

ATTACHMENT 1**DEPARTMENT OF HOMELAND SECURITY (DHS)****STATEMENT OF WORK (SOW)****FOR*****DHS PA&E INTRODUCTORY EVALUATION TRAINING AND
EVALUATION MANGEMENT CERTIFICATION PROGRAM
DEVELOPMENT AND IMPLEMENTATION SUPPORT*****1.0 GENERAL**

The Department of Homeland Security (DHS) Program Analysis and Evaluation (PA&E) Division within the Office of the Chief Financial Officer (OCFO) coordinates, implements, and provides oversight for the Department's centralized and decentralized evaluation functions and is responsible for building knowledge and expertise for evaluation. PA&E works closely with all Headquarters Offices and Components throughout DHS to develop and implement evaluations that address priorities set by the Secretary and Components, and to fulfill requirements outlined in the Foundations for Evidence-Based Policymaking Act of 2018 ('Evidence Act'), Pub. L. 115-435, and associated Office of Management and Budget (OMB) guidance.¹ PA&E sponsors and conducts social science and evaluation research to advance understanding and disseminate knowledge on topics that can be used to inform program and policy decisions and helps to ensure that evaluations are conducted with scientific integrity, by upholding the five key principles of relevance and utility, rigor, transparency, independence and objectivity, and ethics of the Department's Evaluation Policy.²

This SOW identifies the Government's objectives for evaluation training program development and implementation support for PA&E. The purpose of this Order is to provide PA&E, and by extension PA&E's evaluation collaborators throughout DHS, support for the design, development, delivery, and assessment of evaluation capacity building in the form of training and an evaluation management certification program to support DHS workforce's in meaningful engagement in evaluation planning, implementation, management, and use.

1.1 BACKGROUND

The DHS Evaluation Officer in PA&E is required to ensure that the Department of Homeland Security (DHS) trains its staff on how to plan for, manage, and use independent and credible evaluation evidence across the enterprise. PA&E has designed and delivered a system of in-house workshops, webinars, job aids, and other resources to prepare staff to be informed, savvy evaluation consumers but does not have the capacity to serve as a primary provider for large-scale, distributed training delivery that is needed to address the breadth of DHS missions or the depth in technical expertise needed to upskill or reskill workforce to manage high quality

¹ "Phase 1 Implementation of the Foundations for Evidence-Based Policymaking Act of 2018: Learning Agendas, Personnel, and Planning Guidance," M-19-23 (OMB, 2019); "Phase 4 Implementation of the Foundations for Evidence-Based Policymaking Act of 2018: Program Evaluation Standards and Practices," M-20-12 (OMB, 2020); "Evidence-Based Policymaking: Learning Agendas and Annual Evaluation Plans," M-21-27 (OMB, 2021)

² DHS Management Directive 069-03 Program, Policy, and Organizational Evaluations, Revision 00 (DHS, 2021)

evaluation. Comprehensive and stand-alone external evaluation training programs are available through university courses and other fee-based evaluation training programs, but can be time- and cost-prohibitive to scale, are dependent on organizational budgets for education and training, and may not reflect Federal or DHS evaluation standards, practices, policies, and context. Furthermore, DHS has a broad and complex mission space that is not well-represented in the existing evaluation training landscape.

PA&E aims to establish multi-audience introductory evaluation training and a comprehensive, two-level evaluation management certification program targeted to the DHS federal workforce. The approach for developing the program is in three parts.

- A series of four self-paced, e-learning courses (herein, introductory evaluation training) to introduce foundational concepts of evaluation to different employee audiences (to include all staff, senior leaders, program designers and managers, and support staff) that will engage with evaluation in different ways.
- Level 1 of a comprehensive evaluation management certification program using a blended learning course curriculum for staff that will be managing de-centralized evaluation activities.
- Level 2 of a comprehensive evaluation management certification program using an instructor-led learning course curriculum to support continuous learning of certified evaluation managers and other qualified evaluators in advanced evaluation methodology topics.

In addition to development and testing of e-learning courses, DHS requires that Levels 1 and 2 of the evaluation management certification program be developed and delivered by the Contractor in a full-scale pilot. A second implementation of Level 1 shall be co-delivered by the Contractor and PA&E.

OMB's implementation guidance outlines expectations for the conduct of evaluation. OMB M-20-12³ outlines five evaluation standards (relevance and utility, rigor, independence and objectivity, transparency, and ethics) to guide agencies' evaluation activities. These standards apply not just to Federal evaluation offices, but also have applicability to other Federal units that carry out or sponsor evaluation and to individual evaluators, including Federal evaluation staff, outside partners, and recipients of Federal awards that are performing work on behalf of the agency. Evaluation capacity building and those conducting them are expected to adhere to these standards.

~~OMB M-21-27⁴ requires that equity must also be considered as agencies build and use evidence, and should be considered throughout the lifecycle of evidence-building regardless of methodological approach. Robust stakeholder engagement should be used to advance equity and meet the needs of underserved communities, and cannot be accomplished without intentional interactions with diverse stakeholders. Engaging communities in this work can both promote equity and improve the rigor, relevance, and utility of evaluation and other forms of evidence. Evaluation capacity building and those conducting them are expected to engage~~

³ "Phase 4 Implementation of the Foundations for Evidence-Based Policymaking Act of 2018: Program Evaluation Standards and Practices," M-20-12 (OMB, 2020)

⁴ ~~"Evidence-Based Policymaking: Learning Agendas and Annual Evaluation Plans," M-21-27 (OMB, 2021)~~

~~diverse stakeholders and emphasize the importance of considering equity in evaluation activities and throughout the evaluation lifecycle.~~

1.2 SCOPE

PA&E seeks Contractor to enhance the Government's production and use of rigorous evidence for decision-making. This Order will provide PA&E with contemporary, DHS-specific solutions for evaluation capacity building tools to strengthen capacity of DHS to integrate evaluation and evidence into their work.

The Contractor shall, at a minimum, have expertise, experience, and ability to ensure sufficient bench strength to provide DHS services that shall include but are not limited to:

- a. evaluation capacity building, which includes effective instructional design, pedagogy, and assessment to support adults in learning about evaluation;
- b. strategies (e.g., human centered design) for iteratively generating effective communication and instruction to assist nonevaluators in understand technical evaluation concepts;
- c. "state of the science" for social science and evaluation research theory and practice, including a range of expertise and experience in the planning, management, and supporting use of a range of evaluation types, designs, and methods;
- d. federal processes for acquisition and management of evaluation services including key stakeholders, key processes and documents, inputs/outputs, and decision points; and
- e. various relevant processes, statutes, regulations, and policies that intersect with evaluation, as well as other general program and evaluation practices.

The Contractor shall be prepared to provide subject matter expertise relevant to evaluation in DHS functional mission areas.

The Contractor shall work in close collaboration with PA&E and engage target audiences to plan, design, develop, test, and refine all course deliverables (e-learning modules, training curriculum, case studies, participant workbooks or guides, instructor guides, solution guides, PowerPoint slides, video clips, multi-media presentations, pre- and post-tests, and tools for participant feedback).

The Contractor shall provide a DHS Trusted Tester who performs Section 508 testing on all course deliverables and other web-based products. The Contractor shall test and provide test results for Section 508 compliance as well as remediate any findings in order to make products Section 508 compliant.

The Contractor shall deliver Section 508-compliant alpha-tested, beta-tested, pilot-tested, and final acceptance versions of introductory evaluation e-learning courses 1-4 and e-learning assets for courses 5. Final deliverables of courses 1-4 shall include 508-compliant, editable raw files and both Sharable Content Object Reference Model (SCORM) 1.2 (LMS) and stand-alone (non-LMS) course packages, with any pre-, formative, and post-course assessments placed into the packages (not rendered separately). The Contractor shall be prepared to provide products with SCORM 2.4 and xAPI functionality to address evolving DHS LMS requirements. The Contractor shall deliver draft and Section 508-compliant final

versions of course materials and deliver the pilots for the DHS Evaluation Management Certification Program Level 1 (course 5) and Level 2 (course 6). The contractor shall assist DHS in integrating courses 1-4 content into DHS Learning Management System (LMS) and courses 5-6 into PA&E's Share Point and/or collaboration platforms (e.g., MS Teams, Big Marker, Adobe Connect).

The Contractor shall provide all personnel and support services needed for certification program development and implementation, including but not limited to recruiting, enrollment, logistics, teaching, coaching, artifact review, student assignments and assessment, and certificate management.

The Contractor shall develop, implement, and report on a training evaluation strategy that meets OPM and DHS requirements for training evaluation, minimally, including feedback surveying (Kirkpatrick Level 1) and pre-post testing of participants (Kirkpatrick Level 2) for all courses. The training evaluation strategy for Evaluation Management Certification Program Level 1 (course 5) and Level 2 (course 6) shall also propose a feasible Kirkpatrick Level 3 Behavior and Kirkpatrick Level 4 Results that can be carried out by PA&E in the future. The second implementation of the Evaluation Management Certification Program Level 1 (course 5) shall be co-facilitated with PA&E Evaluators. Course 6 may leverage Federal and non-governmental evaluation experts outside of the Contractor program team.

The Contractor shall provide services for planning, initiating, managing, executing, and closing out the project. Services include project leadership and communications with stakeholders; project planning and scheduling; stakeholder briefings, participation in required meetings, and related project support services. All services must be provided and performed under the supervision, direction and management of the contractor's BP Project Manager and BP Principal Director.

1.3 OBJECTIVE

The objective of this order is to provide PA&E and its Department evaluation collaborators with dedicated evaluation capacity building experts and services to support implementation of evaluation and Department- and Component-level compliance with the Foundations for Evidence-Based Policymaking Act of 2018 ('Evidence Act') Title 1 requirements. Services rendered will help DHS build enterprise-wide evaluation capacity by developing and delivering a foundational set of introductory evaluation training courses and a two-level evaluation management certification program.

