

**Performance Work Statement (PWS)
for
ADMINISTRATIVE AND PROGRAM SUPPORT SERVICES FOR THE UNITED STATES
COAST GUARD (USCG) DCMS-DPR-4**

BLANKET PURCHASE AGREEMENT (BPA) 70Z02323A50000001

1.0 GENERAL.

1.1 BACKGROUND.

Coast Guard (CG)-DPR-4 provides support and programs to help recruit, retain, and foster an inclusive climate and culture. To remain the world's best U.S. Coast Guard (USCG), we must strive to create and foster a culture of inclusion through deliberate and culturally relevant actions.

In line with DCMS-5's primary function to "align, develop, design, implement, and evaluate, organizational and business modernization and integration by guiding continuous process improvement and strategic planning efforts across Mission Support", CG-DPR-4 is transforming how the Diversity and Inclusion (D&I) is messaged, delivered, and received in order to build, develop and retain a diverse pipeline of talent that will enable the USCG to reach full potential as an military force and become a best-in-class employer with a diverse workforce and an inclusive workplace.

1.2 SCOPE.

The Contractor shall provide all necessary personnel, management, materials and administrative services required to meet the requirements of this Performance Work Statement (PWS) for the USCG, DCMS-DPR-4 Office. The purpose of the requirement is to provide administrative and program support services to the four (4) main branches of the CG-DPR-4 Program Office which are the Gender Policy Branch, Ethnic Policy Branch, Workforce Policy/Diversity and Inclusion Education and Awareness Program (DIEAP) and Minority Servicing Institute (MSI)/Outreach Branch. This support requirement shall include but not be limited to application process support, survey dissemination and result retrieval, content site updates (SharePoint/Portal), managing communications w/ internal and external stakeholders, managing service requests, managing program schedule, and other basic CG-DPR-4 administrative support functions.

The 2019-2023 Diversity and Inclusion Action Plan (DIAP) outlines the actions, priorities, and strategies that establish the foundation to build a more inclusive and diverse CG. The action plan has three (3) lines of effort: 1) Develop D&I Acumen, 2) Strengthen Leadership D&I Awareness and Accountability and 3) Build and Maintain an Inclusive Total Workforce. This requirement will be responsible for supporting all three (3) areas by providing support in execution of some of our program management tools, providing administrative and program management support to the CG-DPR-4 program office, and execution of services provided by our office to the entire USCG organization.

1.3 APPLICABLE DOCUMENTS

1.3.1 Compliance Documents

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

- The Paperwork Reduction Act (PRA) of 1980 (amended by the Paperwork Reduction Act of 1995 [44 United States Code or U.S.C. Chapter 35])
- The Clinger-Cohen Act (Public Law 104-106, Division E)
- The Privacy Act of 1974, as amended [5 U.S.C. 552a]
- The Chief Financial Officers Act of 1990 (31 U.S.C. 3512 et seq.)
- The Federal Property and Administrative Services Act of 1949, as amended [40 U.S.C. 487]
- The Computer Security Act of 1987 (Public Law 100-235)

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- The Budget and Accounting Act, as amended [31 U.S.C. Chapter 11]
- The Government Performance and Results Act of 1993 (GPRA)
- The Office of Federal Procurement Policy Act (41 U.S.C. Chapter 7)
- The Government Paperwork Elimination Act of 1998 (Public Law 105-277, Title XVII)
- The 2019-2023 Diversity and Inclusion Action Plan (DIAP)

1.3.2 REFERENCES

A-130 establishes official Office of Management and Budget (OMB) policy and guidance on Information Technology (IT) management for Federal executive agencies based on the following laws, Executive Orders, and prior OMB guidance documents.

1.4 PERFORMANCE REQUIREMENTS SUMMARY.

This BPA order includes a Performance Requirements Summary (PRS) at PWS Section 9.0. The PRS plays an integral role in the BPA order administration. In addition to any applicable inspection clauses or other related terms and conditions contained in the BPA which follow down to the order, the PRS shall serve as a primary tool for inspection and acceptance of services as facilitated by the Contracting Officer's Representative (COR). Evaluation of the Contractor's overall performance shall be in accordance with (IAW) the performance standards set forth in the PRS, and will be conducted by the COR. The PRS constitutes a material aspect of the contract and will not be changed or otherwise modified without prior written approval of the Contracting Officer (KO).

2.0 SPECIFIC REQUIREMENTS/TASKS

The Contractor shall provide administrative and programmatic support services through collaborative project management support. The Contractor shall work in a highly collaborative environment providing support in varying program application processes, survey dissemination and result retrieval, content site updates (SharePoint/Portal), managing communications w/ internal and external stakeholders, managing service requests, managing program schedule, and other basic CG-DPR-4 administrative support functions.

