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## **SECTION II - SPECIFICATIONS/STATEMENT OF WORK (SOW)**

### **1.0 BACKGROUND**

The Office of Program Analysis and Evaluation (PA&E) is responsible for implementing the Government Performance and Results Act (GPRA) and GPRA Modernization Act (GPRAMA) initiatives for the Department. PA&E also leads the collection, analysis, and reporting of performance measurement information and the Future Year's Budget information to meet our Performance - Budget deliverables requirements as defined by the Homeland Security Act and OMB Circulars A-136 and A-11 Part 6. These deliverables are used internally, provided to the Office of Management and Budget, delivered to Congress, and many are posted on the DHS website for the public.

### **2.0 OBJECTIVE**

The purpose of this effort is to provide expertise and thought-leadership on the implementation and execution of GPRA/GPRAMA initiatives and to assist PA&E with analyzing, preparing, and publishing a series of related deliverables to support Performance - Budget reporting in DHS. Previously published DHS Performance and Accountability Reports can be found at <http://www.dhs.gov/performance-accountability>.

### **3.0 SCOPE**

The Contractor shall provide expert analytical and production support for the tasks outlined in section II, 4.0 SPECIFIC TASKS.

### **4.0 SPECIFIC TASKS**

#### **4.1 REQUIRED TASKS**

##### **4.1.1 Task 1: PAR Best Practice Analysis and OMB Guidance Review**

The estimated level of support required for this task is 5% of the total required tasking. The contractor shall deliver a Best Practices report that proposes an innovative strategy for summarizing and communicating Performance and Accountability Report (PAR) information related to the Agency Financial Report (AFR), Agency Performance Report, (APR), and Summary of Performance and Financial Information Report (SPFI). This shall include the creation of a branding approach and visual style for the annual set of reports that meets the needs of multiple Office contributors to these deliverables, DHS style guidelines, and OMB Circular A-11 guidance. Additionally, the contractor shall draft a Project Plan/Schedule that includes key steps and sequencing for the AFR, APR, and SPFI and key processes feeding these deliverables and coordinate with the government to ensure the project schedules mesh with other competing efforts. This Project Plan will be continually updated to ensure the steps are consistent with OMB deadlines and internal processes.

##### **4.1.2 Task 2: DHS Agency Financial Report (AFR)**

The estimated level of support required for this task is 20% of the total required tasking. The contractor shall be responsible for the development, execution, and delivery of the Department's annual Agency Financial Report (approximately 250 pages) by the established OMB delivery date. Reports are the property of the Government and will be saved on the Government's network in file formats accessible by the Government at all times. The contractor shall propose innovative methods for the presentation and communication of complex financial and performance data in accordance with the Best Practices tasking above, and all requirements of OMB Circular A-136 - Financial Reporting and A-123 - Management's Responsibility for Enterprise Risk

Management and Internal Control Requirements. The contractor shall perform all project management tasks required to produce this report. The contractor shall coordinate with multiple offices and perform associated administrative tasks to ensure that required information is obtained from designated parties, reviews of draft and final documents are conducted, and the project is kept on schedule according to the approved project plan. The contractor shall provide innovative desktop publishing and graphic design expertise to integrate data, narratives, tables, graphics, pictures, etc. into the report. The contractor will produce mock-ups and of the report for consideration and agreement by multiple stakeholders and produce weekly drafts and a robust draft delivered to OMB and the Department's auditors in the fall based on the AFR Schedule. NOTE: The contractor shall provide surge support to meet tight timeframes near the report submission deadlines to accommodate updates to meet auditor standards once the report has entered the "lock-down" phase where every edit must be observed by an external auditor until the report goes final. The contractor shall ensure the final document is Section 508c compliant for posting in time to meet OMB due dates and will coordinate with relevant parties prior to ensure the documents are posted on the DHS.gov website.

#### **4.1.3 Task 3: DHS Annual Performance Report (APR)**

The estimated level of support required for this task is 20% of the total required tasking. The contractor shall be responsible for the development, execution, and delivery of the Department's Annual Performance Report and Appendices (approximately 350 pages including Appendices) by the established OMB delivery date. Reports are the property of the Government and will be saved on the Government's network in file formats accessible by the Government at all times. The contractor shall propose innovative methods for the presentation and communication of complex performance data in accordance with the Best Practices tasking above and the requirements in OMB Circular A-11, Part 6, Strengthening the Policy Framework for Improving Program and Service Delivery. The DHS APR includes the main report and two appendices: 1) Appendix A: Measure Descriptions, Data Collection Methodologies, and Verification and Validation Information A; and 2) Appendix B: Relevant GAO and OIG Reports. The contractor shall perform all project management tasks required to produce this report. The contractor shall use innovative desktop publishing expertise and graphic design to integrate data and other graphical displays to create the reports. The contractor shall perform associated administrative tasks to ensure that required information is obtained from designated parties, the report is appropriately updated, internal reviews of draft and final documents are conducted, and the project is kept on schedule according to the approved project plan. The contractor shall produce a mock-up and frequent drafts as directed for the Government to review. The contractor will implement measure data validation processes to ensure data accuracy and consistency against key control documents and the IT system of record repeatedly over a multi-month period. The contractor will identify shortfalls and work with the government to ensure that all information is complete, accurate, and current in the system of record. The contractor shall ensure the final document is Section 508c compliant for posting in time to meet OMB due dates and will coordinate with relevant parties prior to ensure the documents are posted on the DHS.gov website. NOTE: The contractor shall have sufficient surge capacity to meet tight timeframes near the report submission deadlines.