1.4 APPLICABLE DOCUMENTS

All solutions provided under this order shall comply with DHS policies and procedures, public laws, Executive Orders, federal regulations, and standards in order to support timely performance of DHS and Components' governance processes, including but not limited to:

1. 9/11 Commission Act of 2007
2. Section 508 of the Rehabilitation Act (29 U.S.C. 794d), as amended by the Workforce Investment Act of 1998 (P.L. 105-220), August 7, 1998
3. Government Performance and Results Act (GPRA) Modernization Act of 2010
4. Foundations for Evidence-Based Policymaking Act of 2018 ("Evidence Act")
5. Paperwork Reduction Act of 1995
6. Section 508 of the Rehabilitation Act of 1973 as amended

7. The Privacy Act of 1974 as amended
8. Information Quality Act (P.L. 106-554, Section 515), December 21, 2000
9. 5 CFR § 410.202 - Responsibilities for evaluating training. December 10, 2009

1.4.1 Compliance Documents

The following documents provide specifications, standards, or guidelines that must be complied with in order to meet the requirements of this order:

1. OMB Circular A-11, Part 6, Section 290: Evaluation and Evidence Building Activities
2. OMB Memorandum 19-23 (M-19-23) Phase 1 Implementation of the Foundations for Evidence-Based Policymaking Act of 2018: Learning Agendas, Personnel, and Planning Guidance
3. OMB Memorandum 20-12 (M-20-12) Phase 4 Implementation of the Foundations for Evidence-Based Policymaking Act of 2018: Program Evaluation Standards and Practices
4. OMB Memorandum 21-27 (M-21-27) Evidence-Based Policymaking: Learning Agendas and Annual Evaluation Plans
5. Scientific Integrity Fast-Track Action Committee and National Science and Technology Council, Protecting the Integrity of Government Science
6. 45 CFR 46: Protections of Human Subjects (Common Rule)
7. DHS Management Directive 069-03 Program, Policy, and Organizational Evaluation
8. DHS Management Instruction 069-03-001 Program, Policy, and Organizational Evaluation, Revision 00 (internal only, will be provided post-award)
9. DHS PAE Evaluability Assessment Resource with Equity Addendum 4-5-2021 (internal only, will be provided post-award)
10. DHS Tool 5.8 Evaluation Plan Review (internal only, will be provided post-award)
11. DHS Tool 9.1 Evaluation Report Review (internal only, will be provided post-award)
12. DHS Management Directive 047-01 Privacy Policy and Compliance
13. DHS Management Directive 026-04, Protection of Human Subjects
14. DHS Management Instruction 026-04-001, Ensuring Human Subjects Research Compliance (internal only, will be provided post-award)
15. DHS Management Directive 258-05 Employee Learning and Development
16. DHS Management Instruction 258-05-001 Employee Learning and Development (internal only, will be provided post-award)
17. Enterprise E-Learning Standards and Specifications Guide (internal only, will be provided post-award)
18. DHS Instructional Design Standards for Mandatory Training through Distributed Learning (internal only, will be provided post-award)
19. Implementation Guidelines on Video and Audio Content for eLearning Using HTML5 (internal only, will be provided post-award)
20. OMB Memorandum 19-15 (M-19-15) Phase 4 Improving Implementation of the Information Quality Act

1.4.2 Reference Documents

DHS FY2021 Capacity Assessment describes current evaluation capacity at organizational, individual, and project levels, from the perspective of leaders and staff of the evidence building enterprise.

Government Accountability Office's 2021 Federal Managers Survey (GAO-22-103910) and DHS supplemental material (GAO-22-537SP) describes current DHS evaluation capacity from the perspective of DHS program managers.

PA&E maintains a catalog of in-house workshops, webinars, job aids, and other resources to support internal evaluation managers and Contractor support provided in conducting evaluation that meets federal, DHS, and professional evaluation standards and widely adopted practices of the field. **See Attachment 4 - DHS PA&E Evaluation Team Webinars and Tools Overview** for listing of these documents which shall be provided post-award. PA&E or the Contractor may identify other federal evaluation resources that supplement DHS documents.

Evaluation capacity building should also advance professional standards:

1. AEA Guiding Principles
2. AEA Evaluator Competencies
3. AEA Program Evaluation Standards
4. AEA Cultural Competence Statement
5. AEA Effective Government Roadmap

Office of Personnel Management (OPM) Training Evaluation Field Guide

2.0 SPECIFIC REQUIREMENTS/TASKS

The contractor shall provide experienced and qualified contract personnel who will design and deliver the evaluation training and evaluation management certificate courses in a manner that reflects the highest standards of the evaluation profession.

The section that follows outlines the anticipated course content.

Part 1: Introductory Evaluation Training Courses

Course No. 1: Introduction to Evaluation (2-4 hours): This self-paced course will orient all staff with a broad perspective of evaluation at DHS. The course covers topics including but not limited to what is evaluation relative to other federal evidence-building (e.g., federal statistics, policy/regulatory analysis, performance measurement); requirements, policies, and principles governing evaluation at DHS; roles and responsibilities for evaluation within the DHS enterprise; key DHS evaluation activities; typical evaluation study process; and the potential contributions of evaluation to achieving DHS missions. The course consists of multi-media presentation and reading materials in a passive or limited interactivity e-learning environment. Suggested Prerequisite: None

Course No. 2: Evaluation for Executives, Leaders, and Decisionmakers (1-2 hours): This self-paced course will help Senior Executives, Leaders, and Decisionmakers recognize their role in facilitating relevant, timely, and high-quality evaluation. The course covers topics including but not limited to how to get the best value from evaluation, such as incorporating evaluation

planning in the program/policy design stage; aligning performance management and evaluation efforts; using learning agendas and annual evaluation plans for strategic evaluation; approaches for prioritizing evaluative efforts; and integrating evaluation into the budget process to make better use of resources. The course consists of multi-media presentation and reading materials in a passive or limited interactivity e-learning environment. Suggested Prerequisite: Course No. 1.

Course No. 3: Evaluation for Program Designers and Managers. (2-4 hours): This self-paced course will help Program Designers and Managers to design and manage results-oriented, evaluable programs. The course covers topics including but not limited to focusing problems through stakeholder engagement and existing evidence; setting goals and measurable objectives for programs; identifying and adopting/adapting effective strategies and best practices in program design; developing evidence-based logic models and theories of change that articulate how program strategies/activities are expected to bring about outcomes; using logic models as the basis of designed indicator and measurement systems; and establishing multi-year strategy and provisions for monitoring and evaluating programs across the program life cycle. The course consists of multi-media presentation and reading materials in a passive or limited interactivity e-learning environment. Suggested Prerequisite: Course No. 1.

Course No. 4: Evaluation for Mission Support Staff (1-2 hours): This self-paced course will help Mission Support Staff (e.g., budget, acquisition, legal, and policy staff) recognize their role in supporting successful evaluations. The course covers topics including but not limited benefits and limitations of different procurement vehicles for evaluations (e.g., contracts, grants, interagency agreements); considerations for developing and managing evaluation requirements as knowledge services and products; and federal laws, regulations and DHS policies that commonly apply to evaluations (e.g., Privacy Act, Information Quality Act, Paperwork Reduction Act, and 45 C.F.R. 46 'Common Rule') The course consists of multi-media presentation and reading materials in a passive or limited interactivity e-learning environment. Suggested Prerequisite: Course No. 1

Part 2: Level 1 of Evaluation Management Certification Program

Course No. 5: Managing Evaluations Level 1 (equivalent of 12 to 15 8-hour days total over one fiscal year, with at least 8 to 10 8-hour days consisting of virtual, instructor-led, and highly interactive workshops): Level 1 of a comprehensive, facilitated blended learning certification program builds the capacity of Evaluation Managers from DHS Headquarters and Components to manage evaluations and their use. Preferably, participants will complete the course as they design and manage an identified evaluation, so learning is applied at the moment when they need it. The course may include a combination of instructor-led and highly interactive workshops, pre- and post-workshop activities (e.g., e-learning modules, pre-recorded webinars, readings, assignments), and other facilitated support (e.g., office hours, feedback on assignments, coaching, etc.) The course includes practice-based, assignments with hypothetical situations/case studies and pre-, formative, and post- course assessments that prepare participants for conducting their own evaluation design and management. After the pilot, Course 5 will be co-facilitated with PA&E Evaluators.

Evaluation Managers will learn about and practice:

- Identifying key stakeholders and decisionmakers and defining roles and responsibilities
- Developing logic models/theories of change
- Establishing purpose, scope, and resources needed for evaluation. Drafting quality evaluation requirements, submitting to the DHS Evaluation Officer and using external technical working groups for evaluation project review, and using feedback to finalize
- Choosing the appropriate type, design, methods, and data for an evaluation to address specific questions/objectives
- Adhering to federal laws, regulations, and DHS policies for information collections, human subjects research protections, and privacy protections.
- ~~Integrating equity meaningfully in all phases of the evaluation~~
- Managing an evaluation process, with effective communication with all stakeholders to solve problems and manage relationships
- Applying professional ethical standards and evaluators' codes of conduct
- Checking the completeness and quality of traditional/comprehensive evaluation reports, submitting to the DHS Evaluation Officer and using external technical working groups for evaluation project review, and using feedback to finalize
- Contributing to dissemination and use of evaluation results, including supporting development of action-oriented dissemination products and recommendation action plans

Suggested Prerequisite: Course Nos. 1-4. Prior training in project management is encouraged and will not be the focus of this course.

