the start time of the event or meeting, rates shall be prorated according to the fee schedule for the time missed.

#### **3.2.2 INCLEMENT WEATHER**

In the event of severe inclement weather, the Contractor is responsible for calling the requesting organization’s POCs (CO, COR or applicable CISA employee) to determine whether the assignment will move forth as scheduled or if it has been changed (e.g., from in-person to virtual). Interpreters shall abide by the OPM delay arrival policy pertaining to Federal employees at each identified work facility. If interpreter services have been canceled by CISA due to inclement weather, Contractor may invoice for the originally



scheduled duration of the service request that were canceled with less two (2) days' notice prior to the event or assignment's start time. If the interpreter service is still required, and Contractor is not able to provide the service, Contractor will not invoice the government for interpreter service hours when required service is not provided. Severe weather conditions may include unusual weather patterns, heavy rain, cloud-to-cloud lightning or thunder conditions, and some flooding.

In the event of cancellations due to natural disasters, the Contractor is responsible for calling the requesting organization's POCs (CO, COR or applicable CISA employee) to determine if the assignment will move forth as scheduled or if it has been changed (e.g., from in-person to virtual). Interpreters shall abide by the OPM delay or closure policy pertaining to Federal employees at each identified work facility. When natural disasters, which are often unforeseeable, unpredictable, and extraordinary events, occur, both CISA and Contractor are free from liability or obligation, and cancellations may occur by either party at any time without CISA incurring any costs outside of travel, which is billed as incurred. Natural disaster ("Act of God") weather conditions may include heavy flooding, earthquakes, cloud-to-earth lightning, wildfires, hurricanes, tornadoes, avalanches, tsunamis, and volcanic eruptions.

### **3.2.3 REPLACEMENTS**

In the event any or all of the on-call interpreters are unable to come to render services that are previously agreed and scheduled, Contractor is required to notify the requesting organization's CO, COR, or designated POC as soon as Contractor receives notice from the previously scheduled interpreters. Contractor will be required to replace the interpreter(s) and provide the scheduled service(s) as requested. In the event, Contractor is unable to supply the Agency with replacement interpreters; Contractor will not invoice the government for interpreter service hours when Contractor is not able to provide the interpreters.

### **3.2.4 CANCELLATION OF SERVICES**

At any time during the term of this SOW, CISA may cancel previously scheduled interpreter service requests and provide Contractor with written cancellation notice via email no less than two (2) full days to the hour prior to the scheduled event or assignment without incurring any costs.

## **4.0 REQUIREMENTS**

### **4.1 TASK ONE. Advanced Notice Support (*Three (3) or more business days' notice*)**

Contractor shall provide sign language interpretation services for five or more full-time employees on a recurring, scheduled, on demand basis. The vendor shall provide an hourly price for service. The vendor shall provide at least 8 days out of a two-week cycle for 5 employees and must be able to provide at least 160 hours of requested service, bi-weekly. Contractor shall be available up to 40 hours each week for each CISA employee to provide interpreter services in various settings to include but not limited to, both in person and/or virtual, staff meetings, special department programs, personnel interviews, Town Hall meetings, All Hand meetings, New Employee Orientation and technical briefings, training, technical testing, video remote interpreting in support of CISA field office engagements with members of the public. Contractor shall coordinate a schedule with the COR and applicable CISA employee to ensure at least one (1) SLI is available to assist the employees. Contractor

shall provide CART Service on an on-demand basis. Contractor shall provide CART Service for virtual staff meetings, special department programs, personnel interviews, Town Hall meetings, All Hand meetings, training, technical briefings, or technical testing, in support of CISA employees and field office engagements with members of the public.

#### **4.2 TASK TWO: Short Notice Support (*Two (2) or less business days' notice*)**

Contractor shall provide sign language interpretation services for unanticipated meetings/events attended by CISA employees, as well as CISA events and conferences on a short notice basis. Contractor shall be available to provide interpreter services in various settings to include but not limited to, both in person and virtual, staff meetings, special department programs, personnel interviews, Town Hall meetings, All Hands meetings, New Employee orientation and technical briefings, training, technical testing, video remote interpreting in support of CISA field office engagements with members of the public. Contractor shall coordinate a support with the Contracting Officer Representative (COR) and applicable CISA employee. Contractor shall provide CART Service for unanticipated meetings/events attended by CISA employees, as well as CISA events and conferences on a short notice basis. Contractor shall provide CART Service for virtual staff meetings, special department programs, personnel interviews, Town Hall meetings, All Hand meetings, training, technical briefings, or technical testing, in support of CISA employees and field office engagements with members of the public.

#### **4.3 TASK THREE: EVENTS**

Contractor shall provide sign language interpretation services for unanticipated meetings/events attended by CISA employees, as well as but not limited to, CISA Official events for external audiences such as major public speaking engagements, hiring events, Equal Employment Opportunity (EEO) and diversity, equity, inclusion, and accessibility (DEIA) events, Disabilities events and other agency events as needed. Contractor shall be available during both regular work hours and after hours should these events be hosted as evening events. Contractor shall be available to provide interpreter services in various settings to include both in-person and virtual. Contractor shall be available for any technical run throughs and technical briefings as needed.