- 4.1.3.1 Prepare Appendix A (approximately 150-180 pages) from exports of measure tables from the system of record. Use this process to complete verification and validation of all information that should have incorporated decisions during the Measure Change Process, the clearance process, and to ensure consistency with information in the document and the system of record. If inconsistencies exist, research the root cause of the differences, and work with the government to resolve these so they are properly recorded in all deliverables and in the IT system of record.
- 4.1.3.2 Prepare Appendix B (approximately 40-50 pages) from a search of relevant GAO and IG reports relevant for the year reflecting the report; pull the relevant reports focused on mission delivery activities, aligned to the DHS mission programs, and coordinate the summarizing of key findings for each evaluation.

#### **4.1.4 Task 4: DHS Summary of Performance and Financial Information (SPFI)**

The estimated level of support required for this task is 2% of the total required tasking. The Summary of Performance and Financial Information (SPFI) presents the highlights of the Department's performance and financial results in a concise, user-friendly, and citizen-centric report. The contractor shall develop an innovative approach for SPFI to present select high-level financial and performance information. Reports are the property of the Government and will be saved on the Government's network in file formats accessible by the Government at all times. The contractor shall perform all project management tasks required to produce this report. The contractor shall develop a draft report concept, populate and update the report, support the government on the clearance of the deliverable, finalize the report in Word and PDF format, and ensure the report is Section 508c compliant and ready for posting by the established due date.

#### **4.1.5 Task 5: DHS Annual Measure Change Process**

The estimated level of support required for this task is 20% of the total required tasking. DHS conducts an annual measure change process to better tell the story of performance and improve the quality of measure data. The contractor will perform various support activities to track, validate, and reconcile approved measure changes on the Government's change control document (Performance Measure Definition Form – *PMDF*) to the Measure Change List and Master List to ensure that the system of record and lists accurately reflects all approved changes. The contractor shall create and produce iterative Measure Change and Master Lists as directed over several months during this process and may be required to consult with specific programs on measure development efforts. The contractor shall validate all measure changes occurring from decisions by analysts and approved by the Assistant Director for Performance Management and on Performance Measure Definition Forms are reflected accurately in the Change List and Master List as well as the system of record at multiple times during the year. The contractor shall also conduct analysis on the results of the measure change process and produce summaries and reports as directed.

#### **4.1.6 Task 6: DHS Strategic Review**

The estimated level of support required for this task is 20% of the total required tasking. The Strategic Review (SR) is an evidenced-based assessment of program progress against the Department's Strategic Plan based on OMB Circular A-11 Part 6 guidance. The contractor shall assist the Government with conceptualizing and executing the strategic review methodology, process, and deliverables that drives innovation, maturation, and integration of the SR within the Department and other key management processes. The contractor shall conduct benchmarking analysis on SR methods and products and propose an SR approach and methodology. The contractor will complete related administrative and project management support tasking as directed by the government. The contractor will participate in SR briefings and meetings and collect and integrate ratings into a consolidated scorecard. Additionally, the contractor shall develop innovative methods to communicate SR information using editorial and graphic expertise, to support the development of the Summary of Findings (SOF) report, cross-cutting analyses, and related internal and external briefing materials.

#### **4.1.7 Task 7: Performance - Budget section of DHS Component Congressional Justifications (CJ)**

The estimated level of support required for this task is 3% of the total required tasking. This task supports the export of data, templates, and documents for inclusion in the Performance - Budget section of Component Congressional Justifications (CJ). This section provides supporting information for the budget request by describing programs and their expected levels of performance they plan to deliver with the resources requested. The section also provides comparative information on measures and trends for previous years to inform the proposed plan. The contractor will utilize methods and tools to export relevant Component, program, and performance measure information, manipulate as needed from the system of record, and format



into tables to effectively communicate the proposed performance plan and previous results. The contractor shall validate data and work with government Performance Analysts to address errors and omissions to ensure that this information is available to the Office of Budget for integration in relevant Chapters of the Component CJs to meet deadlines for delivery to Congress with the President's Budget.