2.1 TASK ONE. GENDER POLICY/WOMEN'S ADVISORY BOARD EXECUTION SUPPORT

The Contractor shall effectively support the execution of various programmatic management tools to help with the Advisory Board functions. These tools help ensure the Advisory Board operates effectively and supports sustainability. These programmatic management tools may include but are not limited to:

- Application Process. The Application Process solicits participation to ensure the Advisory Board is made up of the required members as stated in National Defense Authorization Act (NDAA) FY2021: an equal number of each of the following: (1) Active-Duty officers of the CG, (2) Active Duty enlisted members of the CG, (3) members of the CG reserve, and (4) retired members of the CG. The Contractor shall work with the Gender Policy Branch to implement and execute an unbiased and fair process to ensure that all eligible and interested parties can apply to serve on the Advisory Board. The Contractor shall be responsible for the management of the application process as directed by the Gender Policy Branch. The Gender Policy Branch shall provide the Contractor a list of required information, templates and tasking regarding application solicitation, management and processing. The Contractor shall engage and maintain communications with the Advisory Board On Women (ABOW) in the Coast Guard applicants and selected board members. Ensure applicants are aware of their application status, board members receive timely updates to meeting information, tasking details, notification of information received from the Senior Advisor on Diversity and Inclusion (SADI) and the leadership of CG-DPR-4 (Update application packet, links within SharePoint Site, Solicitation Message, ALCOAST, etc.).
- Advisory Board SharePoint Site. The Advisory Board SharePoint Site shall serve as a repository to host all information relevant to the Advisory Board to include application process, governing documents, Advisory Board documents, Frequently Asked Questions, calendar of events and announcements. The Contractor shall be responsible for management of this SharePoint Site, communicate access to and manage updates to the SharePoint Site as directed by the Gender Policy

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Branch. The Contractor shall be required to update the Advisory Board SharePoint Site as need and at minimum monthly, recurring date to be agreed upon between Contractor and USCG during project plan development. The Contractor shall work with Gender Policy Staff, Advisory Board, and necessary stakeholders to obtain updates on resources, policy, guidelines success stories, and any other updates desired to be reflected on the ABOW SharePoint Site. Input should be requested (Include photos from ABOW meetings with guest speakers, events, etc).

- Frequently Asked Questions Database. This database is a repository to provide a list of frequently asked questions by any participants and/or stakeholders of the Advisory Board. The Contractor shall coordinate with all participants, stakeholders, and CG-DPR-4 staff to update frequently asked questions and provide answers to those questions on a monthly basis (recurring date to be agreed upon between contractor and USCG during project plan development).

There may be additional requirements to include in the execution of various programmatic management tools to ensure successful implementation of the Women in the CG (Advisory Board) discovered through research. The Contractor shall be required to provide the additional support for those requirements at the request of USCG as so long as it is aligned with the programmatic support consistent throughout the PWS and PWS Section 3.4.

2.1.1 The Contractor shall be responsible for managing Advisory Board communications. These communications may include but are not limited to the following: communicating with applicants, selected board members, stakeholders, managing the Advisory Board mailbox, and other basic communications functions for the program. This support will help ensure the Advisory Board operates efficiently and effectively. This support shall include but not be limited to:

2.1.1.1 Status of Applications and Communications. The Contractor shall engage with and maintain communications with the Advisory Board applicants and selected board members. This may include ensuring applicants are aware of their application status, board members receive timely updates to meeting information, tasking details, notification of information received from SADI and leadership of CG-DPR-4.

2.1.1.2 The Contractor shall attend and support Advisory Board meetings with the Gender Policy staff and serve as the scribe ensuring meeting conversation and action items are documented. Contractor shall maintain tracking of Advisory Board action items, create a running Plan of Action and Milestones (POAM) for the board and provide status updates to the Gender Policy Branch Lead and Executive Board members monthly.

2.1.1.3 Advisory Board SharePoint. The Contractor shall be responsible for working with the Gender Policy Staff, Advisory Board, and necessary stakeholders to obtain updates on resources, policy, guidelines, success stories, and any other updates desired to be reflected on the Advisory Board SharePoint Site. Inputs shall be requested, and updates made to the SharePoint Site as need and at minimum monthly, recurring date to be agreed upon between Contractor and USCG during project plan development.

