

**STATEMENT OF WORK (SOW): [MPIO COURSE REVISION]**

Number	Date	Organization
EMI SOW	March 2024	RES-NPD-NTED-EMI

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SECTION 1 - GENERAL

1-1. Purpose

- I. This Statement of Work (SOW) is for the revision of the Master Public Information Officer Program courses, E/K 0389 Implementing Communication Strategies for Whole Community Leadership, E/K 0393 Applying Advanced Concepts in Public Information and Communications, and E 0394 Mastering Public Advocacy Plans to Create an Effective Community of Stakeholders. This revision will provide public information officers training on leadership, management theories, and relevant concepts, enabling PIOs to lead whole community public information/external affairs programs with confidence.
- II. These courses will be delivered in a resident or a virtual classroom setting as an instructor-led activity.
- III. This project is for the revision of these courses only and does not include any additional sustainment of the course materials after this project is completed.
- IV. The Period of Performance for this project is approximately 22 months.
- V. Location of Work: Work supporting this project will take place in the Contractor's facilities.
- VI. Government Furnished Equipment (GFE): GFE will not be furnished to the Contractor in support of this project.
- VII. Note: The curriculum materials for these courses are not listed in the FEMA Technical Reference Model (TRM).

1-2. Statement of Work Attachments

- I. IMPORTANT: In addition to the information contained in the SOW, the following attachments to the SOW also apply to this project:
 - Appendix A: Section 508 Requirements for Course Materials. This appendix is provided in the base contract for this task order.

1-3. Program Information

- I. Program Rationale and Goals
 - A. The Master Public Information Officer Program (MPIOP) consists of a three (3) course series that prepares public information officers for an expanded role in delivering public information and warning using a strategic whole community approach. Research, assessment, coordination, and leadership of public information processes and programs are concepts at the forefront of emergency management. As public information programs become increasingly complex, there is a growing need for Public Information Officers (PIOs) who can successfully lead communities and the profession before, during, and after disasters. Today's communications environment requires that PIOs possess strong leadership and research skills that allow them to manage and communicate high-level challenges while handling the pressures of executive, political, and public demands. To develop the abilities necessary for leading and shaping public information

programs, PIOs must obtain executive and strategic communications leadership training that focuses on vision, research, and influence.

- B. The goals of the MPIOP are to develop leaders who will advocate and be change agents for public information issues in their community and profession; contribute to the public information body of knowledge through research, and develop leaders who will provide support, perspective, and mentorship to PIOs around the country.
- C. The Master PIO Program aims to fill that gap by developing courses that will:
 - 1. Incorporate executive and strategic leadership emergency management competencies in public information training;
 - 2. Increase the number of public information leaders, advocates, and influencers in our communities;
 - 3. Grow the body of knowledge of public information issues within the emergency management community by institutionalizing and promoting research;
 - 4. Advocate for diversity in the public information field;
 - 5. Create an active network of public information experts to provide support and perspective to other PIOs around the country; and
 - 6. Support further professionalization of the emergency public information field
- D. The Master Public Information Officer program training consists of three courses:
 - 1. E0389 Implementing Communication Strategies for Whole Community Leadership
 - 2. E0393 Applying Advanced Concepts in Public Information and Communications
 - 3. E0394 Mastering Public Advocacy Plans to Create an Effective Community of Stakeholders
- E. This project will revise approximately 80% of the existing curriculum materials for this program.
 - 1. E0389 Implementing Communication Strategies for Whole Community Leadership Unit 1 – Course Introduction
 - Unit 0 – Course Materials
 - Unit 1 – Course Introduction
 - Unit 2 – Strategic Thinking and Decision Making
 - Unit 3 – Leadership, Advocacy, and Influence
 - Unit 4 – Generational Considerations
 - Unit 5 – Whole Community Communications
 - Unit 6 – Disaster Behavioral Health
 - Unit 7 – Case Study
 - Unit 8 – Capstone Paper
 - Unit 9 – Course Summary