#### **4.1.8 Task 8: DHS Future Year Homeland Security Program (FYHSP) Report to Congress**

The estimated level of support required for this task is 10% of the total required tasking. The Future Year Homeland Security Program (FYHSP) Report is the Department's five-year plan required by the Homeland Security Act that provides an allocation of resource requirements aligned to our Component structure within projected funding (approximately 200 pages). This report consists of: 1) Volume One: Executive Summary; and 2) Volume Two: Program Resources, Performance Measures, and Capital Investments. The contractor shall perform all project management tasks required to produce this report. The contractor shall extract data from the system of record and manipulate it as necessary to produce key tables, summaries, and graphical displays that summarize the Five-Year Future Year Resource plan for the Department. This process shall be coordinated with designated analysts and process owners to incorporate and validate information provided by different DHS sources. The contractor shall produce an initial mock-up and frequent drafts to ensure the final report meets the requirements of the Homeland Security Act. Mock-ups and revisions shall comply with DHS Style Guidelines and DHS Congressional reporting requirements and must be delivered in both Microsoft Word and Adobe PDF format. The posting of the Executive Summary on DHS.gov will be coordinated with the DHS Congressional Reporting office.

## **4.2 OPTIONAL TASKS**

### **4.2.1 Task 9: Enterprise Risk Management Support**

The estimated level of support required for this task, if exercised, is 40% of hours for a full-time FTE. This task will assist with developing an Enterprise Risk Management (ERM) strategy and foundational elements for the Department, as well as the analysis, integration, and reporting of risk information. The contractor shall develop a comprehensive strategy for the implementation of ERM in the Department in accordance with all applicable OMB Circulars and guidance. The contractor shall develop tools to collect risk information, innovative analysis and visualizations of risk information to drive strategic thinking and influence potential decisions such as areas of future study, evaluation, and investment of resources, and support the communication of the risk analyses and findings to Components, DHS senior leadership, and OMB as directed.

### **4.2.2 Task 10: Data Analytics and Related Support**

The estimated level of support required for this task, if exercised, is 50% of hours for a full-time FTE. This task will support efforts to identify data validation issues for correction, ensure inadequacies have been resolved, and develop related reports and visual displays of information. The contractor must have expertise in manipulating data in Excel, other Microsoft Office suite products, and data management and visualization. The contractor may also support related analyst actions as described in the tasking in Section 4.

### **4.2.3 Task 11: Workshops and Seminars**

The estimated level of support required for this task, if exercised, is 5% of hours for a full-time FTE. This task is to assist with the implementation of workshops and seminars designed to increase the skills, knowledge, and competencies of the DHS Performance community in organizational performance management strategies, techniques, methodologies, and topics. The contractor will develop a cost-effective strategy for the delivery

of virtual workshops and seminars by program experts (typically a few hours in duration) on various topics related to organizational performance management and improvement and/or data analysis as agreed upon by the Government. The contractor will execute all administrative support tasks related to conducting these workshops and seminars.

## **5.0 CONTRACTOR PERSONNEL**

The contractor shall provide qualified personnel capable of performing all requirements specified in this Statement of Work. The labor categories below represent suggested categories of proposed staff. The contractor has discretion to propose a labor mix of equivalent categories meeting these skillsets in order to staff the contractor in the most effective and efficient manner.

### **5.1 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 approval from the Contracting Officer. Key personnel should have knowledge and experience in understanding and applying the GPRA Modernization Act and relevant OMB circulars. The following Contractor personnel are designated as Key for this requirement: The Senior Subject Matter Expert/Technical Consultant, Intermediate Subject Matter Expert/Consultant, and Optional Senior Risk Subject Matter Expert.

#### **5.1.1 Senior Subject Matter Expert (Key)**

The Senior Subject Matter Expert shall be designated as Key and shall be the single point of contact for the Contracting Officer and the Contracting Officer's Representative (COR). The Senior Subject Matter Expert shall be a senior level employee provided for this work effort. The Contractor shall not replace the Senior Subject Matter Expert without prior approval from the Contracting Officer.

The Senior Subject Matter Expert must demonstrate the following: Have at a minimum; at least 10 years of relevant experience along with a track record of managing and delivering projects of similar complexity. Must demonstrate subject matter knowledge and experience in interpreting and applying the GPRA Modernization Act (GPRAMA) and OMB Circular A-11, Part 6: Strengthening the Policy Framework for Improving Program and Service Delivery. Preference for demonstrated ability to innovate the delivery GPRAMA deliverables. Strong written communication skills, demonstrated by the ability to consolidate and synthesize complex and varied sources of information into clear, concise, and easily understandable documents. A Project Management Professional (PMP) certification is preferred or demonstrated ability to manage similar projects. Experience working collaboratively and integrating information from multiple offices and sources under short time frames. Experience with Performance and Accountability Report creation and production is preferred. Education: Bachelor's or other comparable Professional degree in a related academic field. Masters' degree preferred.