### **5.0 EVALUATION OF SERVICES**

Contractor understands and agrees that it is obligated under this SOW to always provide CISA with high quality services during the term of this SOW. CISA may provide feedback on the interactions and quality of the interpreter services within forty-eight (48) business hours of the service at issue through the CO or COR, who will deliver such feedback to the Project Manager or Point of Contact on record. Contractor will then have forty-eight (48) business hours to provide a response inclusive of the necessary measures to mitigate the quality of interactions and services in the future.

### **6.0 DELIVERABLES**

Deliverables shall be provided as outlined in section 2.0 (Scope of Work) and meet the requirements as outlined in sections 3.0 (Minimum Requirements for a Sign Language Interpreter), 4.0 (Requirements), and 5.0 (Evaluation of Services). The service provider shall provide a Monthly Status report that outlines the number of labor hours provided to support each IP employee, labor rates charged, additional charges or fees, and the total costs to the government of services provided. Report shall be submitted by the 7<sup>th</sup> of each month to the Contracting Officers Representative. As

provided in section 13.0, Invoices shall be prepared in accordance with FAR Clause 52.232-25 Prompt Payment and FAR Clause 52.212-4 Contract Terms and Conditions – Commercial Products and Services. Invoices must be submitted monthly by the 5<sup>th</sup> of each month. Additionally, Contractor shall notify the Contracting Officers Representative when a CLIN has reach 75% expenditure.

## **7.0 PERIOD OF PERFORMANCE**

The period of performance for this contract is a one-year base period with two one-year option periods as follows:

|                   |   |
|-------------------|---|
| Base Period       | January 22, 2023 through January 21, 2024 |
| Option Period One | January 22, 2024 through January 21, 2025 |
| Option Period Two | January 22, 2025 through January 21, 2026 |

## **8.0 POST-AWARD MEETING**

Contractor shall attend a Post-Award Meeting with the Contracting Officer and the Contracting Officer Representative (COR) not later than fifteen (15) business days after the date of award, before performance commences under the contract. The purpose of this meeting is to identify primary points of contact, scope of efforts, tasks, and technical objectives of the resultant contract. The Post Award Meeting will be held virtually.

## **9.0 PLACE OF PERFORMANCE**

The place of performance will be in-person and/or virtual at various DHS and CISA Government sites and regional offices throughout the United States, with primary locations within the Washington, DC Metropolitan Area/NCR, and Bay Area of California.

## **10.0 TRAVEL**

Contractor may be required to travel to any DHS or CISA facility located within our ten regions throughout the United States or to other DHS Component locations within a fifty-mile radius. If travel outside the “local commuting area” defined as facilities beyond the fifty-mile radius of DHS or CISA facilities, is required it must be authorized in advance by written approval from the COR. Contractor shall be reimbursed for travel in accordance with the Federal Travel Regulations (FTR).

Contractor shall obtain COR written approval (electronic mail is acceptable) for all Official travel in advance of each travel event, prior to incurring any costs associated with the travel. The travel request must include:

- The name of the traveler
- Dates of travel
- Destination
- Purpose of travel
- Estimated cost breakdown of travel

Contractor shall maintain the original or legible copy of receipts for all travel expenses invoiced. To be reimbursed, invoices, including travel expenses, Contractor shall provide a detailed breakdown of expenditures. Upon completion of travel, all documentation (detail receipts) associated with the respective travel shall be submitted with the invoices. The COR approval shall be submitted with each invoice that contains travel costs.

## **11.0 SECURITY**

### **11.1 SECURITY CLEARANCES**

All Contractor personnel assigned to this task shall be U.S. citizens and shall have suitability prior to supporting the contract. All personnel must be granted a favorable entry on duty (EOD) determination. The primary duties of this contract are at the unclassified level; however, all personnel must have the ability to obtain and maintain a Secret clearance.

### **11.2 POST-AWARD INSTRUCTIONS**

The procedures outlined below shall be followed for the DHS Security Office to process background investigations and suitability determinations, as required, in a timely and efficient manner.

- Carefully read the security clauses in the Order. Compliance with the security clauses in the contract is not optional.
- Contract employees (to include applicants, temporaries, part-time and replacement employees) under the contract, requiring access to sensitive information, shall undergo a position sensitivity analysis based on the duties everyone who will perform on the contract. The results of the position sensitivity analysis shall identify the appropriate background investigation to be conducted. All background investigations will be processed through the DHS Security Office. Prospective Contractor employees shall submit the following completed forms to the DHS Security Office. The Standard Form 85P will be completed electronically, through the Office of Personnel Management's e-QIP SYSTEM. The completed forms must be given to the DHS Security Office no less than thirty (30) days before the start date of the contract or thirty (30) days prior to entry on duty of any employees, whether a replacement, addition, subcontractor employee, or vendor:
  - a. Standard Form 85P, "Questionnaire for Public Trust Positions"
  - b. FD Form 258, "Fingerprint Card" (2 copies)
  - c. DHS Form 11000-6 "Conditional Access To Sensitive But Unclassified Information Non-Disclosure Agreement"
  - d. DHS Form 11000-9, "Disclosure and Authorization Pertaining to Consumer Rep01is Pursuant to the Fair Credit Reporting Act"
- Only complete packages will be accepted by the DHS Security Office. Specific instructions on submission of packages will be provided upon award of the contract.