2.1.1.4 Communications Plan. Contractor shall work with Gender Policy Staff to create a communications plan for the Advisory Board on Women. The objective of this is to create a footprint within the USCG for the Advisory Board on Women to have more media presence. There must be a clear distinction between the Advisory Board and other non-profit entities whose mission is to support CG service women.

2.1.1.5 MS Teams Channel maintenance. The Contractor is responsible for the maintenance of the Advisory Board on Women in the CG MS Teams channel, ensuring products are appropriately saved for reference and documents are maintained to support version control and historical record keeping.

2.1.1.6 Calendar management. Contractor shall be responsible for the management and maintenance of Advisory Board on Women in the CG Calendar, scheduling meetings, providing read-ahead documents to meeting attendee's, manage attendee rosters ensuring the most up to date contact information for board members and stakeholders is documented.

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2.1.1.7 The Contractor shall be responsible for the creation of supporting documents and visual aids as needed and directed by the Gender Policy Branch Lead. This may include PowerPoint presentations, Meeting Agendas, how to guides, Excel spreadsheets and charts, and other documents.

2.1.2 The Contractor shall be responsible for providing support to the ABOW Secretary in minute taking during the official meetings. Support in preparation for ABOW meetings before meeting, such as conference room and materials.

2.2 TASK TWO. CG-DPR-4 ADMINISTRATIVE SUPPORT.

The Contractor shall be responsible for completing a variety of administrative support functions for CG-DPR-4 as assigned by the Office Chief, Deputy Office Chief and Strategic Workforce Policy Advisor. These support functions include but are not limited to:

- a. E-Mail Correspondence. The Contractor shall be responsible for managing all CG-DPR-4 shared mailboxes (not to exceed six (6) mailboxes) and coordinating a response with the appropriate POCs to ensure the messages receives a timely response. The Contractor shall follow-up if needed with POCs responsible for response to ensure all messages are replied to in a timely manner (NLT 48 hours response time to initial correspondence).
- b. Calendar Management. The Contractor shall be responsible for planning and scheduling meetings for CG-DPR-4 to include but not be limited to: securing a conference room/conference line, sending out meeting invite to all participants, updating CG-DPR-4 shared calendar, Gender Policy, Ethnic Policy, Affinity Groups, Workforce Policy, Diversity and Inclusion Education Awareness Program, and Minority Servicing Institute/Outreach calendars with meeting information and ensuring there are no conflicts with schedules of required attendees.
- c. Deploy Surveys. The Contractor shall be responsible for deploying and collecting surveys to the appropriate audience, engaging with appropriate audience for feedback, and coordinating response with the CG-DPR-4 staff.
- d. Meeting Support. The Contractor shall be responsible for providing meeting support by request from the Office Chief, Deputy Office Chief and Strategic Workforce Policy Advisor for various CG-DPR-4 supported meetings. The Contractor shall also be responsible for attending meetings, facilitating meetings if needed (driving slides, presentations, conducting roll-call etc.) and taking meeting minutes. All meeting minutes shall be drafted and provided to attendees within 72 hours upon conclusion of the meeting. The Contractor shall be responsible for incorporating feedback from meeting attendees and finalize meeting minutes within five (5) business days of the meeting. The Contractor shall publish these meeting minutes to the designated location as directed by appropriate program.
- e. Office Supplies. The Contractor shall be responsible for gathering and providing office supplies purchase needs (creation of team-wide spreadsheet for gathering input) to the CG-DPR-4 Budget POC. The Contractor shall assist in conducting market research and gathering required information to submit these purchases and provide to the budget POC for completion.
- f. Travel. The Contractor shall be responsible for gathering all information required to complete Travel Request for CG-DPR-4 office staff, CG-DPR-4 supported conferences/symposiums, and change agents in preparation to travel and provide to the CG-DPR-4 budget POC in order to process Travel Orders. The Contractor must ensure the information is provided within timelines given to ensure travel is funded and executed accordingly. The Contractor shall normally have 48 hours to provide information, however, it may be required to submit information within 24 hours for an expedited request.
- g. Data Calls/Task Management System (TMS) Tasks. The Contractor shall be responsible for developing and managing a calendar for various data calls and due dates of deliverables for CG-DPR-4 action such as TMS Tasks to ensure the CG-DPR-4 staff are keeping to those data call deliverable due dates. This calendar should be updated as data calls and TMS taskers come in. The Contractor shall provide support in assigning TMS tasks to CG-DPR-4 POCs upon CG-DPR-4 Task assignment. The Contractor shall also update and manage the CG-DPR-4 TMS Tracker as TMS Tasks are received by CG-DPR-4 through closure of that task. The Contractor shall provide

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reminders to office POCs 72 hours prior to task due date and 24 hours if the office POC does not provide updated status after the 72 hours reminder.