Part 3: Level 2 of Evaluation Management Certification Program

Course No. 6: Managing Evaluations Level 2 (equivalent of 8 to 10 8-hour days total over one fiscal year of virtual, instructor-led, and highly interactive workshops): Level 2 is a series of virtual, instructor-led, and highly interactive workshops that build the capacity of certified Evaluation Managers and other qualified, practicing DHS evaluators from DHS Headquarters and Components with advanced topics in evaluation methodology. The course includes practice-based, assignments with hypothetical situations/case studies and pre-, formative, and post- course assessments that prepare participants for conducting their own evaluation design and management. Course 6 may leverage Federal and non-governmental evaluation experts outside of the Contractor program team as guest speakers.

Evaluation Managers and qualified practicing DHS evaluators will learn about and practice using knowledge and skills including but not limited to:

- Evaluability assessments to assess program and organizational readiness
- Data quality and data quality assessments

- ~~Evaluation frameworks and approaches that advance equity (e.g., appreciative inquiry, participatory data analysis, transformative evaluation)~~
- Systems informed evaluation
- Complexity aware monitoring and evaluation approaches (e.g., outcome harvesting, most significant outcome, process tracing, causal link monitoring, positive deviance)
- Advanced concepts of implementation evaluation and process analysis to study program delivery
- Advanced concepts of non-experimental, quasiexperimental and randomized designs to determine program outcomes and impact
- Using mixed methods designs and triangulation (of data sources, methods, and researchers) to strengthen evaluation claims
- ~~Equitable data visualization and reporting~~
- Return on investment, value for money, and cost-based analyses used in economic evaluations

Suggested Prerequisite: Course Nos. 5 or qualified, practicing evaluator.

The Contractor shall use or adapt the documents, resources, and tools referenced in Section 1.4 and other public (international, federal, and non-federal) resources to be identified by the Contractor and/or PA&E as the basis of the curriculum, enhancing curriculum development with human centered design and other Contractor-led innovations as needed. The Evaluation Management Certification Program's practice-based assignments and course assessments shall be designed to support low-risk application of knowledge and skills to hypothetical situations/case studies. While participants should simultaneously apply new learning to the design and management of their own program evaluation, the Contractor shall design the course in such a way that the Contractor is not exposed to procurement sensitive information or other nonpublic information that would advantage them over other BPA recipients or exclude them from competing for future BPA Orders. All course material shall be delivered to the Government with full rights to the Government. That all course materials shall be vendor agnostic, free of vendor specific markings, references, disclaimers, and will be presented in a manner which the Government can deliver the course as well as other vendors as required by the Government. All raw files must be separately delivered with final content package.

General Content, Development and Testing Requirements

Course Content and Structure

- Objectives must be clearly stated for each lesson, using Bloom's Taxonomy guidelines. Cues for Lesson Objectives: Know, select, recite, observe, recall, define, list, identify, show, label, collect, name, and describe.
- Content must include instructions on course navigation, and accessibility options where appropriate.

- Learner interactivity should occur with a frequency that meets best practices recommendations for passive or limited interactivity content. Example: knowledge checks every 4-5 screens.
- Screen size should be appropriate for 1024 x 768 display.
- Content must be HTML5-based, for interoperability with Internet over standard port 80. If rapid development application programs are used to develop content, code must be editable in Notepad or other standard text editor. NOTE: File formats 'hta' and 'mht' will not be accepted.
- Internet browser. Scripting languages may include 'javascript' and 'css' for content. Content must be compatible with Edge.
- Resource links to external sites must be government-approved, and must provide the full URL in the content displayed on the screen; links should only be active to supporting files that are included in the content package
- DHS branding should be included on each content screen. Electronic web-based images will be available on request
- Functionality for both SCORM (LMS) and stand-alone (non-LMS) course versions will be required, such that SCORM version will not include a Certificate of Completion. Only stand-alone version will require ability to generate a Certificate of Completion in electronic format that can be saved without being able to modify (read-only).

Development

The Contractor must DHS-approved course authoring software (e.g., MS Office, Adobe Acrobat, Articulate 360, Adobe Captivate, Camtasia 2022). The following standards are recommended in order to be compatible with all network environments across the DHS enterprise. If exceptions should be made, these must be identified, and written documentation provided as to how these exceptions will work with the current standard desktop configurations, and specifically with Edge or higher, on Windows 10 standard and Professional platforms

Scripting/Programming	HTML 5 CSS 2.1 * JavaScript 1.5+ Adobe Reader (10+)	NOTES: See SCORM 1.2 guidelines * Must be embedded in HTML, and coded to recommended Section 508 guidelines for accessibility Other may be applicable.
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The following is a general reference for learner environments. Learners accessing training outside of Government network(s) may have different settings/configurations.

Category	Specification
Learner Environment:	
Connection Speed (Typical):	
LAN or Hi-speed Internet connection	(else stand-alone content recommended)
Desktop (Typical):	
OS	Windows 10
Standard Browser/Version	Edge
Standard Plug-ins	Adobe Reader 10 or higher

Standard Display	1024 x 768
Learning Management Systems:	
Plateau	Current version
Meridian	Current version
Inquisiq	Current version
SumTotal	Current version
Assistive Technology	
Screen Reader (as needed)	

Testing

SCORM Content Testing

- Content shall be tested for SCORM 1.2 conformance using (at a minimum) the ADL Test Suite

Other Web-based Content Testing

- HTML-based content shall be tested in Edge
- Flash content is not accepted
- Adobe PDF-based content shall be tested in Adobe Reader 10+ for functionality

Section 508 Compliance Testing

- All content shall be tested for accessibility in accordance with applicable sections including:
 - 1194.21 - Software Applications and Operating Systems
 - 1194.22 - Web-based Internet information and applications
 - 1194.24 - Video and Multi-media Products
 - 1194.31 - Functional Performance Criteria

User Acceptance Testing for E-learning Products

Final User Acceptance Testing for e-learning will be done in the DHS content test environment for SCORM 1.2 and Section 508 compliance. At a minimum content testing will include:

- Administrators successfully adding content to items in the learning management system
- Users successfully launching content in the learning management system
- Users being able to bookmark content and return to content at the bookmarked location (SCORM)
- Users' successful completion of the content and recordation of completion
- Section 508 accessibility of content within the learning management system
- Testing functionality and matching associated instructions for all course navigation features
- Users' ability to successfully complete any knowledge checks
- When applicable, users' successful completion of testing for recordation

At a minimum, the following criteria will be reviewed for achieving Section 508 compliance during user acceptance testing:

- E-learning product must be fully navigable using keyboard only.
- Frames, if used, will be named for navigation purposes and to identify the content in the frame.
- Alt-txt will be used for all graphics. Names should reflect actual content of the graphic and not a broad general description. Long descriptions must be used if graphic contains course content.
- Long descriptions of graphics cannot be in a mouse-over field.
- Tables must not be graphic-only representations. Use HTML coding.
- Audio files must include a text transcript.
- Video that includes audio must be open captioned or have equivalent text.
- Skip navigation will be used in all web content as needed.

Other testing may include but is not limited to:

- Stand-alone environment – successful access to all screens, animations, and browser-based functionality, issuance of Certificate upon successful completion.

2.1 TASK ONE. Support for development and implementation of Introductory Evaluation Training and Evaluation Management Certification Program

This task is to support DHS' activities associated with establishing a DHS Introductory Evaluation Training and Evaluation Management Certification Program.

The Contractor shall:

- Carry out specified tasks associated with developing, finalizing, and implementing the DHS-specific DHS Introductory Evaluation Training and DHS Evaluation Management Certification Program, as outlined in Tasks 2.2-2.7 and 10.0 Deliverables .
- Assist PA&E in preparing guidance (communications campaign) for supervisors and staff on implementing the introductory evaluation training and DHS Evaluation Management Certification Program process within DHS.
- Develop a draft and final training evaluation strategy that meets OPM requirements for training evaluation, including feedback surveying (Kirkpatrick Level 1 Reaction) and pre-testing/test out and post-testing of participants (Kirkpatrick Level 2 Learning) for all courses. The training evaluation strategy for Evaluation Management Certification Program Level 1 (course 5) and Level 2 (course 6) shall also propose a plan for Kirkpatrick Level 3 Behavior and Kirkpatrick Level 4 Results that can feasibly be carried out by PA&E at a later date. Draft evaluation strategies should be delivered with course design documents. Final evaluation strategy should be delivered at same time as the

respective final course materials and toolkits (i.e., 12 months post award for Courses 1- 5, 24 months post award for Course 6).

- d. Assist PA&E in preparing and securing approvals for regulatory compliance documents associated for privacy and human subjects research protections for training evaluation, which may include but are not limited to privacy threat assessment(s), initial human subjects' research determination package, and Institutional Review Board packages, if needed.
- e. The Contractor shall plan and develop formal documentation for efficient and effective strategic communication processes, procedures, and products to support the development, advertisement, and deployment of the training material. The contractor can use media and other resources to develop knowledge of the material. Various sources can include, but are not limited to multimedia resources, video clips, job aides, checklists, flow charts, decision charts, role playing, case studies, group discussions, or other materials that PA&E can use to establish a new evaluation training page on their existing Share Point-based website (e.g., in dhsconnect.gov).

