

**DEPARTMENT OF HOMELAND SECURITY (DHS)**  
**STATEMENT OF WORK (SOW)**  
**FOR**  
**Employee and User Engagement Software and Support**

**1.0 GENERAL**

**1.1 BACKGROUND**

The Department of Homeland Security (DHS), Office of the Strategic Talent, Employee Engagement, and Retention (STEER) within Office of Chief Human Capital Officer (OCHCO) has a requirement for employee and user engagement Software.

STEER is responsible for executing early career talent programs and for providing leadership and guidance to build a workforce across DHS. Part of building that workforce is development of robust programs for students and recent graduates and bringing in that next wave of talent. In support of this mission, STEER seeks a software solution that allows early career employees to maintain a competitive edge by providing a solution that increases job competencies significantly. This solution should allow users to have access to learning materials that are not only relevant but also up-to-date with the latest trends and technologies. Upskilling DHS's early career talent is a strategic retention goal which increases employee engagement, reduces turnover, and fosters an environment of continuous learning

OCHCO intends to set the example and create an innovative and collaborative organization with a passion for excellence and a culture that values individuals and their contributions and encourages continuous improvement and learning.

**1.2 SCOPE**

The scope is limited to software licenses, including maintenance and user support.

**1.3 OBJECTIVE**

The objective of this requirement is to acquire a software solution that offers technical learning resource for civilian government personnel. The platform should offer an extensive library of video courses, hands-on labs, and skill assessments, covering a wide range of technical domains, multichannel communication, facilitated management of respondents, secure data processing, relevant statistics, and simple and automatic reports.

**2.0 SPECIFIC REQUIREMENTS/TASKS**

DHS requires software licenses, to include maintenance and user support tools within the DHS environment and compatible with DHS Enterprise Architecture, as well as HIPAA compliance needs to be ensured.

## **2.1 TASK ONE. Project Management and Technical Support to OCHCO**

- HIPAA Compliant Cloud Environment that includes
  - Data Collection Tools
  - Data Analysis Tools
- Employee Technology Experience per quantity specified
  - Includes access to audio/video feedback questions types
- Experience Management
  - Dedicated Account Manager: Avg. ~15 hours / week
  - Hands-on keyboard support to help build surveys, support analysis, create dashboards / reports, integration setup, testing, and validation
  - On-demand reactive support for program leads
    - Available: 8:00am to 6:00pm ET on weekdays; with General Support accessible 24/7
  - User Training Sessions

## **2.2 TASK TWO. Surge Support for Unplanned / Emerging Tasks – Optional Task**

The dynamic nature of the DHS mission and rapidly changing learning and development environment results in significant unplanned support required by the OCHCO/STEER. At times, the Under Secretary for Management will task OCHCO/STEER with providing ad-hoc solutions and services that result in work surges, changing priorities, technology changes, or unplanned tasks. The Contractor shall provide technical support and personnel on an as-needed basis in support of these emerging tasks.

The Contractor shall not incur any costs under the surge support CLINs unless prior authorization is received by the Contracting Officer. The Government reserves the right to activate a part or all the capacity allowed under the CLINs based upon the identified needs of the program office.

## **3.0 CONTRACTOR PERSONNEL**

### **3.1 Qualified Personnel**

The contractor shall be responsible for employing technically qualified personnel to perform the work specified in this statement of work. The contractor shall maintain the personnel, organization, and administrative control necessary to ensure that the work performed and delivered meets the government's established specifications and requirements.

### **3.2 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.

## **4.0 OTHER APPLICABLE CONDITIONS**

### **4.1 PERIOD OF PERFORMANCE**

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

Base Period	December 18, 2024 through December 17, 2025
Option Period 1	December 18, 2025 through December 17, 2026
Option Period 2	December 18, 2026 through December 17, 2027
Option Period 3	December 18, 2027 through December 17, 2028

### **4.2 PLACE OF PERFORMANCE**

The primary place of performance will be the Contractor's facilities.

### **4.3 HOURS OF OPERATION**

Contractor employees shall generally perform all work between the hours of 8am and 6pm EST, Monday through Friday (except Federal holidays). However, there may be occasions when Contractor employees shall be required to work other than normal business hours, including weekends and holidays, to fulfill requirements under this SOW. Any work outside of normal business hours and on weekends and Federal holidays must be approved by the CO prior to any work being performed.