#### **5.1.2 Intermediate Subject Matter Expert (Key)**

The Intermediate Subject Matter Expert must demonstrate the following: Have, at a minimum, at least 5 years of relevant experience and a Bachelor's degree in a related academic field. The Contractor shall not replace the Intermediate Subject Matter Expert without prior approval from the Contracting Officer. Demonstrated ability to write clearly, succinctly, and in a manner that appeals to a wide audience, and attention to detail.

Must be highly skilled in the use of Excel and the ability to manipulate data in the MS Office suite and experienced in desktop publishing. Relevant experience in editorial review, graphic design, report layout for printing and internet posting, and conversion of documents to meet Section 508c of the Rehabilitation Act requirements. Demonstrates ability to track, collect, analyze, and report information. Experience with Performance and Accountability Report production and GPRAMA deliverable implementation is preferred. Education: Bachelor's or other comparable Professional degree in a related academic field.

### **5.1.3 Senior Risk Subject Matter Expert (Key) (Optional Task 9)**

The Senior Risk Subject Matter Expert must demonstrate the following: Have, at a minimum, at least 10 years of relevant experience and a Bachelor's degree in a related academic field. The Contractor shall not replace the Senior Risk Subject Matter Expert without prior approval from the Contracting Officer if this option is exercised. Must demonstrate a track record of managing and delivering projects related to assisting clients with developing and executing enterprise risk management strategies. Demonstrates experience in use of methodologies to track, collect, analyze, and report risk information. Experienced in briefing others on enterprise risk related activities. Demonstrated ability to write clearly, succinctly, and in a manner that appeals to senior leadership and other audiences. Education: Bachelor's or other comparable Professional degree in a related academic field. Masters' degree preferred.

## **5.2 ADDITIONAL CONTRACTOR PERSONNEL**

### **5.2.1 Junior Technical Specialist**

The Junior Technical Specialist must demonstrate the following: Have, at a minimum, at least 5 years of relevant experience and a Bachelors' degree in a related academic field. Must be skilled in the use of the Microsoft Office Suite, SharePoint, InfoPath, and other data management and visualization software and processes. Must demonstrate experience in data validation and other types of data cleansing and leading efforts to improve data accuracy. Demonstrates experience in use of methodologies to track, collect, analyze, and report information. Must demonstrate attention to detail. Education: Bachelor's or other comparable Professional degree in a related academic field.

## **5.3 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.

## **5.4 EMPLOYEE IDENTIFICATION**

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.

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.

### **SECTION III - DELIVERIES OR PERFORMANCE**

#### **1.0 PERIOD OF PERFORMANCE**

The task order period of performance will consist of a 12-month base year and two (2) 12-month option periods. The period of performance is anticipated to be the following:

<b>Period</b>	<b>Period of Performance Dates</b>
Base Year	28 Feb 2023 – 27 Feb 2024
Option Period One	28 Feb 2024 – 27 Feb 2025
Option Period Two	28 Feb 2025 – 27 Feb 2026

#### **2.0 PLACE OF PERFORMANCE**

The primary place of performance will be at the contractor's facility. The contractor may be required to report to a government facility in the Washington, D.C. area occasionally. Travel expenses will not be reimbursed.

#### **3.0 HOURS OF OPERATION**

Contractor employees shall generally perform all work between the hours of 8:00 a.m. and 5:00 p.m. ET, Monday through Friday (except Federal holidays). However, there may be occasions when Contractor employees shall be required to work other than normal business hours, including weekends and holidays, to fulfill requirements under this SOW.

Services will generally not be required on the following Federal holidays (or any other holidays declared by the Government); however the Contractor may be required to provide services on these days in support of mission critical situations.

- New Year's Day - 1 January
- Martin Luther King's Birthday - Third Monday in January
- Inauguration Day – January 20 (or 21st if the 20th is a Sunday)
- Washington's Birthday - Third Monday in February
- Memorial Day - Last Monday in May
- Juneteenth – 19 June
- Independence Day - 4 July
- Labor Day - First Monday in September
- Columbus Day - Second Monday in October
- Veterans Day - 11 November
- Thanksgiving Day - 4th Thursday in November
- Christmas Day - 25 December

No work shall be performed by Contractor personnel on Government facilities on Federal holidays or other non-workdays without prior written approval of the COR.



#### 4.0 SECTION ADA 508 COMPLIANCE

Refer to IDIQ Contract Section **H.13 Information Technology Accessibility for Persons with Disabilities** and see also DHS Accessibility requirements located at:  
<https://www.dhs.gov/accessibility>.