- MPIO Paper Instructions
 - MPIO Paper Grading Rubric
 - MPIO Paper Presentation Rubric
2. E0393 Applying Advanced Concepts in Public Information and Communications
 - Unit 1 – Course Introduction
 - Unit 2 – Observation and Analysis
 - Unit 3 – Exercise Planning for PIOs
 - Unit 4 – JIC Observation and Reports
 - Unit 5 – Course Summary
 3. E0394 Mastering Public Advocacy Plans to Create an Effective Community of Stakeholders
 - Unit 0 – Print-Only Course Materials
 - Unit 1 – Course Introduction
 - Unit 2 – Leading the Future of Public Information
 - Unit 3 – Capstone Paper Conference
 - Unit 4 – Lessons from Gettysburg
 - Unit 5 – Capstone Exercise
 - Unit 6 – Course Summary

II. Existing Materials.

- A. Instructor Guides
- B. Student Manuals
- C. Visuals
- D. Plans of Instruction
- E. Grading Rubrics
- F. Core Capabilities Course Map

1-4. Program Objectives

1. Increase the number of public information leaders, advocates, and influencers in our communities.
2. Grow the body of knowledge of public information issues within the emergency management community by institutionalizing and promoting research.
3. Create an active network of experts in public information to provide support and perspective to public information leaders around the country.
4. Advocate for diversity in the public information field.

1-5. E/K 0389 Implementing Communication Strategies for Whole Community Leadership Course Objectives

1. Demonstrate how to use networking to influence programs, organizations, and environments by conducting a networking activity.
2. Apply the concepts of strategic thinking, problem solving, and decision making by analyzing a case study.
3. Assess the impact a Master PIO can make in their community through public advocacy and personal influence.
4. Demonstrate how to use networking to influence programs, organizations, and environments by conducting a networking activity.
5. Apply the concepts of strategic thinking, problem solving, and decision making by analyzing a case study.
6. Assess the impact a Master PIO can make in their community through public advocacy and personal influence.
7. Analyze generational considerations and determine how they may affect risk and crisis communications by completing a report analysis activity.
8. Describe how to explain to stakeholders the importance of engaging community executives in communications planning by applying the whole community concept to an analytical activity.
9. Apply the fundamental concepts of disaster behavioral health and how it applies to emergency management.
10. Contrast strategic and executive concepts for a public information case study.
11. Review science-based research methods and consult instructors about the capstone paper.
12. Describe the next steps of the Master Public Information Officer program and journal how they will apply concepts in their organization and community.

1-6. E/K 0393 Applying Advanced Concepts in Public Information and Communications Course Objectives

1. Discuss organizational analysis in preparation for analysis of a Joint Information Center functional exercise.
2. Discuss techniques for analyzing interpersonal relationships within a JIC during a functional exercise.
3. Design a process for analyzing a JIC during a functional exercise.
4. Analyze a functional exercise for personnel management trends and leadership best practices.
5. Evaluate interpersonal relationships in a JIC during a functional exercise.
6. Design a report outlining results of the functional exercise analysis that will contribute to the public information body of knowledge.

1-7. E 0394 Mastering Public Advocacy to Create an Effective Community of Stakeholders Course Objectives

1. Explore how leadership influences organizational change.
2. Present original research that contributes to the public information body of knowledge.
3. Apply public information concepts to field and classroom activities.

1-8. Target Audience

- I. Public information personnel who have pertinent background and extensive experience as a public information officer and who have completed the prerequisite listed below:

A. E/L/K 0388 Advanced Public Information Officer (v.2017 – present)

1-9. Government-Furnished Materials (GFM) and Applicable Documents

- I. It is the responsibility of EMI to ensure that all doctrine, policy, and guidance is furnished to the developer as part of GFM during and specifically referenced at the kick-off meeting.
- II. All existing electronic courses files and source files.
- III. EMI Resident Course development template. These templates and their documentation are available at <http://training.fema.gov/DevRes/>. The resident templates consist of the following components:
 - EMI Plan of Instruction (POI) template.
 - EMI Instructor Guide (IG) template.
 - EMI Student Manual (SM) template.
 - EMI PowerPoint template.
 - Core Capabilities Course Map template.

