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**DEPARTMENT OF HOMELAND SECURITY (DHS)
CYBERSECURITY INFRASTRUCTURE SECURITY AGENCY (CISA)**

**STATEMENT OF WORK (SOW)
FOR
HANDSHAKE**

1.0 GENERAL

1.1 BACKGROUND

The Department of Homeland Security (DHS), Cybersecurity and Infrastructure Security Agency's (CISA) 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 Mission Enabling Offices (MEOs), the Cybersecurity Division (CSD), the Emergency Communications Division (ECD), the Integrated Operations Division (IOD), the Infrastructure Security Division (ISD), the Stakeholder Engagement Division (SED), and the National Risk Management Center (NRMC), all of which are headquartered with the National Capital Region (NCR), and ten Regional Offices.

CISA has an on-going effort to increase brand awareness, exposure to job announcements, and internship opportunities. CISA's Office of Chief Human Capital Officer (OCHCO) is seeking to attract and recruit entry-level talent via the Handshake online platform.

1.2 SCOPE

The Department of Homeland Security (DHS) Cybersecurity and Infrastructure Security Agency (CISA) is seeking to purchase Handshake's premium enterprise services to recruit university students and early alumni talent. Handshake is the leading early talent marketplace with a proprietary network of approximately 17 million students and young professionals across more than 1,300 universities in the United States.

1.3 OBJECTIVE

To secure access to Handshake's premium enterprise services to be able to attract and recruit early/entry-level talent via the online networking platform.

2.0 SPECIFIC REQUIREMENT

2.1 Task One: Talent Engagement Suite (TES)

The Vendor shall provide the Talent Engagement Suite (TES), at a tier level of up to 5 seats. This tier level will enable CISA to:

- Reach talented university candidates and recent graduates in the United States.
- Increase awareness and access to roles and events for candidate pools.

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- Increase information to traditionally underrepresented candidate pools and to highly qualified talent profiles without blocking equal access for all to engage in the process. Enabling those involved in the talent acquisition process to have a Premium Recruiter seat will allow CISA to have a better student candidate experience due to increased personalization, improved return on investment in recruiting events, and an increase in the diversity of candidates in the application funnel, with increased diversity of academic background, geography, university, and ethnicity.

2.2 Task Two: Event Manager (Virtual and Event Management)

The Vendor shall provide Event Manager for up to 100 events. At this tier level, CISA will be able to:

- Leverage the Event Manager which supports an end-to-end event experience for CISA events.
- Host any events with measurable results virtual or on-campus.
- Stream video directly in Handshake.
- Virtual & In-person event check-in.
- 1:1 schedule creation and management.
- Post-event personalized follow-up.
- Instruct students to check in, easily launch Handshake's video system within the application, run simple evaluations, and have follow-up communications to candidates based on attendance after the event.
- Post virtual events across many universities at once, create event and coffee chat schedules, and host and promote Virtual Info Chats, a feature that allows recruiters to connect with students via drop-in meeting windows.

2.3 Task Three: Insights Module

The Vendor shall provide the Insights Module. This will enable CISA to be able to:

- Access strategic analytics to enable focus on diversity, talent profiles, peer benchmarking, and market trends.
- Access Handshake's analytics to choose which schools to target, which student segments to engage, and where to spend resources based on the strength of their talent pipelines.

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2.4 Task Four: Expert Assist

The Vendor shall provide the Expert Assist Module. This will enable CISA to:

- Receive support from a team of experts, aligned to the CISA team, that work in conjunction with the Handshake Customer Success Manager to help operationalize the day-to-day task of managing users and company profile(s), posting jobs and events, and creating associated segments and campaigns to promote various activities for CISA.

3.0 PERIOD OF PERFORMANCE

The period of performance for this purchase order is March 10, 2024, through March 9, 2025.

4.0 PLACE OF PERFORMANCE


The place of performance will be the Contractor's facility at 225 Bush Street, Suite 1200, San Francisco, CA 94104.