2.2 TASK TWO. Develop and submit all DHS Introductory Evaluation Training (Courses 1-4)

For *each* course of the introductory evaluation training series (courses 1-4) the Contractor shall:

- a. Review all provided compliance and reference documents in relation to anticipated course content.
- b. Coordinate, facilitate, and report the results of at least one pre-design Discussion Group or other equivalent human centered design activity with 6-10 members of each course target audience to understand the existing DHS-specific evaluation or evaluation management body of knowledge and to establish DHS needs.
- c. Develop a plan of instruction, outlining each course audience, strategy, content (e.g., to be adapted from existing resources and new development), knowledge management vehicles, schedule and metrics based on review of compliance and reference documents and the first Discussion Groups input.
- d. Develop a design document, outlining how each course will look and the functionality contained, including any assets to be used (simulations, demonstrations assessments, audio, video), how it is navigated (storyboard), how the course will be published, and other technical considerations.
- e. Iteratively develop, test, and refine a comprehensive curriculum for each of course 1-4 that will enable ongoing evaluation training and real time pre-test/test out, formative, and post-course assessments in the DHS LMS. Drafts of all raw files shall be provided to PA&E PM, COR, and steering committee for review and feedback. The course materials shall be revised to incorporate feedback received from DHS

prior to commencing alpha testing of SCORM 1.2 (LMS) and stand-alone (non-LMS) versions.

- f. Conduct alpha, beta, pilot, and final user acceptance testing of e-learning courses 1-4 to assess usefulness and usability of solutions and inform improvements between each test. Testing shall include both SCORM 1.2 (LMS) and stand-alone (non-LMS), with any pre-test/test out, formative, and post-course assessments placed into the SCORM package (not rendered separately). DHS testers for each course shall generally include COR, PM, and Steering Committee (alpha), 6-10 previous Discussion Group members (beta), 6-10 members of the target audience (pilot) and DHS Learning Officer staff (final user testing).
- g. Assist DHS in integrating content for the introductory evaluation training (courses 1-4) into DHS LMS.
- h. Create a complementary toolkit of written materials to support evaluation competency taught in courses 1-4.

2.3 TASK THREE. Develop and submit all DHS Evaluation Management Certification Program Level 1 (Course 5)

For Evaluation Management Certification Program Level 1 (course 5), the Contractor shall:

- a. Review all provided compliance and reference documents in relation to anticipated course content.
- b. Coordinate, facilitate, and report the results of at least one pre-design Discussion Group or other equivalent human centered design activity with 6-10 members of course target audience to understand the existing DHS-specific evaluation or evaluation management body of knowledge and to establish DHS needs.
- c. Develop a plan of instruction, outlining course audience, strategy, content (e.g., to be adapted from existing resources and new development), knowledge management vehicles, schedule and metrics based on review of compliance and reference documents and the first Discussion Groups input.
- d. Develop a design document, outlining how course will look and the functionality contained, including any assets to be used (simulations, demonstrations assessments, audio, video), how it is navigated (storyboard), how the course will be published, and other technical considerations.
- e. Iteratively develop, test, and refine a comprehensive blended learning curriculum for Level 1 of the Evaluation Management Certification Program (course 5) that includes practice-based assignments and pre-test/test out, formative, and post-course assessments in the DHS Share Point and/or collaboration software (MS Teams, Big Marker, Adobe Connect). Drafts of all raw files shall be provided to PA&E PM, COR, and steering committee for review and feedback. The course materials shall be

revised to incorporate feedback received from DHS prior to commencing alpha testing of SCORM 1.2 and stand-alone versions.

- f. Conduct alpha, beta, pilot, and final user acceptance testing of e-learning assets used in Level 1 of the Evaluation Management Certification Program (course 5). Due to the duration, the full course pilot for Level 1 of the Evaluation Management Certification Program (course 5) will occur in a separate Task; however, the Contractor may conduct small-scale testing of course content with PA&E COR, PM, Steering Committee, or PA&E designated-staff.
- g. Assist DHS in integrating content for evaluation management certification program Level 1 (course 5) into PA&E's Share Point and DHS-wide collaboration platforms (e.g., MS Teams, Big Marker, Adobe Connect).
- h. Create a complementary toolkit of written materials to support evaluation competency taught in courses 5 that builds on the toolkit prepared for courses 1-4.

2.4 TASK FOUR. Pilot Evaluation Management Certification Program Level 1 (Course 5, Cohort 1)

For Evaluation Management Certification Program Level 1 (course 5), the Contractor shall:

- a. Assist PA&E in designing and implementing recruitment, application, and enrollment processes.
- b. Facilitate the pilot of DHS Evaluation Management Certification Program Level 1 for up to 30 participants, using PA&E's Share Point and DHS-wide collaboration platforms (e.g., MS Teams, Big Marker, Adobe Connect). Available system tools that may be used include but are not limited to (e.g., screen share, breakout rooms, whiteboard, files/handouts uploads, forms/polls, Q&A/chat, live captioning/transcription, recording, etc.) Any additional accommodation services needed will be arranged by DHS.
- c. Meet and/or electronically communicate with the DHS Project Manager and co-facilitators prior to and during sessions to plan for the training delivery.
- d. Document course delivery, including deviations from plan, root causes of deviation, risks/benefits of deviations, and recommended adjustments.
- e. Meet and/or electronically communicate with the DHS Project Manager, co-facilitators, and Steering Committee after the training delivery, and provide specific recommendations concerning the course materials, equipment, system, etc., as appropriate.
- f. Conduct training evaluation, including feedback surveying (Kirkpatrick Level 1) and pre-post testing of participants (Kirkpatrick Level 2) for the pilot of Evaluation Management Certification Program Level 1.

- g. Refine Evaluation Management Certification Program Level 1 (course 5) based on documented course delivery and post course feedback.
- h. Assist DHS in preparing certificates of completion after course 5 for successfully completing Evaluation Management Certification Program Level 1.

2.5 TASK FIVE. Develop and submit DHS Evaluation Management Certification Program Level 2 (Course 6)

For Evaluation Management Certification Program Level 2 (course 6), the Contractor shall:

- a. Coordinate, facilitate, and report the results of at least one pre-design Discussion Group or other equivalent human centered design activity with 6-10 members of course target audience to understand the existing DHS-specific evaluation or evaluation management body of knowledge and to establish DHS needs.
- b. Develop a plan of instruction, outlining the audience, strategy, content (e.g., to be adapted from existing resources and new development), knowledge management vehicles, schedule and metrics based on review of compliance and reference documents and the first Discussion Groups input.
- c. Develop a design document, outlining how the course will look and the functionality contained, including any assets to be used (simulations, demonstrations assessments, audio, video), how it is navigated (storyboard), how the course will be published, and other technical considerations.
- d. Coordinate, facilitate, and report the results of at least one design document/storyboard critique Discussion Group or other equivalent human centered design activity with 6-10 members of course target audience to get feedback on the conceptualized training.
- i. Iteratively develop, test, and refine a comprehensive instructor-led curriculum for Level 2 of the Evaluation Management Certification Program (course 6) that includes practice-based assignments and pre-test/test out, formative, and post-course assessments in the DHS Share Point and/or collaboration software (MS Teams, Big Marker, Adobe Connect). Drafts of all raw files shall be provided to PA&E PM, COR, and steering committee for review and feedback. The final version of course materials shall be revised to incorporate feedback received from DHS.
- e. Due to the duration, the full course pilot for Level 2 of the Evaluation Management Certification Program (course 6) will occur in a separate Task; however, the Contractor may conduct small-scale testing of course content with PA&E COR, PM, Steering Committee, or PA&E designated-staff.
- f. Assist DHS in integrating content for evaluation management certification program Level 2 (course 6) into PA&E's Share Point and/or collaboration platforms (e.g., MS Teams, Big Marker, Adobe Connect).

- g. Create a complementary toolkit of written materials to support evaluation competency taught in course 6 that builds on the toolkit prepared for courses 1-5.

2.6 TASK SIX Implement Evaluation Management Certification Program Level 2 (Course 6, Cohort 1)

For Evaluation Management Certification Program Level 2 (course 6), the Contractor shall:

- a. Assist PA&E in designing and implementing recruitment, application, and enrollment processes.
- b. Co-facilitate the pilot of DHS Evaluation Management Certification Program Level 2 with other federal and non-federal evaluation expert speakers, for up to 45 participants, using PA&E's Share Point and DHS-wide collaboration platforms (e.g., MS Teams, Big Marker, Adobe Connect). Available system tools that may be used include but are not limited to (e.g., screen share, breakout rooms, whiteboard, files/handouts uploads, forms/polls, Q&A/chat, live captioning/transcription, recording, etc.) Any additional accommodation services needed will be arranged by DHS.
- c. Meet and/or electronically communicate with the DHS Project Manager and co-facilitators prior to and during sessions to plan for the training delivery.
- d. Document course delivery, including deviations from plan, root causes of deviation, risks/benefits of deviations, and recommended adjustments.
- e. Meet and/or electronically communicate with the DHS Project Manager, co-facilitators, and Steering Committee after the training delivery, and provide specific recommendations concerning the course materials, equipment, system, etc., as appropriate.
- f. Conduct training evaluation, including feedback surveying (Kirkpatrick Level 1) and pre-post testing of participants (Kirkpatrick Level 2) for the pilot of Evaluation Management Certification Program Level 2.
- g. Refine Evaluation Management Certification Program Level 2 (course 6) based on documented course delivery and post course feedback.
- h. Assist DHS in preparing certificates of completion after course 6 for successfully completing Evaluation Management Certification Program Level 2.