1-10. Subject Matter Experts (SMEs)

- I. SMEs for this project shall be provided by:
 - A. ☒ The Contractor, number of SMEs: 3
 - B. ☐ The Contracting Officer's Representative (COR), number of SMEs: 0
- II. Subject Matter Experts (SMEs) for the revision of the curriculum materials will consist of FEMA instructors from the Public Information Officer Program. The COR will manage identification of SMEs for this project.

1-11. References

- I. FEMA Internet Publications Standards v.9 2005

SECTION 2 - STATEMENT OF WORK

2-1. The Contractor shall accomplish the following tasks:

- I. Project Kick-Off Meeting (virtual)
 - A. The Contractor's Project Manager (PM) and Instructional Designer shall meet with the COR. The meeting will be three hours or less. The contractor shall meet with the COR within seven (7) Calendar Days after Award (CDAA) of the task order. The meeting will be three hours or less. The contractor shall take minutes and prepare a written report on the results of the meeting and submit to the COR within ten (10) CDAA. The COR shall provide the contractor with GFM or provide access to these materials. The materials shall be reviewed and discussed during the meeting.

2-2. Project Management/Work Plan

- I. The Contractor shall develop a Project Management/Work Plan and submit to the COR for review/approval within fourteen (14) CDAA. The Project Management/Work Plan shall include regular reporting of the status of the project, time for the Government to review and approve deliverables, and time for the Contractor to make revisions to deliverables based on the Government review.
 - A. The Contractor shall revise the Project Management/Work Plan in accordance with review recommendations from the COR and submit a new plan to the COR.

2-3. Written Report of Government Furnished Materials (GFM)

- I. The Contractor shall review and report on the GFM within fourteen (14) CDAA. This report should include a summary of additional information the Contractor believes might be required for these revision efforts.

2-4. Conduct Focus Group(s) (virtual)

- I. The Contractor shall conduct a course development focus group as directed by the COR of the breadth and scope indicated below within thirty (30) CDAA. The Contractor shall then prepare a written report and submit the report to the COR:
 - A. ☐ No focus group required.
 - B. ☐ Small focus group required (3-5 individuals, 1-2 days).
 - C. ☒ Full focus group required (6-10 individuals, 3-5 days).

2-5. Use of National Training and Education Division (NTED) Learning Content Management System (LCMS).

- I. All course development and revision production accomplished for EMI shall be conducted within the NTED LCMS. The NTED LCMS is a web-accessible application that is used to manage EMI curriculum. EMI will provide access to the NTED LCMS and help desk support for LCMS users, but the Contractor shall complete the mandated LCMS training required for LCMS system access (online training regularly available

and a schedule can be provided by the COR). The Contractor and not the Government is responsible for project schedule delays attributable to untimely completion of this mandatory training.

- II. To accomplish the tasks outlined in this contract, FEMA will provide the Contractor with access to the Learning Content Management System, which collects PII (name and email address of developers that will use the system). This system has an adjudicated PTA as well as PIA and SORN coverage. The Contractor will not have any access to PII data while working within the system.

2-6. E/K 0389 Draft Plan of Instruction (POI)

- I. The Contractor shall revise and provide a draft E/K 0389 POI in the LCMS and submit to COR for review and approval within sixty (60) CDAA.

2-7. Draft E/K 0389 Course Visuals

- I. The Contractor shall revise and provide a draft E/K 0389 course visuals in the LCMS and submit to COR for review and approval by November 1, 2024.

2-8. Draft E/K 0389 Instructor Guide (IG)

- I. The Contractor shall revise and provide a draft E/K 0389 IG in the LCMS and submit to COR for review and approval by November 1, 2024.

2-9. Revise E/K 0389 Student Manual (SM)

- I. The Contractor shall revise and provide a draft E/K 0389 SM within the LCMS and submit to COR for review and approval by November 1, 2024.

2-10. E/K 0389 Core Capabilities Course Map

- I. The Contractor shall develop the Core Capabilities Course Map for the course for review and approval by COR by November 1, 2024. The course Core Capabilities Course Map shall be formatted in accordance with the EMI Core Capabilities Course Map template provided as specified at <http://training.fema.gov/DevRes/>.

