

**FEDERAL EMERGENCY MANAGEMENT AGENCY
Office of the Chief Security Officer (OCSO)**

**Addendum to the STATEMENT OF WORK (SOW)
FOR**

**FEMA Personnel and Emergency Notification System (PENS)
Emergency Communication Software
02-18-2025**

1.0 GENERAL

The Federal Emergency Management (FEMA), Office of the Chief Security Officer (OCSO) currently houses the Blackberry AtHoc powered “Alert and Accountability Notification System” (AANS) and now called FEMA Personnel Emergency Notification System (PENS) for the FEMA Enterprise. This system is utilized throughout the FEMA Enterprise as an Alerting and Accountability tool for Regions, Program Offices, Directorates, and Continuity Programs for active management of personnel in both routine and emergency type scenarios. It has been in place and active at FEMA as a Service line item under the OCSO managed Security Enterprise Services and National Maintenance Contract since its origination to the Component Agency in 2019. This system is integrated into daily and routine operations for FEMA Disasters, National and Territorial exercises, and FEMA fixed facilities.

1.1 BACKGROUND

The ability to account for FEMA personnel is always important, but particularly in the event of a crisis or disaster. In such situations, FEMA must be able to notify and account for all employees. Notification or “alerting” focuses on the electronic activation and management of notification messages to groups or individuals. Notification systems can be used to organize contacts into groups, to send emergency messages, to track receipts or responses for message delivery confirmation, and to perform workforce management.

A properly implemented personnel accountability process will ensure the FEMA leadership know how many, and organizational affiliation of, personnel living and/or working in the proximity of a catastrophic event, personnel status in terms of well-being and availability for recall, and where personnel can be reached during the course and aftermath of the event. The notification capability will also allow FEMA to more effectively communicate both emergency and non-emergency information to employees.

Many DHS entities utilize notification software however, the software was implemented independently within the entities and does not provide a DHS-wide communication capability or visibility into the status of personnel at each entity.

DHS awarded the Personnel and Emergency Notification System (PENS) Emergency Communication Software Blanket Purchase Agreement (BPA) contract 70RDAD23D00000008 to consolidate the current BlackBerry AtHoc component contracts by providing a DHS Enterprise contract. The associated FEMA Task Order 70FA2023F00000092 was executed on September 30, 2024 and services were rendered on the same date. FEMA’s requirement ensures current:

- Provision of a standardized procurement process for DHS and the components to purchase BlackBerry AtHoc through an authorized reseller.
- Access to a DHS tenant cloud-hosted software-as-a-service (SaaS) solution that has achieved Federal Risk and Authorization Management Program (FedRAMP) Moderate authorization with an option to increase authorization level to High.
- Provides FEMA seamless migration plan and services into the Enterprise solution that includes parallel system availability during the transition period.
- Provides FEMA emergency and reporting capabilities for the entire DHS enterprise.
- Standardizes the software version of the alert system, mobile application, desktop application and integrations across the department. Evaluate the real-time status of personnel and gather real-time assessment reporting that can be viewed at the department and/or FEMA levels.

1.2 SCOPE

The Contractor shall provide personnel emergency notification services against contract 70RDAD23D00000008, Task Order 70FA2025F00000020 for annual licensing requirements.

1.3 OBJECTIVE

The objective of the addendum to the original SOW is to add licensing requirements for continuing utilization of the system to facilitate FEMA operations withing the PENS Emergency Communication Software Contract 70RDAD23D00000008, under Task Order 70FA2025F00000020 for assorted personnel emergency notification services as listed in Section 2.0.

2.0 SPECIFIC REQUIREMENTS/TASKS

2.1 TASK TWO. *Services*

The Contractor shall provide the personnel emergency notification services as detailed below:

CLIN	Description of Service	Qty.
0001	TAS (User License Telephone, Text, Email, and Mobile Smart app)	25000
0002	NAS User License (Desk Pop-ups Override)	18000
0003	Account User License (Personnel Accountability) US Gov	25000
0004	Collect User License (Mobile Worker & Field Incident Reporting)	15000
0005	Operational Data Plan (package) US Gov	6

3.0 OTHER APPLICABLE CONDITIONS

3.1 PERIOD OF PERFORMANCE

The period of performance for this addendum service shall be a period of one (1) year:

POP: Annual Licensing – CY 25 and annual licensing options for the duration of the overarching contract.

3.2 PLACE OF PERFORMANCE

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

4.0 GOVERNMENT FURNISHED RESOURCES

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.

5.0 CONTRACTOR FURNISHED PROPERTY

The contractor shall furnish all resources necessary to fulfill the requirements of this contract.