- h. CG-DPR-4 Bi-Weekly Report Support. The Contractor shall be responsible for coordinating with CG-DPR-4 staff to ensure their bi-weekly report inputs are made in TEAMS prior to the required due date by Office Chief/Deputy. The Contractor shall provide support in reviewing the bi-weekly report for grammar, punctuation, and appropriate formatting for the CG-DPR-4 Office.
- i. Program Milestone Tracking Support. The Contractor shall be responsible for maintaining a program schedule that captures the major events and milestones for each branch of the CG-DPR-4 Office. This schedule should be developed to be viewed as either a separate branch of CG-DPR-4 or the entire CG-DPR-4 as a whole. The initial schedule should be provided NLT 21 days after all milestone inputs are received from each branch. The branches plan to provide inputs NLT five (5) days after contract kick-off meeting. Schedules should then be updated on a bi-weekly basis. Updates to events and milestones should be provided by the USCG on the off-week of the updates being made.
- j. Document Review. The Contractor shall be responsible for reviewing various programmatic documents for grammar, punctuation, and appropriate formatting for the CG-DPR-4 Office. Formatting may include, but not be limited to, ALCOASTS requirements, Digest requirements, MyCG Articles, CG-1 and USCG Correspondence Guidelines and Templates
- k. The Contractor shall assist with drafting and releasing requested program documents (e.g., guidance documents, meeting agendas, ALCOASTs) at the direction of the Office Chief, Deputy Office Chief and Strategic Workforce Policy Advisor.
- l. The Contractor shall provide various administrative support functions at the direction of the Office Chief, Deputy Office Chief and Strategic Workforce Policy Advisor with compiling data into reports and worksheets (e.g., monthly, yearly, and ad hoc).
- m. Change Agents and Affinity Groups Support. The Contractor shall provide facilitation support and research projects.
- n. Conference Support. The Contractor shall be responsible the creation of an annual ALCOAST with all conferences/events for that fiscal year.
- o. Communications Support. The Contractor shall provide strategic communications support for the CG-DPR-4 Office. Assist with D&I content for key stakeholders. Increase engagement, outreach and awareness of the CG-DPR-4 Office's key program objectives. Assist with developing and reviewing program messaging on USCG platforms.
- p. Strategic Planning Support. The Contractor shall provide support to the CG-DPR-4 Office strategy development for D&I and Employee Engagement for USCG. Develop tracking tools for managing progress on initiatives and strategic objectives.

3.0 CONTRACTOR PERSONNEL.

3.1 Qualified Personnel

The Contractor shall provide qualified personnel to perform all requirements specified in this PWS.

3.2 Key Personnel

The following text is from the HSAR clause, "Key Personnel or Facilities":

The personnel or facilities specified below are considered essential to the work being performed under this BPA and may, with the consent of the contracting parties, be changed from time to time during the course of the contract by adding or deleting personnel or facilities, as appropriate.

All proposed substitutes for Key Personnel shall possess qualifications equal to or superior to those of the Key personnel being replaced. Before removing or replacing any of the specified individuals or facilities, the Contractor shall notify the Contracting Officer, in writing, before the change becomes effective. The Contractor shall submit sufficient information to support the proposed action and to enable the Contracting Officer to evaluate the potential impact of the change on this contract. The Contractor shall not remove or replace personnel or facilities until the Contracting Officer approves the change.

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The Key Personnel are:

Management Consultant
Functional Consultant

3.3 PROJECT MANAGER DESIGNEE.

The Contractor shall designate a senior-level Contractor employee on this BPA order to be a Project Manager Designee. This Project Manager designee shall be responsible for all Contractor work performed under this PWS. The Project Manager designee shall perform his or her senior-level labor category work, along with the Project Manager work. The Project Manager Designee shall be a single point of contact for the Contracting Officer (KO) and the COR. During any absence of the Project Manager Designee, only one (1) alternate shall have full authority to act for the Contractor on all matters relating to work performed under this BPA order.

3.3.1 The Project Manager Designee shall be available to the COR via telephone between the hours of 7:30 AM and 5:00 PM Eastern Time (ET), Monday through Friday, and shall respond to a request for discussion or resolution of technical problems within four (4) hours of notification.