2-11. Draft Pre- and Post-Course Assessments

- I. The Contractor shall develop pre- and post-course assessments subject to paragraph II. The pre- and post-course assessments shall be submitted to the COR for review and approval by November 1, 2024.
- II. The Contractor shall develop post-course assessments for all courses. Courses consisting of 12 or more contact hours (which equates to roughly two-full days of classroom instruction) also require a pre-course assessment. Online courses do not require pre-course assessments. The pre- and post-course assessments shall follow the requirements outlined below in Section A Skills Assessment.
 - A. Skill Assessments
 1. Each Student Activity within the course will be graded to assess the student's mastery of skills in accordance with the course enabling objectives.
 2. Shall, at minimum, assess all steps of the skill/task to be gained as a result of training.

3. Shall utilize an objective evaluation guide, or rubric, to evaluate student mastery of the skill. An example rubric can be provided by the COR.
4. The Skill Assessment shall be contained in the IG.
5. The Skill Assessment shall have an objective evaluation guide or rubric contained in the IG.

2-12. [For resident and non-resident courses only] E/K E0389 Pilot Test of Course

- A. The pilot shall consist of the appropriate class size and target audience participants, identified, and managed by EMI and the NETC Admissions System as indicated in the POI.
- B. The pilot of this course will be held at the Emergency Management Institute (EMI), Emmitsburg, MD, December 2-6, 2024.
- C. All course materials will be reviewed by EMI prior to the pilot to ensure compliance with accessibility requirement of Section 508 of the Rehabilitation Act of 1973 (as amended).
 1. Any noncompliant issues will be resolved prior to the delivery of the pilot.
- D. Instructors for delivering the pilot shall be provided by:
 1. ☐ The Contractor, number of instructors: ____
 2. ☒ The COR, number of instructors: 3
- E. The Contractor shall provide all printed materials for the pilot (IG, SM, Handouts, etc.).
- F. The Contractor shall produce a report indicating changes necessary to the course within 7 days after completion of the pilot.

2-13. E/K 0389 Delivery of Final Course Materials

- I. The Contractor shall submit final revised course materials in the LCMS to the COR. Final revised course materials shall include changes as directed by the COR.
 - A. The Contractor shall deliver the final, updated course content in the LCMS, with designated output to the POI, IG, SM, Visuals, and online course files (including supporting media files). The Contractor shall revise and submit course material as specified by the COR by February 14, 2025.
 - B. The Contractor shall provide all required compliance letters (508 & Copyright), student assessments, and Core Capabilities Course Map to the COR in prescribed electronic formats in accordance with the deliverable schedule to include a Section 508 report for the classroom-based course deliverable. The final deliverable shall not be considered final until after an internal Section 508 review.
- C. Accessibility Compliance
 1. Prior to acceptance of all items that contain Information and Communications Technology (ICT Items) that are developed, modified, or configured subject to this contract, the Government reserves the right to require the Contractor to provide the following:

- a. Accessibility test results based on the required test methods.
 - b. Documentation of features provided to help achieve accessibility and usability for people with disabilities.
 - c. Documentation of core functions that cannot be accessed by persons with disabilities.
 - d. Documentation on how to configure and install the ICT Item to support accessibility.
 - e. Demonstration of the ICT Item's conformance to the applicable Section 508 Standards, (including the ability of the ICT Item to create electronic content – where applicable).
2. Prior to acceptance, the Government reserves the right to perform testing on required ICT items to validate the offeror's Section 508 conformance claims. If the Government determines that Section 508 conformance claims provided by the offeror represent a higher level of conformance than what is actually provided to the agency, the Government shall, at its option, require the offeror to remediate the item to align with the offeror's original Section 508 conformance claims prior to acceptance.

2-14. E/K 0393 Draft Plan of Instruction (POI)

- I. The Contractor shall revise and provide a draft E/K 0393 POI in the LCMS and submit to COR for review and approval within ninety (90) CDAA.

2-15. Draft E/K 0393 Course Visuals

- I. The Contractor shall revise and provide a draft E/K 0393 course visuals in the LCMS and submit to COR for review and approval by March 7, 2025.