Federal Holidays include the following:

- New Year's Day
- Martin Luther King's Birthday
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day
- Christmas Day
- Any day specifically declared by the President of the United States of America as a national holiday.

If a holiday falls on Sunday, the following Monday will be observed as the legal holiday. When a holiday falls on a Saturday, the preceding Friday is observed as a legal holiday by U.S. Government agencies. No work shall be performed by contractor personnel at Government facilities on Federal holidays or other non-work days, or in the case of a pandemic or other emergency/unforeseen situation, such as an epidemic, natural disaster, early closing or delayed opening of the government, as well as a government shut down without prior written approval of the CO in accordance with the rates agreed to in the business continuity plan.

#### **4.4 TRAVEL**

Contractor travel shall not be required for this requirement.

#### **4.5 POST AWARD CONFERENCE**

The Contractor shall attend a Post Award Conference with the Contracting Officer and the COR no later than 10 business days after the date of award. The purpose of the Post Award Conference, which will be chaired by the Contracting Officer, is to discuss technical and contracting objectives of this contract and review the Contractor's draft project plan. The Post Award Conference will be held or via teleconference. The Post Award Conference is at no additional cost to the Government. The Contractor is responsible for and shall prepare the meeting minutes from the Post Award Conference and shall provide the meeting minutes to the CO and the COR within 7 calendar days of the Post Award Conference.

#### **4.6 PROGRESS REPORTS**

The Project Manager shall provide a *monthly* progress report to the Contracting Officer, COR, and Program Office via electronic mail. This report shall include a summary of all Contractor work performed, including a breakdown of platform usage and data analytics, an assessment of technical progress, and any Contractor concerns or recommendations for the previous reporting period.

#### **4.7 PROGRESS MEETINGS**

The Project Manager shall be available to meet with the COR upon request to present deliverables, discuss progress, exchange information and resolve emergent technical problems and issues. These meetings shall take place *via teleconference, etc.*

#### **4.8 GENERAL REPORT REQUIREMENTS**

The Contractor shall provide all written reports in electronic format with read/write capability using applications that are compatible with DHS workstations (Windows XP and Microsoft Office Applications).

#### **4.9 PROTECTION OF INFORMATION**

Contractor access to information protected under the Privacy Act is required under this SOW. Contractor employees shall safeguard this information against unauthorized disclosure or dissemination in accordance with the law and Government policy and regulation.

#### **4.10 SECTION 508 COMPLIANCE**

Pursuant to Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d) as amended by P.L. 105-220 under Title IV (Rehabilitation Act Amendments of 1998) all Electronic and Information Technology (EIT) developed, procured, maintained and/or used under this contract shall be in compliance with the "Electronic and Information Technology Accessibility Standards" set forth by the Architectural and Transportation Barriers Compliance Board (also referred to as the "Access



Board") in 36 CFR Part 1194. The complete text of Section 508 Standards can be accessed at <http://www.access-board.gov/> or at <http://www.section508.gov>.

## **5.0 GOVERNMENT TERMS & DEFINITIONS**

- 5.1 COR – Contracting Officer's Representative
- 5.2 DHS – Department of Homeland Security
- 5.3 STEER - Strategic Talent, Employee Engagement, and Retention
- 5.4 CHCO – Chief Human Capital Officer

## **6.0 GOVERNMENT FURNISHED RESOURCES**

The Government will not furnish any resources to the Contractor in support of this contract.

## **7.0 CONTRACTOR FURNISHED PROPERTY**

The Contractor shall furnish all facilities, materials, equipment and services necessary to fulfill the requirements of this contract.

## **8.0 GOVERNMENT ACCEPTANCE PERIOD**

The COR will review deliverables prior to acceptance and provide the contractor with an e-mail that provides documented reasons for non-acceptance. If the deliverable is acceptable, the COR will send an e-mail to the Contractor notifying it that the deliverable has been accepted.

**8.1** The COR will have the right to reject or require correction of any deficiencies found in the deliverables that are contrary to the information contained in the Contractor's accepted proposal. In the event of a rejected deliverable, the Contractor will be notified in writing by the COR of the specific reasons for rejection. The Contractor may have an opportunity to correct the rejected deliverable and return it per delivery instructions.

**8.2** The COR will have 10 business days to review deliverables and make comments. The Contractor shall have 10 business days to make corrections and redeliver.