2.7 TASK SEVEN. Implement Evaluation Management Certification Program Level 1 (Course 5, Cohort 2)

For Evaluation Management Certification Program Level 1 (course 5), the Contractor shall:

- a. Assist PA&E in implementing recruitment, application, and enrollment processes.
- b. Co-facilitate the DHS Evaluation Management Certification Program Level 1 with PA&E facilitators, for up to 30 participants, using PA&E's Share Point and DHS-wide collaboration platforms (e.g., MS Teams, Big Marker, Adobe Connect). Available system tools that may be used include but are not limited to screen share, breakout rooms, whiteboard, files/handouts uploads, forms/polls, Q&A/chat, live captioning/transcription, recording, etc. Any additional accommodation services needed will be arranged by DHS.
- c. Meet and/or electronically communicate with the DHS Project Manager and co-facilitators prior to and during sessions to plan for the training delivery.
- d. Document course delivery, including deviations from plan, root causes of deviation, risks/benefits of deviations, and recommended adjustments.
- e. Meet and/or electronically communicate with the DHS Project Manager, co-facilitators, and Steering Committee after the training delivery, and provide specific recommendations concerning the course materials, equipment, system, etc., as appropriate.
- f. Conduct training evaluation, including feedback surveying (Kirkpatrick Level 1) and pre-post testing of participants (Kirkpatrick Level 2) for the pilot of Evaluation Management Certification Program Level 1.
- g. Refine Evaluation Management Certification Program Level 1 (course 5) based on documented course delivery and post course feedback.
- h. Assist DHS in preparing certificates of completion after course 5 for successfully completing Evaluation Management Certification Program Level 1.

3.0 CONTRACTOR PERSONNEL

The Contractor shall provide qualified personnel to perform all requirements specified this SOW. As such, the Contractor is encouraged to:

- Provide an experienced team of key and non-key personnel that can fulfill the range of activities included here, including methodological, technical, subject matter, communication and facilitation expertise.
- Assign appropriate and flexible staffing plans that are tailored or adapted to needs and maintain continuity through a mix of experienced senior-, mid-, and junior-level staff.
- Establish continuous support and develop contingency plans to avoid work disruptions, delays, or threats to quality due to staff changes. This includes being proactive in establishing and maintaining operational guides that document DHS organization, responsibilities, and processes that can be used to train, transfer knowledge, and create the basis for Contractor knowledge management.

3.1 Qualified Personnel

The Contractor shall provide qualified key and non-key personnel to perform all requirements specified in this SOW.

Professional services and expertise are sought in the following areas:

Stakeholder Engagement and Evaluation Capacity Building – Experience providing non-evaluators with effective communication, training, and technical assistance in the area of program evaluation; familiarity with the theoretical and empirical literature on effective evaluation capacity building strategies and interventions. The Contractor shall have:

- Experience designing and implementing effective strategic evaluation communication to a range of audiences, with audience appropriate messages, formats, and channels to advance their awareness of, participation in, and use of evaluation to support decision-making.
- ~~Experience with inclusive research and evaluation philosophies and approaches such as community-based participatory research and utilization focused evaluation~~
- Experience facilitating stakeholder discussions to obtain input, feedback, or build consensus on a variety of topics across the evaluation or evidence building life cycle
- Experience designing and delivering effective workforce training programs, in real, virtual, and technology-mediated environments, and technical resources for evaluators and non-evaluators
- Experience developing instructor materials such as course outline, background material, and training aids
- Experience developing student material such as course manuals, workbooks, handouts, completion certificates and course critique forms
- Expertise with preparation, voice-over, programming and coding trainings for LMS, including to SCORM 1.2 and 2004, xAPI, and section 508 standards.
- Experience training personnel by conducting formal classroom courses, workshops, seminars and/or computer-based or aided training
- Ability to coordinate for additional subject matter experts to participate in training as needed.

~~**Equity and Inclusion**– The Contractor shall provide experts in cultural responsiveness/competence/humility and participatory approaches to build evidence with populations who have no experience with evaluation and/or for whom traditional approaches may be inappropriate. The agency seeks Contractor who can demonstrate experience with using inclusive approaches to evidence building as well as knowledge of equitable data and analysis issues.~~

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.

3.3 Key Personnel

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

- Senior Learning Specialist(s)
- Senior Trainer/Facilitator(s)
- Evaluation Subject Matter Expert(s)

3.3.1 Contractor Key personnel shall not be assigned by the Contractor to more than one key position for this requirement.

3.4 KEY PERSONNEL FOR THIS BPA ORDER

3.4.1 SENIOR LEARNING SPECIALIST

Consistent with the BPA SOW, oversees the design and delivery of adult learning and change management activities, including the curriculum design and instructional or facilitative leadership for interactive, experiential group discussions, meetings, trainings, and workshops. Supervises others and provides quality control for curriculum, instruction, and facilitative activities. Highly preferred qualifications include:

- Currently holds, or is able to obtain and maintain, DHS fitness determination.
- Master's with 10 years of work experience in developing learning strategies, instructional design and development, and delivery of classroom courses, workshops, seminars and/or technology-based or aided training.
- Knowledge of principles of learning and effective pedagogy.
- Strong skills in facilitation of small and large group work sessions in real, virtual, and technology mediated environments.
- Demonstrated ability to work effectively with project stakeholders.

In addition to BPA SOW, preferred qualifications include experience in evaluating effectiveness of training programs and/or experience in evaluation capacity building.

3.4.2 SENIOR TRAINER/FACILITATOR

Leads the delivery of training courses that facilitate transfer of knowledge and skills, leads small- and large-group work session in multiple environments, and manages an environment

that promotes learning and performance. Assesses learning and instructional effectiveness.

Highly preferred qualifications include:

- Currently holds, or is able to obtain and maintain, DHS fitness determination.
- Master's with 7 years of work experience in organizational development or related field, including the design and delivery of training events and workshops.
- Strong skills in facilitation of small and large group work sessions in real, virtual, and technology mediated environments.
- Expert ability to assess and understand learner needs and address those needs in real time, appropriately balancing individual needs and the planned agenda/curriculum.
- Demonstrated ability to work effectively with project stakeholders.
- Experience in evaluation capacity building.

3.4.3 SUBJECT MATTER EXPERT

Provides high level functional expertise in subject field. Serves as expert technical resource to projects. Analyzes complex problems, makes recommendations, and develops alternative solutions. Is well-read and published in subject field. Highly preferred qualifications include:

- Currently holds, or is able to obtain and maintain, DHS fitness determination.
- Master's. with at least 10 years of relevant work experience in program evaluation, in one of the following fields: social science research, program evaluation, statistics, public policy, or other related field.
- Nationally recognized expert in a specific field with demonstrated effectiveness as lead (researcher, investigator, technologist) on major projects.
- Ability to discern complex government needs and leverage proven and cutting edge practices in subject field.
- Strong oral and written communication skills.
- Demonstrated experience providing non-evaluators with effective communication, training, and technical assistance in the area of program evaluation; familiarity with the theoretical and empirical literature on effective evaluation capacity building strategies and interventions.

3.5 OTHER KEY AND NON-KEY PERSONNEL FOR THIS BPA ORDER

The Contractor shall identify other key and non-key personnel to perform all requirements specified in this SOW, using BPA Labor Categories deemed by the Contractor as necessary.

Relevant other key and non-key Labor Categories may include but are not limited to:

- Senior Programmer/Data Scientist
- Mid-level Programmer
- Senior Survey Researcher
- Mid-level Survey Researcher
- Editor/Technical Writer/Communications Specialist
- Graphics/Data Visualization Specialist
- Trainer/Facilitator
- Clerical

3.6 EMPLOYEE IDENTIFICATION

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

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

3.7 EMPLOYEE CONDUCT

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

3.8 REMOVING EMPLOYEES FOR MISCONDUCT OR SECURITY REASONS

The Government may, at its sole discretion (via the Contracting Officer or COR), direct the Contractor to remove any Contractor employee from DHS facilities for misconduct or security reasons. Removal does not relieve the Contractor of the responsibility to continue providing the services required under the Order. The Contracting Officer will provide the Contractor with a written explanation to support any request to remove an employee.

4.0 PERIOD OF PERFORMANCE

The period of performance for this order includes a 17-month base period and two, one-year option periods in accordance with the terms and conditions of the Order award. BPA Order Level Option periods shall only be considered for exercise if/when the applicable BPA Optional Ordering period is first exercised.

4.1 PLACE OF PERFORMANCE

Requirements will be performed at the awarded Contractor Facility with infrequent travel to the Government's facility in Washington, D.C. and in accordance with the terms and conditions of the Order award.

4.2 HOURS OF OPERATION

Contractor employees shall generally perform all work between the hours of 8AM and 5PM EST, Monday through Friday (except Federal holidays) and in accordance with the terms and

conditions of the Order award. However, there may be occasions when Contractor employees shall be required to work other than normal business hours, including weekends and holidays.

4.3 TRAVEL

Infrequent travel may be required to support this requirement. All travel required by the Government outside the local commuting area(s) will be reimbursed to the Contractor in accordance with the Federal Travel Regulations. The Contractor shall be responsible for obtaining COR approval (electronic mail is acceptable) for all reimbursable travel in advance of each travel event in accordance with the terms and conditions of the Order award.

4.4 POST AWARD CONFERENCES

in accordance with the terms and conditions of the Order award the Contractor shall attend a Post Award Conference with the Contracting Officer, COR, and PM no later than 5 business days after the establishment of the order. The Post Award Conference may be held at the Government's facility, located at 301 7th Street SE, Washington, D.C., via Microsoft Teams, or via teleconference.

The Contractor shall submit a *Meeting Summary Memorandum* to include but not be limited to names of meeting participants, detailed notes of discussion, action items, and next steps within 3 business days of the scheduled Post Award Conference to the COR.

4.5 PROJECT PLAN

The Contractor shall provide a Project Plan (PP) that addresses the work to be performed to accomplish requirements. The first draft of the PP is due with the order quotation, second draft within 15 business days post award, and final within 5 business days post-COR comments.

The contents of draft and final PPs include the following:

First draft of PP shall outline, describe, and include the purpose and scope, technical approach, resources, timeline and due dates for deliverables, a detailed cost estimate by task, and a staffing plan that shows the assigned staff has the skills and experience to complete the assigned work.