2-16. Draft E/K 0393 Instructor Guide (IG)

- I. The Contractor shall revise and provide a draft E/K 0393 IG in the LCMS and submit to COR for review and approval by March 7, 2025.

2-17. Revise E/K 0393 Student Manual (SM)

- I. The Contractor shall revise and provide a draft E/K 0393 SM within the LCMS and submit to COR for review and approval by March 7, 2025.

2-18. E/K 0393 Core Capabilities Course Map

- I. The Contractor shall develop the Core Capabilities Course Map for the course for review and approval by COR by March 7, 2025. The course Core Capabilities Course Map shall be formatted in accordance with the EMI Core Capabilities Course Map template provided as specified at <http://training.fema.gov/DevRes/>.

2-19. [For resident and non-resident courses only] E/K E0393 Pilot Test of Course

- A. The pilot shall consist of the appropriate class size and target audience participants, identified, and managed by EMI and the NETC Admissions System as indicated in the POI.

- B. The pilot of this course will be held at the Emergency Management Institute (EMI), Emmitsburg, MD, April 7 – 11, 2025.
- C. All course materials will be reviewed by EMI prior to the pilot to ensure compliance with accessibility requirement of Section 508 of the Rehabilitation Act of 1973 (as amended).
- D. Any noncompliant issues will be resolved prior to the delivery of the pilot.
- E. Instructors for delivering the pilot shall be provided by:
 - 1. ☐ The Contractor, number of instructors: ____
 - 2. ☒ The COR, number of instructors: 3
- F. The Contractor shall provide all printed materials for the pilot (IG, SM, Handouts, etc.).
- G. The Contractor shall produce a report indicating changes necessary to the course within 7 days after completion of the pilot.

2-20. E/K 0393 Delivery of Final Course Materials

- I. The Contractor shall submit final revised course materials in the LCMS to the COR. Final revised course materials shall include changes as directed by the COR.
 - A. The Contractor shall deliver the final, updated course content in the LCMS, with designated output to the POI, IG, SM, Visuals, and online course files (including supporting media files). The Contractor shall revise and submit course material as specified by the COR by June 20, 2025.
 - B. The Contractor shall provide all required compliance letters (508 & Copyright), student assessments, and Core Capabilities Course Map to the COR in prescribed electronic formats in accordance with the deliverable schedule to include a Section 508 report for the classroom-based course deliverable. The final deliverable shall not be considered final until after an internal Section 508 review.
- C. Accessibility Compliance
 - 1. Prior to acceptance of all items that contain Information and Communications Technology (ICT Items) that are developed, modified, or configured subject to this contract, the Government reserves the right to require the Contractor to provide the following:
 - a. Accessibility test results based on the required test methods.
 - b. Documentation of features provided to help achieve accessibility and usability for people with disabilities.
 - c. Documentation of core functions that cannot be accessed by persons with disabilities.
 - d. Documentation on how to configure and install the ICT Item to support accessibility.
 - e. Demonstration of the ICT Item's conformance to the applicable Section 508 Standards, (including the ability of the ICT Item to create electronic content – where applicable).

2. Prior to acceptance, the Government reserves the right to perform testing on required ICT items to validate the offeror's Section 508 conformance claims. If the Government determines that Section 508 conformance claims provided by the offeror represent a higher level of conformance than what is actually provided to the agency, the Government shall, at its option, require the offeror to remediate the item to align with the offeror's original Section 508 conformance claims prior to acceptance.

2-21. E 0394 Draft Plan of Instruction (POI)

- I. The Contractor shall revise and provide a draft E 0394 POI in the LCMS and submit to COR for review and approval within one hundred twenty (120) CDAA.

2-22. Draft E 0394 Course Visuals

- I. The Contractor shall revise and provide a draft E/K 0394 course visuals in the LCMS and submit to COR for review and approval by August 15, 2025.