3.4 MANAGEMENT CONSULTANT OR EQUIVALENT.

The Management Consultant shall possess:

- a. A Bachelor's degree in Engineering, Business, or a related field, and
- b. PMP certification, DHS mid-level Project Management certification, or equivalent certification, and
- c. At least six (6) years of relevant experience, or
- d. At least three (3) years of experience with a Master's degree or higher in Engineering, Business, or a related field.

The Management Consultant shall also possess the following:

- a. Ability to provide guidance and direction for multiple projects, implementing initiative management principles, business process development, business re-engineering, and strategic business projects.
- b. Capability to manage projects of high complexity and to direct the completion of projects within estimated timeframes and resource constraints.
- c. Ability to coordinate all parties to task and review work products for completeness, quality, and adherence to customer requirements.
- d. Ability to read and interpret Government policy, regulations, and directives, and to apply those interpretations as directed by the Project Manager or designee fully and legally to all PWS activities.
- e. Ability to communicate effectively, both orally and in writing, with executive level personnel.
- f. Ability to lead review of deliverables to ensure appropriate grammar usage, technical writing efficiencies, and CG formatting.
- g. Ability to conduct detailed research and analysis of technical data.
- h. Ability to read and interpret Government policy, regulations, and directives, and to apply those interpretations as directed by the Project Manager or designee fully and legally to all PWS activities.
- i. Ability to manage multiple calendars, meetings, and varying office communications.
- j. Ability to understand real-time status and track requirements to completion

3.5 FUNCTIONAL CONSULTANT OR EQUIVALENT.

The Functional Consultant shall possess:

- a) Bachelor's degree in Engineering, Business, or a related field, and
- b) At least three (3) years of relevant experience, or
- c) At least one (1) year of experience with a Master's degree or higher in Engineering, Business, or a related field.

The Functional Consultant shall also possess the following:

- a. Ability to provide guidance and direction implementing initiative management principles.
- b. Ability to provide guidance and direction for multiple projects implementing initiative management

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principles.

- c. Capability to manage projects of high complexity and to direct the completion of projects within estimated timeframes and resource constraints.
- d. Ability to coordinate all parties to tasks and review work products for completeness, quality, and adherence to customer requirements.
- e. Ability to conduct detailed research and analysis of technical data.
- f. Ability to read and interpret Government policy, regulations, and directives, and to apply those interpretations as directed by the Project Manager or designee fully and legally to all PWS activities.
- g. Ability to communicate effectively, both orally and in writing, with senior personnel.
- h. Ability to understand real-time status and track requirements to completion.
- i. Ability to manage multiple calendars, meetings, and varying office communications.

3.6 EMPLOYEE IDENTIFICATION.

Contractor employees visiting Government facilities shall wear an identification badge that, at 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.

3.6.1 Contractor employees working on-site at Government facilities shall wear a Government issued identification badge. All Contractor employees shall identify themselves (in person and electronically) as Contractors when their status is not readily apparent and display the Government issued badge in plain view above the waist at all times.

3.6.2 USCG Headquarters utilizes a standardized entry protocol using Common Access Cards (CACs) for all Contractors requiring routine access to CGHQ to perform unclassified work.

3.7 EMPLOYEE CONDUCT.

Contractor 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 military 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, DHS, or USCG.

3.8 REMOVING EMPLOYEES FOR MISCONDUCT OR SECURITY REASONS.

The Government may, at its sole discretion, direct the Contractor to remove any Contractor employee from USCG facilities for misconduct or security reasons. Removal does not relieve the Contractor of the responsibility to continue providing the services required under this BPA order. The KO will provide the Contractor with a written explanation to support any request to remove an employee.

3.9 CONFLICT OF INTEREST. The Contractor shall not employ any person who is an employee of the United States Government or any person whose employment would, or would appear, to cause a conflict of interest.

4.0 OTHER APPLICABLE CONDITIONS

4.1 NON-PERSONAL SERVICES OR INHERENTLY GOVERNMENTAL WORK

It is a matter of policy within the United States Government to rely on the private sector for needed commercial services. However, using Contractor support must be done in a way that does not interfere with the Government's ability to effectively create Government policy, monitor Contractor performance, or maintain a competent and highly-skilled workforce. Information provided herein sets forth guidance stating the Government's limitation on Contractors performing personal services and its restriction of Contractors performing inherently Governmental activities for Government requirements.

In accordance with federal procurement policies and regulations, no personal services nor inherently governmental activities shall be performed under this BPA order. No Contractor employee will be directly

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supervised by a Government employee. All individual Contractor employee assignments, and daily work direction, shall be given by the applicable Contractor employee supervisor. If the Contractor believes any Government action or communication has been given that would create a personal services relationship between the Government and any Contractor employee and/or result in a Contractor performing inherently governmental activities, the Contractor shall promptly notify the Contracting Officer of this communication, direction, or action.