Second draft of PP shall incorporate information from the Post Award Conference(s) and add the following: customer and stakeholder management, project roadmap (work breakdown) and schedule management, resource management, and project management.

Final PP shall incorporate COR comments.

The Government's COR, Contracting Officer, and PM will review the PP. The PP will be adjusted as needed in consultation with the COR.

4.6 QUALITY CONTROL PLAN

The Contractor shall provide a Quality Control Plan (QCP) that addresses how the Contractor will ensure high quality execution of the awarded order. The first draft of the QCP with the order

quotation, second draft within 15 business days post award, and final within 5 business days post-COR comments.

The contents of draft and final QCPs include the following:

First draft of QCP shall document the plan or protocols for the contractor's internal deliverable review and testing process, information management and security protocols, and risk identification and mitigation plans.

Second draft of QCP shall incorporate information from the Post Award Conference.

Final QCP shall incorporate COR comments.

The Government's COR, Contracting Officer, and PM will review the QCP. The QCP will be adjusted as needed in consultation with the COR.

4.7 PROGRESS REPORTS

By the 15th of every month, the Contractor's BPA Project Manager shall provide a *monthly* progress report (MPR) to the Contracting Officer, COR, and PM via electronic mail for the BPA Order level effort. The MPR shall summarize all Contractor work performed at the BPA Order level, including a breakdown of labor hours by labor category, all direct costs by line item and any travel conducted, an assessment of technical progress, schedule status, and any Contractor concerns or recommendations for the reporting period for each BPA Order.

The progress reports shall be brief and factual and shall be prepared in accordance with the following format:

1. Section I: An introduction covering the purpose and scope of the awarded BPA Order level effort(s). This shall be limited to one paragraph.
2. Section II: A description of overall progress plus a separate description of each task or other logical segment of work on which effort was expended during the reporting period. The description shall include pertinent data and/or graphs in sufficient detail to explain any significant results achieved.
3. Section III: The current schedule with explanations and corrective actions to be taken for any difference between planned and actual progress.
4. Section IV: A description of current technical or substantive performance, and any problems which may impede performance along with proposed corrective action.

4.8 PROGRESS MEETINGS

The Contractor's BPA 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 at the BPA Order level. These meetings shall take place weekly or biweekly via teleconference, in addition to other formal communications (e.g., monthly progress reports). In addition, ad-hoc open discussions with DHS may take place for all major project

decisions. These meetings will include the PM and PA&E-determined internal steering committee.

The Contractor shall submit a *Meeting Summary Memorandum* to include but not be limited to names of meeting participants, detailed notes of discussion, action items, and next steps within 3 business days of this meeting to the COR.

4.9 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).

4.10 INTELLECTUAL PROPERTY

FAR 52.227-17, Rights in Data - Special Works, shall govern the allocation of intellectual property rights. FAR 52.227-16, Additional Data Requirements, is applicable to this order.

All course material shall be delivered to the Government with full rights to the Government. That all course materials shall be vendor agnostic, free of vendor specific markings, references, disclaimers, and will be presented in a manner which the Government can deliver the course as well as other vendors as required by the Government. All raw files must be separately delivered with final content packages.

4.11 PROTECTION OF INFORMATION

The Government will provide all necessary information, data, and documents to the Contractor that are applicable for work as delineated within the requirements. The Contractor shall use Government furnished information, data and documents only for the performance of work as delineated within Order level requirements, and shall be responsible for returning all Government furnished information, data and documents to the Government at the end of the awarded BPA Order performance period. The Contractor shall not release Government furnished information, data and documents to outside parties without the prior and explicit consent of the Contracting Officer. Contractor access to information protected under the Privacy Act may be required as delineated within the requirements. Contractor employees shall safeguard this information against unauthorized disclosure or dissemination in accordance with the law and Government policy and regulation. The Contractor shall ensure that all Contractor personnel having access to business or procurement sensitive information sign a non-disclosure agreement (DHS Form 11000-6).

In the case of any new data collected or generated as a result of work delineated within the requirements, the Contractor shall be responsible for safeguarding this information against unauthorized disclosure or dissemination in accordance with the law and Government policy and regulation, and for providing all applicable information, data, and documents to the Government at the end of the awarded performance period.

4.12 REGULATORY REQUIREMENTS FOR RESEARCH INVOLVING HUMAN SUBJECTS

The Contractor shall conduct all Research Involving Human Subjects in compliance with the requirements set forth in 6 C.F.R. 46 and 45 C.F.R. 46, Subparts B-E, DHS Directive 026-04, *Protection of Human Subjects*, and DHS Instruction 026-04-001, *Ensuring Human Subjects Research Compliance*, prior to initiating any work with human subjects under this Award. Each Recipient and any Recipient institutions planning to perform research involving human subjects under this BPA and its awarded BPA Orders must submit, through the DHS Program Manager, the documentation outlined in this section for Compliance Assurance Program Office (CAPO) review.

Requirements for Research Involving Human Subjects. Each facility conducting research involving human subjects under this BPA and its awarded BPA Orders is required to have a project-specific Certification Letter, a determination memo, or a memo of concurrence with an IRB's research or exemption determination issued by the CAPO. Each Recipient must submit the following documentation to the CAPO for compliance review and clearance prior to initiating research involving human subjects under this BPA and its awarded BPA Orders:

1. Research protocol, as approved by an Institutional Review Board (IRB), for any human subjects research work to be conducted;
2. IRB approval letter or notification of exemption (see additional information below on exemption determinations), for any human subjects research work to be conducted. Ensure that the level of risk, review type, and if applicable, the review category is included in the IRB approval memo;
3. IRB-approved informed consent document(s) or IRB acknowledgement of a waiver or alteration of informed consent for projects involving human subjects research;
4. Any applicable IRB-approved surveys/questionnaires and recruitment materials;
5. Federal-wide Assurance (FWA) number from the Dept of Health and Human Services (DHHS) Office for Human Research Protections (OHRP) for all Recipient institutions (including Sub-recipients) engaged in human subjects research;
6. IRB registry number for the IRB of Record (IRB0000XXXX) and the IRB Panel Number (if reviewed by the full board);
7. The DHS-approved Statement of Work (SOW) or Workplan; and
8. DHS CAPO's Cover Sheet and Document Checklist.

Exemptions for Research Involving Human Subjects. Exemption determinations for human subject research to be conducted under this BPA and awarded BPA Orders should only be made by authorized representatives of (1) an OHRP-registered IRB, or equivalent, or (2) DHS CAPO. Exemption determinations made by an OHRP-registered IRB, or equivalent, should be submitted to the CAPO for review and concurrence. Program managers, principal investigators, research staff, and other DHS or institutional personnel should not independently make exemption determinations in the absence of an IRB or CAPO review. DHS program managers (or institutions that do not have their own IRB conducting human

subjects' research) seeking an exemption determination from the CAPO should submit a request to HSRCompliance@hq.dhs.gov that includes the following:

1. Research protocol or detailed description of planned activities to be conducted;
2. A complete CAPO Human Subjects Research Determination Request Form (HDRF);
3. The DHS-approved Statement of Work (SOW) or Workplan;
4. Any applicable informed consent document(s);
5. Any applicable surveys/questionnaires and recruitment materials; and
6. Identification of the exemption category that applies to the project(s) to be conducted and explanation of why the proposed research meets the requirements for that category of exemption

All documentation, as well as any questions or concerns regarding the requirements referenced above, should be submitted to the CAPO at [REDACTED]. The submitted documentation will be retained by the CAPO and used to conduct a regulatory compliance assessment. Additional documentation and/or information may be required in some cases to complete this assessment. The Recipient must provide this documentation and information upon request. All compliance issues or concerns raised by the CAPO must be addressed in writing and resolved before a certification letter, determination memo, or memo of concurrence is issued and prior to initiation of any activities involving human volunteers under this order. The CAPO will review all submitted materials and provide written confirmation to the DHS Program Manager and the Recipient once all documentation requirements have been met.

The Recipient and any Recipient institution shall submit updated documentation regarding ongoing research involving human subjects, as available and prior to the expiration of previous approvals. Such documentation includes protocol modifications, IRB renewals for ongoing research protocols ("Continuing Reviews"), reportable events, and notifications of study completion.

The Recipient must promptly report the following to the CAPO, along with any corrective actions taken: (1) any serious or continuing noncompliance with human subjects research regulations and policies adopted by DHS (as referenced above); and (2) suspension, termination, or revocation of IRB approval of any human subjects research activities conducted under this order.

5.0 ORDER LEVEL MATERIALS

In accordance with the terms and conditions of the Order award the Contractor shall seek Government approval in advance of incurring any costs associated with Order Level Materials (OLMs). Government approval is provided by the Order level Contracting Officer and COR, and approval shall be in accordance with the Federal Acquisition Regulation (FAR) 8.403(b). The Contractor shall provide estimated costs, including any quotes, with its approval request. Allowable and reasonable costs incurred by the Contractor for OLMs will be reimbursed. The Contractor shall not charge the Government any associated fees or profit over actual costs

incurred for OLMs. Allowable OLMs which are necessary and directly support awarded Order work may include the following:

- Audio visual products and services
- Document services
- IT hardware, software, and services
- Language services
- Logistical services
- Mail management
- Telecommunications

The contractor shall provide invoice backup documentation for all non-labor OLMs in the following format. This backup can be included in one PDF document broken out with the following:

- Summary of COR approved OLMs for the billing period
- Detail of each OLM to include:
 - Invoice from supplier to Contractor
 - Proof of receipt / delivery (DHS Delivery Confirmation Form)

6.0 GOVERNMENT FURNISHED RESOURCES

The Government will issue PIV Cards and equipment to support integration of DHS Evaluation Management Certification Program Levels 1 and 2 into PA&E's Share Point and DHS-wide collaboration platforms (e.g., MS Teams, Big Marker, Adobe Connect) and subsequent pilots and implementation, including assisting PA&E in recruitment, application, and enrollment processes and related pre-post testing and feedback surveying of participants for DHS Evaluation Management Certification Program Levels 1 and 2.