2-23. Draft E 0394 Instructor Guide (IG)

- I. The Contractor shall revise and provide a draft E 0394 IG in the LCMS and submit to COR for review and approval by August 15, 2025

2-24. Revise E 0394 Student Manual (SM)

- I. The Contractor shall revise and provide a draft E 0394 SM within the LCMS and submit to COR for review and approval by August 15, 2025.

2-25. E 0394 Core Capabilities Course Map

- I. The Contractor shall develop the Core Capabilities Course Map for the course for review and approval by COR by August 15, 2025. The course Core Capabilities Course Map shall be formatted in accordance with the EMI Core Capabilities Course Map template provided as specified at <http://training.fema.gov/DevRes/>.

2-26. [For resident and non-resident courses only] E E0394 Pilot Test of Course

- A. The pilot shall consist of the appropriate class size and target audience participants, identified, and managed by EMI and the NETC Admissions System as indicated in the POI.
- B. The pilot of this course will be held at the Emergency Management Institute (EMI), Emmitsburg, MD, September 15-19, 2025.
- C. All course materials will be reviewed by EMI prior to the pilot to ensure compliance with accessibility requirement of Section 508 of the Rehabilitation Act of 1973 (as amended).
 1. Any noncompliant issues will be resolved prior to the delivery of the pilot.
- D. Instructors for delivering the pilot shall be provided by:
 1. ☐ The Contractor, number of instructors: ____
 2. ☒ The COR, number of instructors: 3

- E. The Contractor shall provide all printed materials for the pilot (IG, SM, Handouts, etc.).
- F. The Contractor shall produce a report indicating changes necessary to the course within 7 days after completion of the pilot.

2-27. E 0394 Delivery of Final Course Materials

- I. The Contractor shall submit final revised course materials in the LCMS to the COR. Final revised course materials shall include changes as directed by the COR.
 - A. The Contractor shall deliver the final, updated course content in the LCMS, with designated output to the POI, IG, SM, Visuals, and online course files (including supporting media files). The Contractor shall revise and submit course material as specified by the COR by February 26, 2026.
 - B. The Contractor shall provide all required compliance letters (508 & Copyright), student assessments, and Core Capabilities Course Map to the COR in prescribed electronic formats in accordance with the deliverable schedule to include a Section 508 report for the classroom-based course deliverable. The final deliverable shall not be considered final until after an internal Section 508 review.
- C. Accessibility Compliance
 - 1. Prior to acceptance of all items that contain Information and Communications Technology (ICT Items) that are developed, modified, or configured subject to this contract, the Government reserves the right to require the Contractor to provide the following:
 - a. Accessibility test results based on the required test methods.
 - b. Documentation of features provided to help achieve accessibility and usability for people with disabilities.
 - c. Documentation of core functions that cannot be accessed by persons with disabilities.
 - d. Documentation on how to configure and install the ICT Item to support accessibility.
 - e. Demonstration of the ICT Item's conformance to the applicable Section 508 Standards, (including the ability of the ICT Item to create electronic content – where applicable).
 - 2. Prior to acceptance, the Government reserves the right to perform testing on required ICT items to validate the offeror's Section 508 conformance claims. If the Government determines that Section 508 conformance claims provided by the offeror represent a higher level of conformance than what is actually provided to the agency, the Government shall, at its option, require the offeror to remediate the item to align with the offeror's original Section 508 conformance claims prior to acceptance.