**8.3** All other review times and schedules for deliverables shall be agreed upon by the parties based on the final approved Project Plan. The Contractor shall be responsible for timely delivery to Government personnel in the agreed upon review chain, at each stage of the review. The Contractor shall work with personnel reviewing the deliverables to assure that the established schedule is maintained.

## **9.0 DELIVERABLES**

The Contractor shall consider items in **BOLD** as having mandatory due dates. Items in *italics* are deliverables or events that must be reviewed and/or approved by the COR prior to proceeding to next deliverable or event in this SOW.

ITEM	SOW REFERENCE	DELIVERABLE / EVENT	DUE BY	DISTRIBUTION
1	1.2	<b>Software Licenses</b>	Five (5) Business Days after awarded	N/A
2	4.9	<b>Progress Reports</b>	1 <sup>st</sup> day of Month (monthly)	COR, Contracting Officer, Program Office

## 11.0 CONTRACT ADMINISTRATION INSTRUCTIONS

### 11.1 GOVERNMENT ADMINISTRATION POINTS OF CONTACT

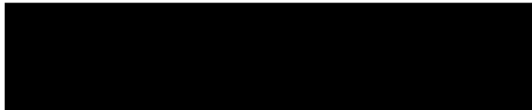
- a) The Contracting Officer's Representative (COR) for the BPA order is a Government official who has been delegated specific responsibilities by the Contracting Officer. The COR will be assigned in writing by the Contracting Officer. For this effort the COR is:



- b) The Government Contracting Officer (CO) for this order is:



- c) The Government Task Order Program Manager/Technical Point of Contact:



### 11.2 COR RESPONSIBILITY

The CO within its authority may designate in writing one or more government employees, by name and position title, to take action for the contracting officer under this call order. Each designee shall be identified as a COR.

The COR will represent the CO in the administration of technical details within the scope of the BPA order. The COR is also responsible for the final inspection and acceptance of all call order deliverables and reports, and such other responsibilities as may be specified in the call order. The COR is not otherwise authorized to make any representations or commitments of any kind on behalf of the CO or the Government. The COR does not have authority to alter the contractor's obligations, or to change the BPA order specifications, price, terms and conditions. If, as a result of technical discussions, it is desirable to modify call order obligations or the specification, changes will be issued in writing and signed by the CO. The COR will be assigned in writing by issuance of a formal appointment letter from the CO.

### 11.3 INVOICE PROCEDURES

The Government will pay the contractor, upon monthly submission of proper invoices in accordance with FAR Clause 52.212-4, the prices stipulated in this task order for service rendered and accepted in the previous month's period of performance.

All invoices shall be submitted by the contractor in electronic format via email; no other form of invoice submission will be accepted. The subject line of the electronic mail message shall contain: Contractor Name, DHS Task Order Number; Contractor's Invoice Number; and Month and Year of Invoice Billing. The Contractor shall send all invoices and supplemental information in support of billing, to the following three (3) email addresses:

All invoices shall be submitted by the Contractor in electronic format via email. No other form of invoice submission will be accepted. Invoices shall be electronically submitted to the following addresses:



The data following data elements shall be included on each invoice:

Task Order Number  
Project Title

- (i) Name and address of the Contractor;
- (ii) Invoice date and number;
- (iii) Contract number, line item number and, if applicable, the order number;
- (iv) Description, quantity, unit of measure, unit price and extended price of the items delivered;
- (v) Terms of any discount for prompt payment offered;
- (vi) Name and address of official to whom payment is to be sent;
- (vii) Name, title, and phone number of person to notify in event of defective invoice; and

(viii) Taxpayer Identification Number (TIN). The Contractor shall include its TIN on the invoice only if required elsewhere in this contract.

(ix) Electronic funds transfer (EFT) banking information.

(A) The Contractor shall include EFT banking information on the invoice only if required elsewhere in this contract.

(B) If EFT banking information is not required to be on the invoice, in order for the invoice to be a proper invoice, the Contractor shall have submitted correct EFT banking information in accordance with the applicable solicitation provision, contract clause (e.g., 52.232-33, Payment by Electronic Funds Transfer— System for Award Management, or 52.232-34, Payment by Electronic Funds Transfer—Other Than System for Award Management), or applicable agency procedures.

(C) EFT banking information is not required if the Government waived the requirement to pay by EFT.

Failure to comply with the procedures outlined may result in payment being delayed at no additional cost to the Government.