These resources may be furnished earlier if determined necessary to test and support integration of e-learning courses 1-4 into DHS LMS.

7.0 CONTRACTOR TELECOMMUTING – REMOTE PERSONAL RESIDENCE WORK LOCATIONS

In accordance with the terms and conditions of the Order award telecommuting will be considered on a situational basis to the extent practicable to meet DHS mission needs as established in the requirements.

Telecommuting allows contractor personnel to perform requirements outside of DHS office locations, typically at a contractor's personal residence or a corporate telecommuting office location. Telecommuting for contractor personnel provides the government flexibility to meet unique DHS organizational and facility needs and requirements. The goal of telecommuting for contractor personnel is to enhance the delivery of services that support the DHS mission.

Additionally, the provision to permit contractor telecommuting may be revoked at any time if the Government makes such determination. The telecommuting provision does not change awarded BPA Order level requirements..

7.1 CONTRACTOR LABOR RATES CHARGED WHILE TELECOMMUTING

The contractor shall charge the same applicable fixed hourly rate as for a Government site for those contractor personnel when they telecommute at their designated telecommuting location.

8.0 CONTRACTOR FURNISHED PROPERTY

Except as listed in 6.0 Government Furnished Resources, the Contractor shall furnish all facilities, materials, equipment and services necessary to fulfill the requirements in this Order.

8.1 PROPERTY INVENTORY

The Contractor shall ensure personnel apply a DHS-supplied barcode to all property purchased for DHS. The Contractor shall establish and maintain an accurate master inventory of all property purchased in support of the requirements.

8.2 NOTIFICATION OF PROPERTY RECEIPT

The Contractor shall confirm receipt of DHS property purchased in support of the requirements with the assigned DHS Accountable Property Officer (APO) and COR within 5 business days of receipt.

8.3 MONTHLY ASSET MANAGEMENT REPORT

In support of the requirements it is anticipated that the Contractor shall prepare a monthly Asset Management Report, which contains accurate information for all DHS property located at their facility. At a minimum, this report must include:

- DHS Barcode
- Acquisition Date
- Acquisition Status
- Asset Condition
- Manufacturer Name
- Manufacturer Model
- Asset Description
- Serial Number
- Asset Cost
- Location

Monthly Asset Management Report requirements will be specified at the BPA Order level.

9.0 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.

9.1 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 awarded requirements. 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.

9.2 All other review times and schedules for deliverables shall be agreed upon by the parties based on the final approved Project Management Plan developed and delivered. 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.

10.0 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.

All course material shall be delivered to the Government with full rights to the Government. That all course materials shall be vendor agnostic, free of vendor specific markings, references, disclaimers, and will be presented in a manner which the Government can deliver the course as well as other vendors as required by the Government. All raw files must be separately delivered with final content package.

The schedule for Task Performance and Deliverables is further represented immediately below:

Base Period (CLINs 0001, 0002, and 0003): Task 2.1, Task 2.2, and Task 2.3

Option Period One (CLINs 1001, 1002, and 1003): Task 2.1, Task 2.4, and Task 2.5

Option Period Two (CLINs 2001, 2002, and 2003): Task 2.1, Task 2.6, and Task 2.7

ITEM	PERIOD	SOW REF	DELIVERABLE /EVENT	DUEBY	DISTRIBUTION
1	Base	4.4	<i>Post Award Conference</i>	5 days post award	Contracting Officer, COR and PM
2	Base	4.5	<i>2nd Draft Project Plan</i>	15 days post award	COR and PM
3	Base	4.5	<i>Final Project Plan</i>	5 days post COR comments	Contracting Officer, COR and PM

ITEM	PERIOD	SOW REF	DELIVERABLE /EVENT	DUEBY	DISTRIBUTION
4	Base	4.6	2nd Draft Quality Control Plan	15 days post award	COR and PM
5	Base	4.6	Final Quality Control Plan	5 days post COR comments	Contracting Officer, COR and PM
6	Base, OY1-OY2	4.9	Progress Meetings	Bi-weekly	COR and PM
7	Base, OY1-OY2	4.8	Progress Reports	15th of every month that activity is underway	Contracting Officer, COR and PM
8	Base	2.2	Facilitate and report on first/pre-design Discussion Groups for Courses 1-4	90 days post award/ 3 mo.	COR and PM
9	Base	2.2	Draft plans of instruction for Courses 1-4		Contracting Officer, COR and PM
9.1	Base	2.2	Course 3	333 days post award	
9.2	Base	2.2	Course 4	340 days post award	
10	Base	2.2, 2.1	Draft design documents and draft evaluation strategy for Courses 1-4		Contracting Officer, COR and PM
10.1	Base	2.2, 2.1	Course 1 <i>Final</i>	309 days post award	
10.2	Base	2.2, 2.1	Course 2 <i>Final</i>	336 days post award	
10.3	Base	2.2, 2.1	Course 3 <i>Draft</i>	360 days post award	
10.4	Base	2.2, 2.1	Course 3 <i>Final</i>	381 days post award	
10.5	Base	2.2, 2.1	Course 4 <i>Draft</i>	372 days post award	
10.6	Base	2.2, 2.1	Course 4 <i>Final</i>	387 days post award	

31
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ITEM	PERIOD	SOW REF	DELIVERABLE /EVENT	DUEBY	DISTRIBUTION
10.7	Base	2.2, 2.1	Draft Evaluation Strategy	407 days post award	
11	Base	2.2	Draft all raw files for Courses 1-4	508 days post award	COR and PM
12	Base	2.2	Alpha version and test for Courses 1-4		COR and PM
12.1	Base	2.2	Course 1	374 days post award	
12.2	Base	2.2	Course 2	387 days post award	
12.3	Base	2.2	Course 3	421 days post award	
12.4	Base	2.2	Course 4	421 days post award	
13	Base	2.2	Beta version and tests for Courses 1-4		COR and PM
13.1	Base	2.2	Course 1	409 days post award	
13.2	Base	2.2	Course 2	416 days post award	
13.3	Base	2.2	Course 3	451 days post award	
13.4	Base	2.2	Course 4	451 days post award	
14	Base	2.2	Pilot version and tests for Courses 1-4		COR and PM
14.1	Base	2.2	Course 1	456 days post award	
14.2	Base	2.2	Course 2	455 days post award	

ITEM	PERIOD	SOW REF	DELIVERABLE /EVENT	DUEBY	DISTRIBUTION
14.3	Base	2.2	Course 3	486 days post award	
14.4	Base	2.2	Course 4	486 days post award	
15	Base	2.2	Final acceptance testing Course 1-4 materials		Contracting Officer, COR and PM
15.1	Base	2.2	Course 1	466 days post award	
15.2	Base	2.2	Course 2	465 days post award	
15.3	Base	2.2	Course 3	499 days post award	
15.4	Base	2.2	Course 4	499 days post award	
16	Base	2.2	Fully tested Courses 1-4 all materials (raw files, SCORM 1.2, stand-alone)	509 days post award	Contracting Officer, COR and PM
17	Base	2.1	Final evaluation strategy for Courses 1-4	508 days post award	Contracting Officer, COR and PM
18	Base	2.2	Facilitate and report on first/pre-design Discussion Groups for Course 5	90 days post award/ 3 mo.	COR and PM
19	Base	2.2	Draft plans of instruction for Courses 5	310 days post award	Contracting Officer, COR and PM
20	Base	2.3, 2.1	Draft design documents and draft evaluation strategy for Course 5		Contracting Officer, COR and PM
20.1			Course 5 <i>Draft</i>	322 days post award	
20.2			Course 5 <i>Final</i>	344 days post award	
21	Base	2.3	Draft all raw files for Course 5	509 days post award	COR and PM

33
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ITEM	PERIOD	SOW REF	DELIVERABLE /EVENT	DUEBY	DISTRIBUTION
22	Base	2.3	Alpha version and test for Courses 5 e-learning assets	415 days post award	COR and PM
23	Base	2.3	Beta version and tests for Course 5 e-learning assets	452 days post award	COR and PM
24	Base	2.3	Pilot version and tests for Course 5 e-learning assets	487 days post award	COR and PM
25	Base	2.3	Final acceptance testing Course 5 e-learning assets	507 days post award	Contracting Officer, COR and PM
26	Base	2.3	Final, fully tested Course 5 all materials (raw files, SCORM 1.2, stand-alone for e-learning assets)	509 days post award	Contracting Officer, COR and PM
27	Base	2.1	Final evaluation strategy for Course 5	508 days post award	Contracting Officer, COR and PM
28	Base	2.1	Strategic communications campaign materials for Courses 1-5	515 days post award	COR and PM
29	OY1	2.4	Initiate first annual cohort for DHS Evaluation Management Certification Program Level 1 (Pilot)	90 days post OY1 award	COR and PM
30	OY1	2.4	Revised Course 5 all materials	360 days post OY1 award	Contracting Officer, COR and PM
31	OY1	2.5	Facilitate and report on first/pre-design Discussion Groups for Course 6	90 days post OY1 award	COR and PM
32	OY1	2.5	Draft plans of instruction for Courses 6	150 days post OY1 award	Contracting Officer, COR and PM
33	OY1	2.5, 2.1	Draft design documents and draft evaluation strategy for Course 6	210 days post OY1 award	Contracting Officer, COR and PM
34	OY1	2.5	Facilitate and report on second/critique Discussion Group for Course 6	240 days post OY1 award	COR and PM
35	OY1	2.5	Draft all raw files for Course 6	270 days post OY1 award	COR and PM