2-28. Statement of Work Standards

- I. The Contractor shall meet all standards provided in this contract, including:
 - A. General
 1. The Contractor shall ensure all course materials are free of spelling and grammatical errors prior to submission.
 2. The Contractor shall ensure editorial integrity of all course materials so that the course represents a unified flow of information in terms of formatting, use of active voice, and reduction of noticeable differences in style between individual curriculum developers.
 - B. Instructional Design
 1. The Contractor shall ensure that the course content directly supports the course terminal and enabling learning objectives.
 - a. Course content shall be developed at the appropriate cognitive, psychomotor, and affective levels and difficulty as indicated by the terminal and enabling learning objectives.
 - b. Course content shall focus on application of knowledge and performance of skills in various situations that reflect the specified work environment of the target audience, to the degree possible in the learning environment. The course content shall promote instructor to student, student to student, and student to content interaction.
 - c. Student assessment tools such as knowledge examinations, quizzes, and performance assessments shall align with the course learning objectives and to the appropriate cognitive, psychomotor, and affective difficulty levels.
 - C. Copyright Requirements
 1. Data Rights. Federal Acquisition Regulation (FAR) 48 CFR §52.227-17 (Special works) applies to this contract. Contractors must request written permission from the FEMA Contracting Officer for any assertion of copyright and before any use of the data first produced in the performance of the contract.
 2. Use of Third Party materials. Per FAR 48 CFR §52.227-17, the Contractor will obtain written permission from the Contracting Officer or a license that allows Government use of the third party materials to the same extent of the new materials developed under the contract. This written consent or license will be provided as part of the course documentation and listed in the Copyright Compliance Letter.
 - D. Trademark Requirements
 1. Any terms, logos, characters, and other identities of FEMA and/or created under this contract/task order are the intellectual property of FEMA. FEMA intends to file for registration of trademark(s) with the U.S. Patent and Trademark Office using those and any other identities. No registration or assertion of any trademark interest in any product or service first produced

2. under this contract is available without the prior written approval of the FEMA Contracting Officer.

E. Accessibility Requirements

1. Section 508 of the Rehabilitation Act, as amended by the Workforce Investment Act of 1998 (P.L. 105-220) 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 who have disabilities must have access to and use of information and data that is comparable to Federal employees and members of the public without disabilities.
2. Products, platforms and services delivered as part of this work statement that are by definition as ICT or contain ICT shall conform to the Revised 508 Standards, which are located at 36 C.F.R. § 1194.1 & Apps. A, C & D, and available at <https://www.gpo.gov/fdsys/pkg/CFR-2017-title36-vol3/pdf/CFR-2017-title36-vol3-part1194.pdf>
 - a. Applicable requirements for electronic content features and components: All Level AA Success Criteria Apply
 - b. Applicable support services and documentation: All requirements apply
3. When developing or modifying ICT Items for the Government, the Contractor shall ensure the ICT fully conforms to the applicable Section 508 Standards. When modifying commercially available or Government-owned ICT item, the Contractor shall not reduce the original ICT Item's level of Section 508 conformance.
4. When developing or modifying ICT Items that are delivered in an electronic Microsoft Office or Adobe PDF format, the Contractor shall demonstrate conformance by providing 508 test results based on the Accessible Electronic Documents – Community of Practice (AED COP) Harmonized Testing Guidance at <https://www.dhs.gov/compliance-test-processes>.
5. When developing or modifying software that generates electronic content (example: an authoring tool that is used to create html pages, reports, surveys, charts, dashboards, etc.), the Contractor shall ensure software can be used to create electronic content that conforms to the Section 508 standards.
6. Contractor personnel shall possess the knowledge, skills and abilities necessary to address the applicable revised Section 508 Standards for each ICT item.

F. Technology Requirements

1. The services sought under this solicitation are critical to the mission of the Department of Homeland Security. The curriculum and courses developed during the period of performance of this contract must (1) be transparent in design and practice to Government oversight personnel; (2) be capable of being seamlessly handed over to a successor Contractor skilled in the art of computer programming, maintenance, and upgrading, including documentation and licensing of any third party software components or

modules; and (3) assure that the ability of the system is contemporaneously archived to assure stability and the ability to survive outages.

G. Post-Contract Actions

1. Per FAR 48 CFR §52.227-16 the Government reserves the right to request copies of data and deliverables developed under this contract/ task order after the contract is closed.

