

STATEMENT OF WORK (SOW)
DEPARTMENT OF HOMELAND SECURITY (DHS)
FOR
LinkedIn Recruitment and Talent Seeking Solution

1.0 GENERAL

1.1 BACKGROUND

The Department of Homeland Security (DHS), Office of the Chief Human Capital Officer (OCHCO), Strategic Talent Recruitment, Inclusive Diversity, and Engagement (STRIDE) division has a requirement for recruiter and talent insight potential candidate engagement software.

LinkedIn Recruiter is the leading solution for organizations hiring for top talent in roles that require specialized skills, which can often prove challenging to fill. LinkedIn maintains an Information Security Program and is International Organization for Standardization (ISO) 27001 certified for best practices and comprehensive security controls and 27018 certified for privacy protection of personal information by cloud services providers.

2.0 SPECIFIC REQUIREMENTS/TASKS

The objective of this requirement is to acquire a software solution that offers recruiter within the sourcing stage of talent acquisition, access to LinkedIn's unique sourcing tools empowering recruiters to proactively hunt for candidates, rather than waiting for them to apply.

LinkedIn is a Software as a Service (SaaS) provider with ISO 27001 and 27018 certifications allowing DHS users to access a secure online environment. In addition, the Department will have access to the following areas.

- Recruitment: solutions that allow recruiters to source, attract, and hire candidates
 - 40+ advance filters for candidate outreach requirements by titles, locations, and skills
 - Optimize search results based on key words from candidate profiles
 - Up to 150 direct "InMails" per month per Recruiter seat with customizable messaging
 - Recruitment management features that allow collaboration and streamlined processes
 - Develop hiring strategy through customized data metric reports such as recruiter trends and opportunities, candidate response rate, and hiring stages.
- Talent Insight: a talent intelligence platform that provides real-time data for hiring
 - Real-time data that includes talent supply and demand, reports, and branding metrics
 - Over 12 billion data points on talent, companies, jobs, skills, and schools
 - 360-degree view of the organization, competitors, and the market
 - On-demand, simple talent intelligence tools with actionable insights, recommendations and learning resources.
- Support and Performance Management
 - Dedicated Account Director and Customer Success Manager (CSM)
 - 24/7 access to on-demand training
 - DHS Licensees will have access to live chat support
 - Regular training/coaching sessions to ensure product optimization
 - 6 hours per contract year with Talent Insight Consultant
 - Bi-monthly success review to share optimization strategy and insights
 - Quarterly to assess product performance
 - Recruiter and Talent Insight reporting dashboards

- Technical support for all DHS users

CLIN	Part No.	Description	Quantity
0001	NRCRUI30-611	LinkedIn Recruiter Account Per Seat (11 - 30 Seats) Tier 3 Includes min. 150 InMails/month per License & Basic Training and Support - 12 Months	25
0002	TNTADVPKG-400	Talent Insights (Corp) Platform Access - 1 license LinkedIn - TNTADVPKG-400	15

3.0 PERIOD OF PERFORMANCE

The period of performance is a base year following the date of award.

Base: 9/29/2024 – 9/30/2025

4.0 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 that the deliverable has been accepted.

4.1 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.

4.2 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.

4.3 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.

5.0 DELIVERABLES

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

ITEM	SOW REFERENCE	DELIVERABLE / EVENT	DUE BY	DISTRIBUTION
2	1.1	LinkedIn Licenses	Five (5) business days after award	COR

6.0 GOVERNMENT FURNISHED RESOURCES

LinkedIn Software licenses and support

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

7.0 CONTRACTOR FURNISHED PROPERTY

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

8.0 DELIVERY INSTRUCTIONS

The license component of this requirement may be delivered electronically to the COR. To enable the DHS deployment effort for this requirement, the Contractor shall work in a technical assistance and knowledge-sharing capacity. During the deployment activities, the Contractor can work side by side with the DHS deployment team so that the software tool sets are applied and implemented accurately.

9.0 SECTION 508 REQUIREMENTS

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.

9.1 Section 508 Requirements for Technology Products (include in the SOW, PWS, or SOO)

Section 508 applicability to Information and Communications Technology (ICT): LinkedIn

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

Applicable Functional Performance Criteria: All functional performance criteria in Chapter 3 apply to when using an alternative design or technology that results substantially equivalent or greater accessibility and usability by individuals with disabilities than would be provided by conformance to one or more of the requirements in Chapters 4 and 5 of the Revised 508 Standards, or when Chapters 4 or 5 do not address one or more functions of ICT.

Applicable 508 requirements for electronic content features and components (including but not limited to Internet or Intranet website): All requirements in E205 apply, including all WCAG 2.0 Level A and AA Success Criteria apply as specified in E205

Applicable 508 requirements for software features and components (including but not limited to Software infrastructure)

Applicable 508 requirements for hardware features and components: Does not apply

Applicable 508 requirements for support services and documentation: All requirements in Chapter 6 apply

9.2 Section 508 Requirements for Technology Services

1. When providing Platform as a Service (PaaS) or Software as a Service (SaaS), the contractor shall ensure services conform to the applicable Section 508 standards (including the requirements in Chapter 5 for software and WCAG Level A and AA Level 2.0 success criteria for web and software. When the requirements in Chapter 5 do not address one or more software functions, the Contractor shall ensure conformance to the Functional Performance Criteria specified in Chapter 3.) The agency reserves the right to request an Accessibility Conformance Report (ACR) for PaaS and SaaS offerings. The ACR should be created using the Voluntary Product Accessibility Template Version 2.2 508 (or later). The template can be located at <https://www.itic.org/policy/accessibility/vpat>
2. When providing cloud hosting services (Infrastructure as a Service, Platform as a Service, Software as a Service, etc.) the Contractor shall ensure user administrative screens, dashboards and portals used to configure, and monitor cloud services conform to the Section 508 standards.
3. The Contractor shall ensure cloud hosting services shall not reduce the level of Section 508 conformance for ICT migrated by DHS to the cloud hosting environment.
4. Contractor personnel shall possess the knowledge, skills and abilities necessary to address the accessibility requirements in this work statement.

9.3 Section 508 Deliverables

1. **Section 508 Accessibility Conformance Reports:** For each ICT item offered through this contract (including commercially available products, and solutions consisting of ICT that are developed or modified pursuant to this contract), the Offeror shall provide an Accessibility Conformance Report (ACR) to document conformance claims against the applicable Section 508 standards. The ACR shall be based on the Voluntary Product Accessibility Template Version 2.0 508 (or successor versions). The template can be found at <https://www.itic.org/policy/accessibility/vpat>. Each ACR shall be completed by following all of the instructions provided in the template, including an explanation of the validation method used as a basis for the conformance claims in the report.

(End of SOW)