An activity may be provided by Contractor support where the Contractor does not have the authority to decide on the course of actions, but is tasked to develop options or implement a course of actions with Government oversight. Furthermore, a commercial activity related to the procurement of these BPA order requirements is not so intimately related to the public interest as to mandate performance by Government personnel.

The Contractor shall ensure that all of its employees supporting these BPA order requirements are informed of the substance of this stipulation. Nothing in this requirement shall limit the Government's rights in any way under any other provision, including those related to the Government's right to inspect and accept the services to be performed in accordance with this BPA. The substance of this requirement shall be included in all subcontracts at any tier and in any teaming arrangements.

4.2 SECURITY

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

4.2.1 All Contractor employees working for the USCG that require access to a USCG or other federally controlled computer information system shall utilize the Mission Partner Identity, Credential and Access Management (MP ICAM) to apply for a Common Access Card (CAC). In order to obtain a CAC, each contractor employee must complete this online process via MP-ICAM and National Background Investigation Services (NBIS).

4.2.2 The Contractor shall provide employment forms to or request such information from Contractor personnel that may be necessary for obtaining a CAC via MP ICAM. Completed forms and information shall be submitted as directed by the COR. Contractors are responsible for the accuracy and completeness of the information submitted and for any liability resulting from the Government's reliance on inaccurate or incomplete information.

4.2.3 The Contractor or Subcontractor personnel who are declined a CAC via MP ICAM are ineligible to perform work that requires a CAC under this PWS. When an employee with a CAC is no longer performing work under this PWS, the Contractor shall notify the COR on the same day the employee stops working and shall deliver the CAC to the administering CAC Facility located at USCG-HQ within five (5) business days after such notification

4.2.4 The Contractor shall be responsible for the management of all security clearances and personnel may be required to sign non-disclosure agreements (NDAs) with the Government, as well as with other Government vendors.

4.2.5 The Contractor personnel shall safeguard information against unauthorized disclosure or dissemination. The assurance of the security of unclassified facilities and IT resources during the acquisition process and contract performance are essential to the Government and DHS mission. Contractors shall not use or redistribute any DHS information processed, stored, or transmitted, by the Contractor except as specified in the associated BPA orders. Prior to receiving access to IT resources under this order, Contractors must complete a security training, in which the COR will provide direction, and complete any nondisclosure agreement furnished by the Government.

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4.2.6 The Contractor shall be responsible for IT security for all systems connected to a Government network or operated by the Contractor for the Government, regardless of location. This applies to all or any part of the BPA order that includes information technology resources or services for which the Contractor must have physical or electronic access to sensitive information contained in DHS unclassified systems that directly support the agency's mission

4.2.7 Contractor access will be terminated for unauthorized use. The Contractor agrees to hold and save the Government harmless from any unauthorized use and agrees not to request additional time or money under the order for any delays resulting from unauthorized use or access.

4.2.8 The Contractor access to Government networks from a remote location such as teleworking is subject to COR approval. It is not a right, a guarantee of access, a condition of the call order, or Government Furnished Equipment (GFE).

4.3 PERIOD OF PERFORMANCE

The period of performance for this contract is 19 August 2024 – 18 August 2025.

4.4 PLACE OF PERFORMANCE. The primary place of performance will be at USCG Headquarters, Douglas A. Munro Headquarters Building, Washington, D.C. Contractor may telework subject to the approval of the COR (see PWS 4.2.12).

4.5 HOURS OF OPERATION. Contractor employees shall generally perform all work between the hours of 7:30AM and 5:00PM Eastern Time (ET), Monday through Friday (except Federal holidays).

4.6 TRAVEL.

Contractor travel is not required.

4.7 POST AWARD CONFERENCE.

The Contractor shall attend a Post Award Conference with the KO and the COR no later than (NLT) five (5) business days after the date of award. The purpose of this meeting, which will be chaired by the KO, is to discuss technical and contracting objectives of this order and review the Contractor's project plan. This meeting shall be held at the Government's facility or via teleconference.

4.8 PROJECT PLAN.

For this BPA order, the Contractor shall provide a draft Project Plan to the COR five (5) days after the Post Award Conference for Government review and comment. The plan, at a minimum, must include: a) list of work to be performed, b) project schedule, c) role of key personnel, and d) how quality of service will be maintained throughout the life of the contract. The Contractor shall provide a final Project Plan to the COR not later than five (5) business days after receipt of Government comments on the draft Project Plan. The Project Plan shall discuss the Contractor's approach to the requirement any expected risks and risk mitigation strategies, etc.