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

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

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

#### 5.0 DHS Enterprise Architecture Compliance

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

- All developed solutions and requirements shall be compliant with the HLS EA principles
- All IT hardware and software shall be compliant with the HLS EA Technical Reference Model (TRM) Standards and Products Profile ; all products are subject to DHS Enterprise Architectural approval. No products may be utilized in any production environment that is not included in the HLS EA TRM Standards and Products Profile.
- Description information for all data assets, information exchanges and data standards, whether adopted or developed, shall be submitted to the Enterprise Data Management Office (EDMO) for review, approval and insertion into the DHS Data Reference Model and Enterprise Architecture Information Repository.
- Development of data assets, information exchanges and data standards will comply with the DHS Data Management Policy MD 103-01 and all data-related artifacts will be developed and validated according to DHS data management architectural guidelines.
- Applicability of Internet Protocol Version 6 (IPv6) to DHS-related components (networks, infrastructure, and applications) specific to individual acquisitions shall be in accordance with the DHS Enterprise Architecture (per OMB Memorandum M-05-22, August 2, 2005) regardless of whether the acquisition is for modification, upgrade, or replacement. All EA-related component acquisitions shall be IPv6 compliant as defined in the U.S. Government Version 6 (USGv6) Profile (National Institute of Standards and Technology

(NIST) Special Publication 500-267) and the corresponding declarations of conformance defined in the USGv6 Test Program.

## **6.0 BRANDING**

Refer to Section D.2 of the PACTS II contract for information on Branding.

## **7.0 DELIVERABLES**

7.1 Refer also to IDIQ contract SECTION F – DELIVERIES OR PERFORMANCE for additional deliveries or performance requirements.

7.2 The Contractor shall ensure and the Government will review all draft and final deliverables to ensure accuracy, functionality, completeness, professional quality, and overall compliance with government policies, regulations, laws, and directives. Written documents shall be concise and clearly written.

All deliverables must be submitted to the Contracting Officer's Representative (COR) by the due dates noted in § 7.4 Delivery Schedule. Days are expressed in business days, unless identified otherwise. All reports submitted in electronic format must contain read/write capability using Microsoft Office and Adobe Acrobat, where applicable. High quality deliverables shall be clear, concise, accurate, well-structured, and easily comprehended. Deliverables will be deemed acceptable if they adequately cover all required topics; are professionally prepared in terms of format, clarity and readability; and are delivered to the designated delivery personnel/location. The Contractor shall deliver the required electronic submissions. The Government will review all deliverables and either accept the product and/or provides comments and other direction for rework of the deliverable.

The Government will have ten (10) business days to accept or reject task order deliverables. If a deliverable is rejected and returned to the Contractor for revision, the Contractor shall provide the corrected deliverable within ten (10) business days of notification of the request for revision, depending on the timeframe specified by the COR. An e-mail will be sent to the Contractor when a deliverable has been rejected or the reasons for non-acceptances. The COR may reject or require correction of any deliverable unless directed otherwise by the CO.

All Deliverables shall be submitted to the COR identified in this task order.

## **7.3 MONTHLY PROGRESS REPORTS**

The monthly progress reports shall be submitted the 5th day of the month following the previous month being reported and shall include the following:

- (a) Summary of progress during the reporting period (include any significant technical information).
- (b) Unanticipated technical or management problems of significance.
- (c) Problems anticipated in future reporting periods.
- (d) Summary of important meetings and briefings during the period of the report and those planned for the following period.
- (e) Requests for changes in key personnel.

All reports and correspondence shall be directed to the COR. Simultaneously, a copy shall be forwarded to the Contracting Officer and Project Manager.

## 7.4 DELIVERY SCHEDULE

The Contractor shall provide the following deliverables required in this statement of work.

Item #	Required Contract Tasks	SOW Reference	Delivery Date
1	Post Award Conference with the Contracting Officer and the COR	IV 1.0	No later than five (5) business days after the date of award
2	Task Order Kick-Off Meeting	IV 2.0	No later than five (5) business days after the date of award
3	Monthly Progress Report	III 7.3	5th day of each month
4	PAR Best Practice Analysis and OMB Guidance Review	II 4.1.1	Per the agreed-upon schedule in the project plan
5	Project Plan/Schedule	II 4.1.1	NLT May 31, 2023
6	DHS Agency Financial Report (AFR)	II 4.1.2	November 15 <sup>th</sup> or date established by OMB
7	DHS Annual Performance Report (APR)	II 4.1.3	1 <sup>st</sup> Monday in February or date set by OMB
8	DHS Summary of Performance and Financial Information (SPFI)	II 4.1.4	Early February or date set by OMB
9	DHS Annual Measure Change Process	II 4.1.5	Per the agreed-upon schedule in the project plan
10	DHS Strategic Review	II 4.1.6	Per the agreed-upon schedule in the project plan
11	Performance - Budget section of DHS Component Congressional Justifications (CJ)	II 4.1.7	February or date established by OMB
12	DHS Future Year Homeland Security Program (FYHSP) Report to Congress	II 4.1.8	February or date established by OMB
Item #	OPTIONAL TASKS	SOW Reference	Delivery Date
13	(Optional Task) Enterprise Risk Management Support	II 4.2.1	Ongoing
14	(Optional Task) Data Analysis	II 4.2.2	Ongoing
15	(Optional Task) Workshops and Seminars Workshop/Seminar 1 Workshop/Seminar 2	II 4.2.3	Dates to be determined. 2 Workshops/year