- DHS may, as it deems appropriate, authorize, and grant a favorable EOD decision based on preliminary suitability checks. The favorable EOD decision would allow the employees 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 suitability authorization will follow. A favorable EOD decision or a full employment suitability determination shall in no way prevent, preclude, or bar DHS from withdrawing or terminating access to government facilities or information, at any time during the term of the contract. No employee of Contractor shall be allowed unescorted access to a Government facility without a favorable EOD decision or suitability determination by the Security Office.
- Limited access to Government buildings is allowable prior to the EOD decision if Contractor's SLIs are escorted by a Government employee. This limited access is to allow Contractor's SLIs to attend briefings and non-recurring meetings in order to begin transition work.
- The DHS Security Office shall be notified of all terminations/resignations within five (5) days of occurrence. Contractor shall return to the COR all DHS-issued identification cards and building passes that have either expired or have been collected from terminated employees. If an identification card or building pass is not available to be returned, a report shall be submitted to the COR, referencing the pass or card number, name of individual to who it was issued and the last known location and disposition of the pass or card.
- When sensitive Government information is processed on Department telecommunications and automated information systems, Contractor shall provide for the administrative control of sensitive data being processed. Contractor personnel must have favorably adjudicated background investigations commensurate with the defined sensitivity level. Contractors who fail to comply with DHS security policy are subject to having their access to Department IT systems and facilities terminated, whether the failure results in criminal prosecution. Any person who improperly discloses sensitive information is subject to criminal and civil penalties and sanctions under a variety of laws (e.g., Privacy Act).
- Failure to follow these instructions may delay the completion of suitability determinations and background checks. Note that any delays in this process that are not caused by the government do not relieve Contractor from performing under the terms of the contract.
- The POC at the Security Office is:  
DHS Office of Security  
Personnel Security Staff



### **11.3 EMPLOYMENT ELIGIBILITY**

Contractor must agree that each employee working on this contract shall have a Social Security Card issued and approved by the Social Security Administration. The Contractor shall be responsible to the Government for acts and omissions of his own employees and for any Subcontractor(s) and their employees.

Subject to existing law, regulations and/ or other provisions of this contract, illegal or undocumented aliens shall not be employed by Contractor, or with this contract. Contractor shall ensure that this provision is expressly incorporated into any and all Subcontracts or subordinate agreements issued in support of this contract.

### **11.4 EMPLOYEE IDENTIFICATION**

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 their identification and visitor badges in plain view above the waist at all times.

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 always display the Government-issued badge in plain view above the waist.

### **12.0 CRITICAL INFRASTRUCTURE INFORMATION COMPLIANCE & NON-DISCLOSURE**

The SLIs supporting this SOW may be required to complete training for certification for access to Chemical-Terrorism Vulnerability Information (CVI) or Protected Critical Infrastructure Information (PCII) before performing requirements. Access to training will be provided by the COR, if appropriate.

The Contractor shall comply with all requirements of the PCII Program set out in the CII Act, in the implementing regulations published in the Final Rule, and in the PCII Procedures Manual as they may be amended from time-to-time and shall safeguard PCII in accordance with the procedures contained therein.

The parties agree to comply with the Final Rule promulgating regulations at Title 6 Code of Federal Regulations Section 29 to govern procedures for handling critical infrastructure information. The regulations detailed in the Final Rule, which was effective upon publication pursuant to Section 808 of the Congressional Review Act, were promulgated pursuant to Title II, Section 214 of the Homeland Security Act of 2002, known as the "Critical Infrastructure Information Act of 2002" (CII Act).

### **13.0 INVOICE AND PAYMENT PROVISIONS**

Invoices shall be prepared in accordance with FAR Clause 52.232-25 Prompt Payment and FAR Clause 52.212-4 Contract Terms and Conditions – Commercial Products and Services. Invoices must be submitted monthly by the 5<sup>th</sup> of each month. Additionally, Contractor's invoice shall include the following information:

Cover sheet identifying DHS:

Task Order Number:

Modification Number, if any:

UEI Number:

Contract Line-Item Number (CLIN) and Accounting Classifications

ATTN: CISA/M&BSO

The contractor shall submit invoices monthly.

Contract Line Item Number (CLIN) and description for each billed item.

Any additional backup information as required by this contract.

The Contractor shall submit the invoice electronically to the address below:E-mail:

[REDACTED]

Simultaneously provide an electronic copy of the invoice to the following individuals at the addresses below:

[REDACTED]

The contractor shall submit invoices to the email addresses above.