SECTION 3 - STATEMENT OF WORK DELIVERABLES

3-1. Deliverables

Deliverable Number	Deliverable Description	Deliverable Date CDAA/Actual Date
2.1A	Kick-off meeting	7 CDAA
2.1	Written Report of Results from Kick-Off meeting	10 CDAA
2.2	Project Management/Work Plan	14 CDAA
2.3	Written report of GFM	
2.4	Conduct focus group meeting	30 CDAA
2.6	Draft E/K 0389 Plan of Instruction in LCMS	60 CDAA
2.7	Draft E/K 0389 Course Visuals in LCMS	November 1, 2024
2.8	Draft E/K 0389 Instructor Guide in LCMS	
2.9	Revise E/K 0389 Student Manual in LCMS	
2.10	E/K 0389 Core Capabilities Course Map	
2.11	Draft pre-and post-course assessments	
2.12C	Draft E/K 0389 curriculum materials for pilot Section 508 review in LCMS	November 25, 2024
2.12E	Draft E/K 0389 curriculum materials for pilot delivery in LCMS	
2.12B	Complete E/K 0389 pilot test	December 2- 6, 2024
2.12G	Post E/K 0389 pilot changes report indicating changes necessary to the course within 7 days after completion of the pilot	December 13, 2024
2.13A	Final E/K 0389 course files to include Plan of Instruction, Instructor Guide, Student Manual, Visuals, and online course files including supporting media files in LCMS	February 14, 2025
2.13B	Completed E/K 0389 Section 508 Compliance Letter, Student Assessments, and Core Capabilities Course Map, Completed Copyright Compliance Report	
2.14	Draft E/K 0393 Plan of Instruction in LCMS	90 CDAA
2.15	Draft E/K 0393 Course Visuals in LCMS	March 7, 2025
2.16	Draft E/K 0393 Instructor Guide in LCMS	
2.17	Revise E/K 0393 Student Manual in LCMS	
2.18	E/K 0393 Core Capabilities Course Map	
2.19C	Draft E/K 0393 curriculum materials for pilot Section 508 review in LCMS	March 31, 2025
2.19E	Draft E/K 0393 curriculum materials for pilot delivery in LCMS	
2.19B	Complete E/K 0393 pilot test	April 7 – 11, 2025
2.19G	Post E/K 0393 pilot changes report indicating changes necessary to the course within 7 days after completion of the pilot	April 18, 2025

2.20A	Final E/K 0393 course files to include Plan of Instruction, Instructor Guide, Student Manual, Visuals, and online course files including supporting media files in LCMS	June 20, 2025
2.20B	Completed E/K 0393 Section 508 Compliance Letter, Student Assessments, and Core Capabilities Course Map, Completed Copyright Compliance Report	
2.21	Draft E 0394 Plan of Instruction in LCMS	120 CDAA
2.22	Draft E 0394 Course Visuals in LCMS	August 15, 2025
2.23	Draft E 0394 Instructor Guide in LCMS	
2.24	Revise E 0394 Student Manual in LCMS	
2.25	E 0394 Core Capabilities Course Map	
2.26C	Draft E 0394 curriculum materials for pilot Section 508 review in LCMS	
2.26E	Draft E 0394 curriculum materials for pilot delivery in LCMS	September 8, 2025
2.26B	Complete E 0394 pilot test	September 15 – 19, 2025
2.26G	Post E 0394 pilot changes report indicating changes necessary to the course within 7 days after completion of the pilot	September 26, 2025
2.27A	Final E 0394 course files to include Plan of Instruction, Instructor Guide, Student Manual, Visuals, and online course files including supporting media files in LCMS	November 28, 2025
2.27B	Completed E 0394 Section 508 Compliance Letter, Student Assessments, and Core Capabilities Course Map, Completed Copyright Compliance Report	

SECTION 4 - LETTER OF COPYRIGHT COMPLIANCE

4.1 Sample Letter of Copyright Compliance

Date

Mr./Ms. COR
National Emergency Training Center
16825 South Seton Ave., Bldg # Rm #
Emmitsburg, Maryland 21727

This letter provides the results of a Copyright Compliance for the following materials.

- Any material being used under Fair Use copyright guidelines.
- Any material being used under the TEACH Act.
- Any copyrighted material (with the exception of Public domain) used in the project.

This letter certifies that the above described course materials are compliant with all applicable guidelines and recommendations of applicable copyright laws.

Please ensure to attach any documents concerning copyright compliance (letters from copyright holder granting permission, etc.).

Sincerely,

Mr./Ms. Developer Name, Position
Company XYZ
508 Section Street
Compliance, WW 77777

cc: EMI CSIT Branch