## SECTION IV – TASK ORDER ADMINISTRATION DATA

## **1.0 POST AWARD CONFERENCE**

The Contractor shall attend a Post Award Conference with the Contracting Officer and the COR no later than five (5) business days after the date of award. The purpose of the Post Award Conference, which will be chaired by the CO, is to discuss contracting objectives of this task order, to including discussing primary points of contact, invoicing instructions, scope of efforts, and tasks. The Post Award Conference will be held virtually or at the Government's facility located in Washington, DC. The specific address for the location of the meeting will be provided upon task order award.

## **2.0 TASK ORDER KICK-OFF MEETING**

The Contractor shall attend a Task Order Kick-Off meeting with the COR and members of the Program Office no later than 5 business days after the date of award. The purpose of the Task Order Kick-Off meeting, which will be chaired by the COR, is to discuss the technical objectives of this task order. The Task Order Kick-Off meeting will be held at the Government's facility, located in Washington, DC. The specific address for the location of the meeting will be provided upon task order award.

## **3.0 CONTRACTING OFFICER**

The Contracting Officer is the only individual who can legally commit or obligate the Government for the expenditure of public funds and authorize revisions of the terms and conditions of this task order. The Contracting Officer shall authorize any such revision in writing.

## **4.0 CONTRACTING OFFICER'S REPRESENTATIVE (COR)**

The Contracting Officer will designate in writing a Contracting Officer's Representative (COR) to assist in monitoring the work under this task order. The COR is responsible for the technical administration of the task order and technical liaison with the Contractor. The COR is not authorized to change the scope of work or specifications as stated in the task order, to make any commitments or otherwise obligate the Government or authorize any changes which affect the task order price, a copy of the COR Appointment Letter outlining the roles and responsibilities of the COR.

## **5.0 POST-AWARD INSTRUCTIONS REGARDING SECURITY REQUIREMENTS FOR CONTRACTS/ORDERS**

The procedures outlined below shall be followed for the DHS Security Office to process background investigations and suitability determinations, as required, in a timely and efficient manner.

- Carefully read the security clauses in the Order. Compliance with the security clauses in the contract is not optional.
- Contract 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 Security Office. Prospective Contractor employees shall submit the following completed forms to the DHS Security Office. The Standard Form 85P will be completed electronically, through the Office of Personnel Management's e-QIP SYSTEM. The completed forms must be given to the DHS Security Office no less than thirty (30) days before the start date of the contract or thirty (30) days prior to entry on duty of any employees, whether a replacement, addition, subcontractor employee, or vendor:



- a. Standard Form 85P, "Questionnaire for Public Trust Positions"
  - b. FD Form 258, "Fingerprint Card" (2 copies)
  - 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 Report Pursuant to the Fair Credit Reporting Act"
- Only complete packages will be accepted by the DHS Security Office. Specific instructions on submission of packages will be provided upon award of the contract.
  - DHS may, as it deems appropriate, authorize and grant a favorable entry on duty (EOD) decision based on preliminary suitability checks. The favorable EOD decision would allow the employees to commence work temporarily prior to the completion of the full investigation. The granting of a favorable EOD decision shall not be considered as assurance that a full employment suitability authorization will follow. A favorable EOD decision or a full employment suitability 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 decision or suitability determination by the Security Office. No employee of the Contractor shall be allowed to EOD and/or access sensitive information or systems without a favorable EOD decision or suitability determination.
  - Limited access to Government buildings is allowable prior to the EOD decision if the Contractor is escorted by a Government employee. This limited access is to allow Contractors to attend briefings and non-recurring meetings in order to begin transition work.
  - 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.

## **SECTION V - INVOICE AND PAYMENT PROVISIONS**

**1.0** Invoices shall be prepared in accordance with FAR 52.212-4 Contract Terms and Conditions—Commercial Products and Commercial Services. (g) Invoice. In addition to invoice preparation as required by the FAR, the Contractor's invoice shall include the following information:

- a) Cover sheet identifying DHS;
- b) Task Order and Associated IDIQ Number;
- c) Modification Number, if any;
- d) DUNS Number;
- e) Month services provided
- f) CLIN and Accounting Classifications

**2.0** The Contractor shall submit one invoice by the 5<sup>th</sup> day of each month.

**3.0** Contract Line Item Number (CLIN) for each billed item:

- a) Firm Fixed Price (FFP) – Invoices shall be submitted no more than once per month and shall be received no later than the 5<sup>th</sup> of each month (or as otherwise approved by the COR) following the services provided. The Contractor shall indicate the associated CLIN, dollar amount invoiced, and service completed. All invoices shall include the current amount billed along with a cumulative amount billed and remaining balance. Billing of CLINs X001 through X010 will be billed monthly at 1/12 of the Extended Price. Billing of CLIN X011 will be billed monthly at the awarded unit prices incurred for the prior month.