4.9 STATUS REPORTS.

The Contractor shall provide a monthly status report to the COR via electronic mail NLT the fifth (5th) business day of each month detailing the activities of the previous month. This report shall include a summary of: all Contractor work performed, an assessment of technical status, schedule status, and any Contractor concerns or recommendations from the previous month. This report will be used to justify the invoicing for each reporting period and shall be commensurate with the Contract Line Item Numbers (CLINs) in applicable invoices.

4.10 PROGRESS MEETINGS.

The Contractor shall meet with the COR on a monthly basis to discuss the status of the requirement, exchange information, and resolve emergent problems and issues. These meetings shall take place at the Government's facility or via teleconference.

4.10.1 The Contractor shall be responsible for keeping the COR informed about the Contractor's status throughout the performance period and ensure Contractor activities are aligned with Government objectives.

4.10.2 This meeting shall be held no sooner than three (3) business days after Government receipt of the monthly status report. The Contractor will also be responsible for coordinating, documenting, and providing meeting minutes to the Government for review within two (2) business days after the meeting. The Government then has two (2) business days to respond with comments before considered final version. The Contractor shall submit the final version to the COR.

4.11 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 (Microsoft Office Applications).

4.12 INTELLECTUAL PROPERTY.

All Contractor developed processes and procedures and other forms of intellectual property first developed under this BPA order shall be considered Government property. All documentation and electronic data and information collected by the Contractor and entered into or generated in support of this BPA order shall be considered Government property, and shall be returned to the Government at the end of the period of performance.

4.13 PROTECTION OF INFORMATION.

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

Contractor access to proprietary information may be required under this PWS. Contractor employees must safeguard this information against unauthorized disclosure or dissemination in accordance with DHS MD 11042.1, Safeguarding Sensitive But Unclassified (For Official Use Only) Information. The Contractor must ensure that all Contractor personnel having access to business or procurement sensitive information sign a non-disclosure agreement (DHS Form 11000-6).

4.14 SECTION 508 COMPLIANCE.

Section 508 does not apply to this requirement.

5.0 GOVERNMENT FURNISHED INFORMATION AND PROPERTY.

The USCG will provide sufficient workspace, standard office equipment, and standard office supplies, necessary to perform the on-site portion of Contractor services. The Contractor shall be responsible for returning all Government furnished resources to the COR in good working condition, subject to normal wear and tear.

6.0 CONTRACTOR FURNISHED PROPERTY.

The Contractor shall furnish all facilities, materials, equipment (i.e. laptops) and services necessary to fulfill the requirements of this contract, except for the Government Furnished Resources specified in PWS 2.0 and PWS 5.0.

7.0 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.

7.1 The COR will have the right to reject or require correction of any deficiencies found in the deliverables that are contrary to the information contained in the Contractor's accepted proposal. In the event of a

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rejected deliverable, the Contractor shall 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.

7.2 The COR will have 10 business days to review deliverables and make comments. The Contractor must have seven (7) business days to make corrections and redeliver.

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

8.0 DELIVERABLES.

The Contractor must 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 PWS.

ITEM	PWS	DELIVERABLE / EVENT	DUE BY
1	4.2.5	List of Contractor Employees for Government badging	Within three (3) business days after award to the COR.
2	4.2.9	Return of Government CACs	Within five (5) business days after notification by the COR.
3	4.2.7	Security Briefing and Non-Disclosure Agreements (NDAs)	As arranged by and provided by the COR before Contractor can assess the USCG Information Technology systems.
4	4.7	Post Award Conference	Five (5) business days after the award date at the Government's facility or via teleconference.
5	4.8	<i>Draft Project Plan</i>	Five (5) days after Post Award Conference.
6	4.8	<i>Final Project Plan</i>	Five (5) business days after receipt of Government comments on the Draft Project Plan.
7	4.9	<i>Status Reports</i>	Each month to the COR NLT the fifth (5 th) business day of the month.
8	4.10	<i>Progress Meetings</i>	Each month not sooner than three (3) business days after Government receipt of the monthly status report in person at the Government's facility or via teleconference.
9	4.10	Progress Meeting Minutes	Within two (2) business days after the meeting
10	2.1	Update Advisory Board SharePoint Site	Update as need and at minimum monthly, recurring date to be agreed upon between contractor and USCG during project plan development.