5.0 INVOICES AND PAYMENT

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 Items; Paragraph (g) Invoice. In addition to invoice preparation as required by the FAR, the Contractor's invoice shall include the following information:

- 1) Cover sheet identifying DHS;
- 2) Task Order Number;
- 3) Modification Number, if any;
- 4) UEI Number;
- 5) Month services provided
- 6) CLIN and Accounting Classifications
- 7) Contract Line-Item Number (CLIN) and description for each billed item.
- 8) Any additional backup information as required by this contract.
- 9) ATTN: CISA/OCHCO

The Contractor shall submit the invoice electronically to the address

below: E-mail: 

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



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The contractor shall submit invoices to the email addresses above. Additionally, the contractor shall prepare and submit a sufficient and procurement regulatory compliant invoice and receiving report for technical certification of inspection/acceptance of services and approval for payment. The contractor shall attach back up information to the invoices and receiving reports substantiating all costs for services performed. The receiving agency's written or electronic acceptance by the COR and date of acceptance shall be included as part of the backup documentation.

If the invoice is submitted without all required back up documentation, the invoice shall be rejected. The Government reserves the right to have all invoices and backup documentation reviewed by the Contracting Officer prior to payment approval.

6.0 SECTION 508 REQUIREMENTS

Section 508 of the Rehabilitation Act (classified to 29 U.S.C. § 794d) requires that when Federal agencies develop, procure, maintain, or use information and communications technology (ICT), it shall be accessible to people with disabilities. Federal employees and members of the public with disabilities must be afforded access to and use of information and data comparable to that of Federal employees and members of the public without disabilities.

All products, platforms and services delivered as part of this work statement that, by definition, are deemed ICT shall conform to the revised regulatory implementation of Section 508 Standards, which are located at 36 C.F.R. § 1194.1 & Appendixes A, C & D, and available at <https://www.ecfr.gov/cgi-bin/text-idx?SID=e1c6735e25593339a9db63534259d8ec&mc=true&node=pt36.3.1194&rgn=div5>. In the revised regulation, ICT replaced the term electronic and information technology (EIT) used in the original 508 standards. ICT includes IT and other equipment.

Exceptions for this work statement have been determined by DHS and only the exceptions described herein may be applied. Any request for additional exceptions shall be sent to the Contracting Officer and a determination will be made according to DHS Directive 139-05, Office of Accessible Systems and Technology, dated November 12, 2018 and DHS Instruction 139-05-001, Managing the Accessible Systems and Technology Program, dated November 20, 2018, or any successor publication.

6.1 Section 508 Requirements for Technology Products

Section 508 applicability to Information and Communications Technology (ICT):
Electronic Content

Applicable Exception: N/A
Authorization #: N/A

Applicable Functional Performance Criteria: All functional performance criteria in Chapter 3 apply to when using an alternative design or technology that results substantially equivalent or greater accessibility and usability by individuals with disabilities than would be provided by conformance to one or more of the requirements

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in Chapters 4 and 5 of the Revised 508 Standards, or when Chapters 4 or 5 do not address one or more functions of ICT.

Applicable 508 requirements for electronic content features and components (including but not limited to Other): All requirements in E205 apply, including all WCAG 2.0 Level A and AA Success Criteria apply as specified in E205.

Applicable 508 requirements for software features and components (including but not limited to Other): All requirements in Chapter 5 apply, including all WCAG 2.0 Level A and AA Success Criteria, 502 Interoperability with Assistive Technology, 503 Application.

Applicable 508 requirements for hardware features and components: Does not apply.

Applicable 508 requirements for support services and documentation: All requirements in Chapter 6 apply.

6.2 Section 508 Requirements for Technology Products

Section 508 applicability to Information and Communications Technology (ICT): Software license.

Applicable Exception: N/A Authorization #: N/A

Applicable Functional Performance Criteria: All functional performance criteria in Chapter 3 apply to when using an alternative design or technology that results substantially equivalent or greater accessibility and usability by individuals with disabilities than would be provided by conformance to one or more of the requirements in Chapters 4 and 5 of the Revised 508 Standards, or when Chapters 4 or 5 do not address one or more functions of ICT.

Applicable 508 requirements for electronic content features and components (including but not limited to Other): All requirements in E205 apply, including all WCAG 2.0 Level A and AA Success Criteria apply as specified in E205.