**4.0** The Contractor shall submit the invoice electronically to the address below:

## **SECTION VI – SPECIAL TASK ORDER REQUIREMENTS**

### **1.0 CONTRACTOR PERSONNEL SECURITY CLEARANCE REQUIREMENT**

All contractor and subcontractor personnel are required to complete a suitability/background investigation with the DHS Office of Security, Personnel Security Division.

Refer to terms of IDIQ contract Section H.18.3 apply as applicable.

Refer to IDIQ contract Attachment J-6 POST AWARD INSTRUCTIONS REGARDING SECURITY REQUIREMENTS FOR NON-CLASSIFIED CONTRACTS/TASK ORDERS.

### **2.0 GOVERNMENT-FURNISHED RESOURCES**

DHS will provide Government furnished IT equipment necessary to perform the services required in this contract, unless specifically stated otherwise in this work statement.

The Contractor shall use Government furnished property, equipment and supplies only for the performance of work under this contract, and shall be responsible for returning all Government furnished property, and equipment in good working condition, subject to normal wear and tear.

The Government will provide all necessary information, data and documents to the Contractor for work required under this contract.

The Contractor shall use Government furnished information, data and documents only for the performance of work under this contract, and shall be responsible for returning all Government furnished information, data, and documents to the Government at the end of the 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.

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

b. "Gray-Market" Equipment

i. The Offeror shall provide only new equipment unless otherwise expressly approved, in writing, by the DHS Contracting Officer. Offerors shall provide only Original Equipment Manufacturer (OEM) parts to the Government. In the event that a shipped OEM part fails, all replacement parts must be OEM parts.

ii. The Offeror shall be excused from using new OEM (i.e., "gray market", "previously used") components only with formal Government approval, in writing, from the DHS Contracting Officer. Such components shall be procured from their original source and shipped only from the manufacturer's authorized shipment points.

iii. All equipment obtained by the Offeror on behalf of the Government will need to be provided to OIG OCIO for review to validate requirements and approved Contractors by DHS.

c. Hardware and Software Requests

i. The contractors supply the Government hardware and software will provide the manufacturer's name, address, state, and/or domain of registration, and the DUNS number for all components comprising the hardware and software. If subcontractors or subcomponents are used, the name, address, state, and/or domain of registration and DUNS number of those suppliers must be provided.

ii. Subcontractors are subject to the same general requirements and standards as prime contractors. Contractors employing subcontractors will perform due diligence to ensure that these standards are met.

iii. The Government shall be notified when a new contractor/subcontractor/service provider is introduced to the supply chain, or when suppliers of parts or subcomponents are changed.

1. For software products, the Offeror shall provide all OEM software updates to correct defects for the life of the product (i.e., until the "End of Life (EoL)"). Software updates and patches shall be either: made available to the government for all products procured under this Contract, replaced upon End of Support (EoS) is reached, or formally waived (in writing) by the DHS Contracting Officer.

d. Supply-Chain Transport

i. Offerors shall employ formal and accountable transit, storage, and delivery procedures (i.e., the possession of the component is documented at all times from initial shipping point to final destination, and every

transfer of the component from one custodian to another is fully documented and accountable) for all shipments to fulfill Contract obligations with the Government.

ii. All records pertaining to the transit, storage, and delivery will be maintained and available for inspection for the lessor of the term of the

Contract, the period of performance, or one calendar year from the date the activity occurred.

iii. This transit process shall minimize the number of times in route components undergo a change of custody and make use of tamper-proof or tamper-evident packaging for all shipments. The supplier, at the Government's request, shall be able to provide shipping status at any time during transit.


iv. All records pertaining to the transit, storage, and delivery shall be readily available for inspection by any agent designated by the U.S. Government as having the authority to examine them.

v. The Offeror is fully liable for all damage, deterioration, or losses incurred during shipping and handling, unless the damage, deterioration, or loss is due to the Government.

vi. The Offeror shall provide a packing slip which shall accompany each container or package with the information identifying this solicitation number, the order number, a description of the hardware/software enclosed (Manufacturer name, model number, serial number), and the customer point of contact.

vii. The Offeror shall send a shipping notification to the intended government recipient; with a copy transmitted via email to the Contracting Officer, or designated representative. This shipping notification shall be sent electronically and will state this solicitation number, the order number, a description of the hardware/software being ship (manufacturer name, model number, serial number), initial shipper, shipping date and identifying (tracking) number.

e. Notifications

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


f. Foreign Equities

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

### 3.0 DISCLOSURE OF INFORMATION

(a) Contractors are reminded that information furnished under this solicitation may be subject to disclosure under the Freedom of Information Act (FOIA). Therefore, all items that are confidential to business, or contain trade secrets, proprietary, or personnel information must be clearly marked. Marking of items will not necessarily preclude disclosure when the U.S. Office of Personnel Management (OPM) or the Government determines disclosure is warranted by FOIA. However, if such items are not marked, all information contained within the submitted documents will be deemed to be releasable.