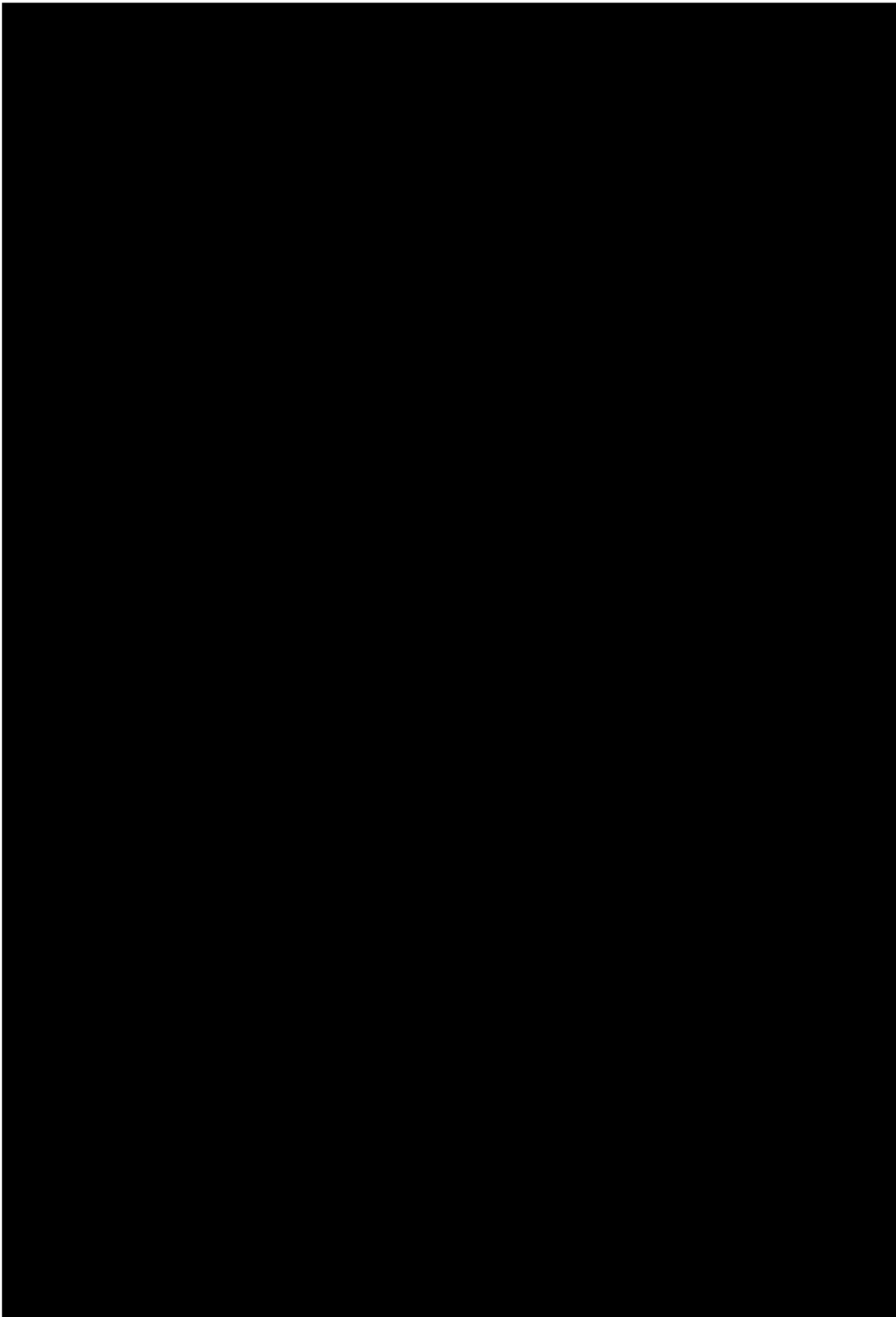
6.0 GOVERNMENT ACCEPTANCE PERIOD

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.

- 6.1 The COR will have the right to reject or require correction of any deficiencies found in the deliverables that are contrary to the information contained in the Contractor's accepted proposal. In the event of a rejected deliverable, the Contractor will be notified in writing by the COR of the specific reasons for rejection. The Contractor may have an opportunity to correct the rejected deliverable and return it per delivery instructions.
- 6.2 The COR will have 10 business days to review deliverables and make comments. The Contractor shall have 10 business days to make corrections and redeliver.
- 6.3 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.

7.0 POINTS OF CONTACT (POC)

DHS POCs



8.0 DELIVERABLES

ITEM	SOW REFERENCE	DELIVERABLE/ EVENT	DUE BY	DISTRIBUTION
1	2.1	TAS (User License Telephone, Text, Email, and Mobile Smart app)	3/1/2025	Technical POC & COR
2	2.1	NAS User License (Desk Pop-ups Override)	3/1/2025	Technical POC & COR
3	2.1	Account User License (Personnel Accountability) US Gov	3/1/2025	Technical POC & COR
4	2.1	Collect User License (Mobile Worker & Field Incident Reporting)	3/1/2025	Technical POC & COR
5	2.1	Operational Data Plan (package) US Gov	3/1/2025	Technical POC & COR

9.0 TASK ORDER CLAUSES

The Contractor shall comply with all Clauses and Security Requirements listed in the FEMA Personnel and Emergency Notification System (PENS) Emergency Communication Software BPA Contract 70RDAD23D00000008 and Task Order 70FA2025F000000020, plus addendum SOW.