34
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ITEM	PERIOD	SOW REF	DELIVERABLE /EVENT	DUEBY	DISTRIBUTION
36	OY1	2.5	Final Course 6 all materials	330 days post OY1 award	Contracting Officer, COR and PM
37	OY1	2.1	Final evaluation strategy for Course 6	330 days post OY1 award	Contracting Officer, COR and PM
38	OY1	2.1	Strategic communications campaign materials for Courses 6	360 days post OY1 award	Contracting Officer, COR and PM
39	OY2	2.6	Initiate first annual cohort for DHS Evaluation Management Certification Program Level 2 (Pilot)	90 days post OY2 award	COR and PM
40	OY2	2.6	Revised Course 6 all materials	360 days post OY2 award	Contracting Officer, COR and PM
41	OY2	2.7	Initiate second annual cohort for DHS Evaluation Management Certification Program Level 1	90 days post OY2 award	COR and PM
42	OY2	2.7	Revised Course 5 all materials	360 days post OY2 award	Contracting Officer, COR and PM
Option Period Deliverables represented immediately above shall only be required in the event Optional Periods of Performance are formally exercised in accordance with the terms and conditions of the awarded Order.					

35
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11.0 GOVERNMENT TERMS & DEFINITIONS

Evaluability assessment – A pre-evaluation examination of the extent to which a program, policy, regulation, or organization can be evaluated in a reliable and credible fashion or to which an evaluation is worthwhile based on the evaluation's likely benefits, costs, and outcomes.

Economic evaluation – Theory-guided analytic methods of economics when results of interest are expressed in terms of economic metrics such as costs, benefits, transfer payments, distributional impacts, and return on investment. Common analysis includes break-even analysis, benefit-cost analysis, cost-effectiveness analysis, economic consequence analysis, and economic impact analysis. Economic analysis can be used for formative purposes to estimate future results and costs to achieve them such as when conducting policy analysis or regulatory impact analysis to inform new policies and regulations. Economic analysis can be used for summative purposes in evaluations to estimate realized results and costs, typically compared to alternatives approaches for programs, policies, and regulations.

Formative evaluation – Formative evaluation assesses whether a program, policy, regulation, or organization approach (or some aspect of these) is feasible, appropriate, and acceptable before it is fully implemented. It may include process and/or outcome measures. However, it focuses on learning and improvement and does not aim to answer questions of overall effectiveness. It can help answer the questions, "Is the program, policy, regulation, or organization appropriate for this context," "Is it appropriate for this context," "Is the design and delivery acceptable to meet the identified needs," and "Can it be feasibly implemented as designed?"

Impact evaluation – Often used for summative purposes, impact evaluation assesses the causal effect or impact of a program on outcomes by estimating what would have happened in the absence of the program or aspect of the program. This estimation requires the use of experimental/randomized control trial (RCT) designs or quasi-experimental designs (QED) in which another group is compared to program participants. Impact evaluation can help answer the question, "Does the program, policy, regulation, or organization work, or did it lead to the observed outcomes?"

Needs assessments – Conducted for formative purposes to systematically assess the needs of its potential or actual customers and beneficiaries, examine the nature and causes of those needs, set priorities for the future, and consider the approaches and resources required for programs to achieve intended goals.

Outcome evaluation – Used for summative purposes, outcome evaluation assesses the extent to which a program, policy, regulation, or organization approach has achieved certain objectives, and how it achieved these objectives. Outcome evaluations use non-experimental designs characterized by the absence of a control or comparison group. Unlike impact evaluation, outcome evaluation cannot discern that outcomes result from or are a causal effect of the program. It can help answer the question, "Were the intended outcomes achieved?"

Process/implementation evaluation – Process/implementation evaluation assesses the extent to which essential elements of a program, policy, regulation, or operation are in place; conform to requirements, program design, professional standards, or customer expectations; and are capable of delivering positive outcomes. It can help answer the questions, "Was the program,

policy, regulation, or organization implemented as intended?” or “How is it operating in practice?” In the learning agenda, several evaluations study process-related questions to understand underlying mechanisms of outcomes achievement.

11.1 GOVERNMENT ABBREVIATIONS AND ACRONYMS

CO	-	Contracting Officer
COR	-	Contracting Officer's Representative
DHS	-	Department of Homeland Security
DHS EO-		DHS Evaluation Officer
PM	-	Government's Project Manager
PP	-	Project Plan
PSC	-	Government's Project Steering Committee
QCP	-	Quality Control Plan
TWG	-	External Technical Working Group

12.0 SECURITY

Contractor access to unclassified, but Security Sensitive Information may be required under this SOW. Contractor employees shall safeguard this information against unauthorized disclosure or dissemination.

12.1 Requests for Exception to U.S. Citizenship Requirement

Special procedures apply for exception to the requirement that persons accessing DHS systems be U.S. citizens. Under normal circumstances, only U.S. citizens are allowed access to DHS systems and networks; but there is a need at times to grant access to foreign nationals. Access for foreign nationals is normally a long-term commitment, and exceptions to citizenship requirements are treated differently from security policy waivers. Exceptions to the U.S. citizenship requirement should be requested by completing a Foreign National Visitor Access Request, DHS Form 11052-1, which is available online or through the DHS Office of the Chief Security Officer (OCSO). Components who have access may file their request via the Foreign National Vetting Management System (FNVMS), a part of the DHS OCSO Integrated Security Management System's (ISMS). For further information regarding the citizenship exception process, contact the DHS OCSO

This Policy Directive and the DHS 4300A Sensitive Systems Handbook apply to all DHS employees, contractors, detailees, others working on behalf of DHS, and users of DHS information systems that collect, generate, process, store, display, transmit, or receive DHS information unless an approved waiver has been granted. This includes prototypes, telecommunications systems, and all systems in all phases of the Systems Engineering Life Cycle (SELC).

12.2 Post-Award Instructions Regarding Security Requirements for Non-Classified Contracts/Orders

The procedures outlined below shall be followed for the DHS Office of the Chief Security Officer (OCSO), Personnel Security Division (PSD) to process background investigations, Entry on Duty determinations, and fitness determinations, as required, in a timely and efficient manner. Carefully read the security clauses in the contract. Compliance with the security clauses in the contract is not optional.

Contractor 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 each individual 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 OCSO-HQS PSD. Prospective contractor employees shall complete and submit a combination of the below forms to the DHS OCSO-HQS PSD. The Standard Form (SF) 85 must be completed electronically through the Office of Personnel Management's e-QIP SYSTEM. The SF-85 signature pages and other completed forms must be given to the OCSO-HQS PSD no less than thirty days before the start date of the contract or thirty (30) days prior to the requested entry on duty date, for all contractor employees whether a replacement, addition, subcontractor employee, or vendor. OCSO-HQS PSD does not process any requests until the contract has been awarded and released from PRISM to FPDS and ERA by extension.

- a. Standard Form (SF) 85 Questionnaire for Public Trust Positions
 - i. SF-85P Certification
 - ii. SF-85P Authorization for Release of Medical Information
- b. FD Form 258 Fingerprint Card (2 copies) or Identity Enrollment Services
- 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 Reports Pursuant to the Fair Credit Reporting Act
- e. OF-306 Form, Declaration for Federal Employment

Only complete packages will be accepted by the DHS OCSO-HQS PSD. Specific instructions on submission of packages will be provided upon award of the contract.

The DHS OCSO-HQS PSD may, as it deems appropriate, authorize, and grant a favorable Entry on Duty (EOD) decision based on preliminary checks. A favorable EOD decision allows a contractor employee to commence work temporarily prior to the completion of the full background investigation. The granting of a favorable EOD decision shall not be considered as assurance that a favorable fitness determination will follow. In addition, a favorable EOD or fitness 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 the Contractor shall be allowed unescorted access to a Government facility without a favorable EOD or fitness determination by the DHS OCSO-HQS PSD.

Limited access to Government buildings is allowable without an EOD decision if the Contractor is escorted by a Government employee and the purpose of the visit is to attend a limited number (less than 5) of required briefings or nonrecurring meetings in order to facilitate the transition of a contract. The intent of this statement is to allow a minimum amount of meetings/transition attendances to prepare for a new contract.

The DHS Security Office shall be notified of all terminations /resignations within five (5) days of occurrence. The Contractor shall return to the Contracting Officer Technical Representative (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, the 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 Department security policy are subject to having their access to Department IT systems and facilities terminated, whether or not 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 a contractor from performing under the terms of the contract.
- Your POC at the Security Office is:

DHS OCSO/PSD Security Customer Service



13.0 SCORM 1.2 COMPLIANCE

SCORM 1.2 guidelines must be used to provide content packaging; this includes specifications for XML-based content and API calls to interface with Learning Management Systems. SCORM 1.2 functionality must include at a minimum initialization; individual screen-level bookmarking, and completion recordation.

Content must be structured in SCORM re-usable SCOs, at the lesson level. Deviations from this standard require approval.

13.0 SECTION 508 APPLICABLE EIT ACCESSIBILITY STANDARDS

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&rqn=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.

13.1 Section 508 applicability to Information and Communications Technology (ICT): Training Curriculum

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

Applicable Functional Performance Criteria: Does not apply

Applicable 508 requirements for electronic content features and components (including but not limited to Electronic documents): 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: Does not apply

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

13.2 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.

13.3 Section 508 Acceptance Criteria

Before accepting ICT required under the Order, 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.