(b) Any information made available to the Contractor by the Government must be used only for the purpose of carrying out the provisions of this task order and must not be divulged or made known in any manner to any person except as may be necessary in the performance of the task order.

(c) In performance of this task order, the Contractor assumes responsibility for protection of the confidentiality of Government records and must ensure that all work performed by its subcontractors shall be under the supervision of the Contractor or the Contractor's responsible employees.

(d) Each officer or employee of the Contractor or any of its subcontractors to whom any Government record may be made available or disclosed must be notified in writing by the Contractor that information disclosed to such officer or employee can be used only for a purpose and to the extent authorized herein, and that further disclosure of any such information, by any means, for a purpose or to an extent unauthorized herein, may subject the offender to criminal sanctions imposed by 18 U.S.C. 641, Public Money, Property or Records. That section provides, in pertinent part, that whoever knowingly converts to their use or the use of another, or without authority, sells, conveys, or disposes of any record of the United States or whoever receives the same with intent to convert it to their use or gain, knowingly it to have been converted, shall be guilty of a crime punishable by a fine of up to \$10,000, or imprisoned up to ten years, or both.

#### **4.0 NON-PERSONAL SERVICES**

The services required under the task order constitute professional support services, which are essential to the mission but not otherwise available within. The Government will neither supervise Contractor employees nor control the method by which the Contractor performs the required tasks. Under no circumstances shall the Government assign tasks to, or prepare work schedules for, individual Contractor employees. It shall be the responsibility of the Contractor to manage their employees and to guard against any actions that have the nature of personal services, or give the perception of personal services. If the Contractor feels that any actions constitute, or are perceived to constitute personal services, it shall be the Contractor's further responsibility to notify the Contracting Officer immediately.

These services shall not be used to perform work of a policy/decision making or management nature. All decisions relative to programs supported by the Contractor will be the sole responsibility of the Government. Support services will not be ordered to circumvent personnel ceilings, pay limitations, or competitive employment procedures.

#### **5.0 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 the Department of Homeland Security. The Project Manager shall ensure Contractor employees understand and abide by Department of Homeland Security established rules, regulations and policies concerning safety and security.

#### **6.0 REMOVING EMPLOYEES FOR MISCONDUCT OR SECURITY REASONS**

The Government may, at its sole discretion (via the Contracting Officer\*), 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 contract. The Contracting Officer will provide the Contractor with a written explanation to support any request to remove an employee.

## **7.0 SECURITY**

### **7.1 Protection of Information**

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

### **7.2 Personal Identification Verification (PIV) Credential Compliance**

Refer also to IDIQ contract Section H.18.3

Authorities:

- HSPD-12 “Policies for a Common Identification Standard for Federal Employees and Contractors”
- OMB M-11-11 "Continued Implementation of Homeland Security Presidential Directive (HSPD) 12 – Policy for a Common Identification Standard for Federal Employees and Contractors"
- OMB M-06-16 “Acquisition of Products and Services for Implementation of HSPD-12”
- NIST FIPS 201 “Personal Identity Verification (PIV) of Federal Employees and Contractors”
- NIST SP 800-63 “Electronic Authentication Guideline”
- OMB M-10-15 “FY 2010 Reporting Instructions for the Federal Information Security Management Act and Agency Privacy Management”

Procurements for products, systems, services, hardware, or software involving controlled facility or information system shall be PIV-enabled by accepting HSPD-12 PIV credentials as a method of identity verification and authentication.

The Homeland Security Presidential Directive 12 (HSPD-12) requires the use of the approved PIV credentials as the common means of authentication for access to DHS facilities, networks, and information systems. PIV credentials shall be used as the primary means of authentication for DHS sensitive IT systems. The Contractor shall use his or her federal issued PIV credentials to access DHS resources to include IT applications and physical facility.

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 Representative (COR) all DHS issued PIV credentials/identification cards and building passes that have either expired or have been collected from terminated employees. If a PIV credential/identification card or building pass is not available to be returned, a report shall be submitted to the COR, referencing the PIV credential, pass or card number, name of individual to who it was issued and the last known location and disposition of the PIV credential, pass or any other DHS-issued cards.

### **7.3 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 Policy Directive 4300A Information Technology System Security Program, Sensitive Systems 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).

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