Applicable 508 requirements for software features and components (including but not limited to Other): All requirements in Chapter 5 apply, including all WCAG 2.0 Level A and AA Success Criteria, 502 Interoperability with Assistive Technology, 503 Application.

Applicable 508 requirements for hardware features and components: Does not apply.

Applicable 508 requirements for support services and documentation: All requirements in Chapter 6 apply.

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6.3 Section 508 Requirements for Technology Products

Section 508 applicability to Information and Communications Technology (ICT):
Module.

Applicable Exception: N/A
Authorization #: N/A

Applicable Functional Performance Criteria: All functional performance criteria in Chapter 3 apply to when using an alternative design or technology that results substantially equivalent or greater accessibility and usability by individuals with disabilities than would be provided by conformance to one or more of the requirements in Chapters 4 and 5 of the Revised 508 Standards, or when Chapters 4 or 5 do not address one or more functions of ICT.

Applicable 508 requirements for electronic content features and components: Does not apply.

Applicable 508 requirements for software features and components (including but not limited to Other): All requirements in Chapter 5 apply, including all WCAG 2.0 Level A and AA Success Criteria, 502 Interoperability with Assistive Technology, 503 Application.

Applicable 508 requirements for hardware features and components: Does not apply.

Applicable 508 requirements for support services and documentation: All requirements in Chapter 6 apply.

6.4 Section 508 Deliverables

Section 508 Accessibility Conformance Reports: For each ICT item offered through this contract (including commercially available products, and solutions consisting of ICT that are developed or modified pursuant to this contract), the Offeror shall provide an Accessibility Conformance Report (ACR) to document conformance claims against the applicable Section 508 standards. The ACR shall be based on the Voluntary Product Accessibility Template Version 2.0 508 (or successor versions). The template can be found at <https://www.itic.org/policy/accessibility/vpat>. Each ACR shall be completed by following all of the instructions provided in the template, including an explanation of the validation method used as a basis for the conformance claims in the report.

7.0 OCIO CISO CYBER-SUPPLY CHAIN RISK MANAGEMENT (C-SCRM) SOW LANGUAGE

- a. The Offeror understands and agrees that the Government retains the right to cancel or terminate the Contract, if the Government determines that continuing this solicitation presents an unacceptable risk to national security.

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b. "Gray-Market" Equipment

- a. The Offeror shall provide only new equipment unless otherwise expressly approved, in writing, by the DHS Contracting Officer. Offerors shall provide only Original Equipment Manufacturer (OEM) parts to the Government. In the event that a shipped OEM part fails, all replacement parts must be OEM parts.
- b. The Offeror shall be excused from using new OEM (i.e., "gray market", "previously used") components only with formal Government approval, in writing, from the DHS Contracting Officer. Such components shall be procured from their original source and shipped only from the manufacturer's authorized shipment points.
- c. All equipment obtained by the Offeror on behalf of the Government will need to be provided to OIG OCIO for review to validate requirements and approved Contractors by DHS.

c. Hardware and Software Requests

- d. The contractors supply the Government hardware and software will provide the manufacturer's name, address, state, and/or domain of registration, and the DUNS number for all components comprising the hardware and software. If subcontractors or subcomponents are used, the name, address, state, and/or domain of registration and DUNS number of those suppliers must be provided.
- e. Subcontractors are subject to the same general requirements and standards as prime contractors. Contractors employing subcontractors will perform due diligence to ensure that these standards are met.
- f. The Government shall be notified when a new contractor/subcontractor/service provider is introduced to the supply chain, or when suppliers of parts or subcomponents are changed.
 - 1. For software products, the Offeror shall provide all OEM software updates to correct defects for the life of the product (i.e., until the "End of Life (EoL)"). Software updates and patches shall be either: made available to the government for all products procured under this Contract, replaced upon End of Support (EoS) is reached, or formally waived (in writing) by the DHS Contracting Officer.

d. Supply-Chain Transport

- ii. Offerors shall employ formal and accountable transit, storage, and delivery procedures (i.e., the possession of the component is documented at all times from initial shipping point to final destination, and every transfer of the component from one custodian to another is fully documented and accountable) for all shipments to fulfill Contract obligations with the Government.
- iii. All records pertaining to the transit, storage, and delivery will be maintained and available for inspection for the lessor of the term of the Contract, the period of performance, or one calendar year from the date the activity occurred.
- iv. This transit process shall minimize the number of times in route components undergo a change of custody and make use of tamper-proof or

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tamper-evident packaging for all shipments. The supplier, at the Government's request, shall be able to provide shipping status at any time during transit.