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ITEM	PWS	DELIVERABLE / EVENT	DUE BY
11	2.1	Update Frequently Asked Questions Database	Update as need and at minimum monthly, recurring date to be agreed upon between contractor and USCG during project plan development.
12	2.2	Maintain Tracking of Advisory Board Action Items	Due date will be monthly, recurring date to be agreed upon between contractor and USCG during project plan development.
13	2.2	Response to E-mail Inquiries for all CG-127 shared mailboxes	Within 48 hours of email inquiry.
14	2.1.2	Record Meeting Minutes, Produce Initial Draft of Meeting Minutes, and Publish Final Meeting Minutes	Record meeting minutes at the occurrence of the meeting. Produce initial draft of meeting minutes within 72 hours of completion of meeting. Publish final meeting minutes within five (5) business days of meeting.
15	2.2	Gather and Provide Information Required for Travel Request Completion	Within timelines given to ensure travel is funded and executed accordingly. Normally, within 48 hours of request to provide information, however will be required to submit information within 24 hours for an expedited request.
16	2.2	Update Data Calls/TMS Tasks Schedule	Updated as data calls and TMS taskers come in.
17	2.2	Develop a Program Milestone Tracking Schedule	Due NLT 21 days after all milestone inputs are received from each branch
18	2.2	Update the Program Milestone Tracking Schedule	Due on a bi-weekly basis

9.0 PERFORMANCE REQUIREMENTS SUMMARY (PRS).

The PRS table below reflects the performance objectives considered by the Coast Guard to be **most important** for the successful performance of this BPA order. This includes the expected standards of performance and acceptable quality levels. Failure to meet schedule or provide acceptable deliverables will result in corrective action as determined appropriate by the Contracting Officer in consultation with the COR. The range of possible actions includes: re-performance of work, withholding payment, renegotiating the schedule in conjunction with appropriate consideration, and partial or total termination for convenience/default.

Performance Requirements Summary (PRS)			
Performance Objectives	PWS	Acceptable Quality Level (AQL)	Method of Surveillance
1. Timely receipt of all Deliverables	8.0	95% on time delivery (unless Government causes delay)	Weekly Status Meeting Monthly Meetings Monthly Status Reports

Performance Requirements Summary (PRS)			
Performance Objectives	PWS	Acceptable Quality Level (AQL)	Method of Surveillance
2. Fulfill all Gender Policy/Womens Advisory Board Execution Support Requirements	2.1	95% (unless Government causes delay)	Periodic Inspection Customer Complaints Direct Observation 100% Inspection
3. Fulfill all D&I Education and Awareness Program (DIEAP) Support Requirements	2.2	95% (unless Government causes delay)	Periodic Inspection Customer Complaints Direct Observation 100% Inspection
4. Fulfill all CG-127 Administrative Support Requirements	2.3	95% (unless Government causes delay)	Periodic Inspection Customer Complaints Direct Observation 100% Inspection

10.0 GOVERNMENT TERMS & DEFINITIONS.

AQL	Acceptable Quality Level
BPA	Blanket Purchase Agreement
CAC	Common Access Card
CG-DPR-4	Office of Diversity and Inclusion
CG	Coast Guard
CGHQ	Coast Guard Headquarters
CLIN	Contract Line Item Numbers
COR	Contracting Officer's Representative
CUI	Controlled Unclassified Information
CVS	Contractor Verification System
DCMS	Deputy Commandant for Mission Support
DHS	Department of Homeland Security
D&I	Diversity and Inclusion
DIAP	Diversity and Inclusion Action Plan
DIEAP	Diversity and Inclusion Education and Awareness Program
DOD	Department of Defense
Eqip	Electronic Questionnaire for Investigations Processing
ET	Eastern Time
FC	Functional Consultant
FOUO	For Official Use Only
FY	Fiscal Year
GFE	Government Furnished Equipment
GPRA	Government Performance and Results Act
HSAR	Homeland Security Acquisition Regulation
IT	Information Technology
KO	Contracting Officer
LES	Law Enforcement Sensitive
LOU	Limited Official Use
MD	Management Directive
MS	Microsoft Office
MSI	Minority Servicing Institute
NDA	Non-Disclosure Agreements
NLT	No Later Than
OMB	Office of Management and Budget
OUO	Official Use Only

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PKI	Public Key Infrastructure
POC	Point of Contact
PRA	Paperwork Reduction Act
PRS	Performance Requirements Summary
PWS	Performance Work Statement
SBU	Sensitive but Unclassified
SGI	Safeguarding Information
SHSI	Sensitive Homeland Security Information
SOP	Standard Operating Procedures
USC	United States Code
USCG	United States Coast Guard