- v. All records pertaining to the transit, storage, and delivery shall be readily available for inspection by any agent designated by the U.S. Government as having the authority to examine them.
- vi. The Offeror is fully liable for all damage, deterioration, or losses incurred during shipping and handling, unless the damage, deterioration, or loss is due to the Government.
- vii. The Offeror shall provide a packing slip which shall accompany each container or package with the information identifying this solicitation number, the order number, a description of the hardware/software enclosed (Manufacturer name, model number, serial number), and the customer point of contact.
- viii. The Offeror shall send a shipping notification to the intended government recipient; with a copy transmitted via email to the Contracting Officer, or designated representative. This shipping notification shall be sent electronically and will state this solicitation number, the order number, a description of the hardware/software being ship (manufacturer name, model number, serial number), initial shipper, shipping date and identifying (tracking) number.

e. Notifications

- ix. The Offeror shall notify DHS Contracting Officer, COR and the Office of the Chief Information Officer and the DHS component Chief Information Officer through the Enterprise Security Operations Center (ESOC) directly of any suspected or potential violations of Section 889 of the National Defense Authorization Act (NDAA) for Information Communications Technology (ICT) at NDAA_Incidents@hq.dhs.gov.

f. Foreign Equities

The Offeror shall immediately notify the DHS Contracting Officer, COR that will report to the Office of the Chief Security Officer (OCSO) or cognizant component personnel security office regarding any changes to corporate foreign ownership, control, or influence.

8.0 DHS ENTERPRISE ARCHITECTURE COMPLIANCE

All solutions and services shall meet DHS and CISA Enterprise Architecture policies, standards, and procedures. Specifically, the contractor shall comply with the following Homeland Security Enterprise (HLS) Architecture (EA) requirements:

- All developed solutions and requirements shall be compliant with the HLSEA.
- All IT hardware and software shall be compliant with the HLS EA Technical Reference Model (TRM) Standards and Products Profile.
- Description information for all data assets, information exchanges and data standards, whether adopted or developed, shall be submitted to the CISA Chief Data Officer for review, approval and insertion into the DHS Data Reference Model and

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- Enterprise Architecture Information Repository.
- Development of data assets, information exchanges and data standards will comply with the DHS Data Management Policy MD 103-01 and CISA's Enterprise Data Management Program Policy and all data-related artifacts will be developed and validated according to DHS and CISA data management architectural guidelines.
- Applicability of Internet Protocol Version 6 (IPv6) to DHS-related components (networks, infrastructure, and applications) specific to individual acquisitions shall be in accordance with the DHS Enterprise Architecture (per OMB Memorandum M-05-22, August 2, 2005) regardless of whether the acquisition is for modification, upgrade, or replacement. All EA-related component acquisitions shall be IPv6 compliant as defined in the U.S. Government Version 6 (USGv6) Profile (National Institute of Standards and Technology (NIST) Special Publication 500-267) and the corresponding declarations of conformance defined in the USGv6 Test Program.

9.0 DHS GEOSPATIAL INFORMATION SYSTEM TERMS AND CONDITIONS

All implementations including geospatial data, information, and services shall comply with the policies and requirements set forth in the DHS Geospatial Information Infrastructure (GII), including (but not limited to) the following:

- All data built to the GII, whether adopted or developed, shall be submitted to the government for review and insertion into the DHS Data Reference Model.
- All software built to the GII, whether adopted or developed, shall be submitted to the government for review and insertion into the DHS Technical Reference Model.

10.0 DELIVERY INSTRUCTIONS FOR LICENSES

Delivery shall be made no later than 10 business days after award.

The Contractor shall deliver all items in the following manner:

Electronic Delivery

Contractor shall deliver all items to CISA Office of the Chief Human Capital Officer (OCHCO). The OCHCO Associate Chief, Workforce Planning Talent Management Branch, Associate Chief, shall identify the end users of the Dice subscription.

