

STATEMENT OF WORK
Department of Homeland Security
Office of the Citizenship and Immigration Services Ombudsman
Annual Reports and Additional Design Services

1.0 SCOPE

The Office of the Citizenship and Immigration Services Ombudsman (CIS Ombudsman) is an independent office within the Department of Homeland Security (DHS) with the statutory mission to assist individuals and employers in resolving problems with U.S. Citizenship and Immigration Services (USCIS). As mandated by section 452(c) of the Homeland Security Act of 2002, CIS Ombudsman submits an annual report to Congress by June 30 each year. This Annual Report provides a summary of the most pervasive and serious problems encountered by individuals and employers applying for immigration benefits with USCIS and reviews past recommendations to improve USCIS programs and services. To achieve this, CIS Ombudsman collaborates with a Contractor responsible for the report's graphic design and layout.

The Contractor, under the direction of CIS Ombudsman, prepares and finalizes the Annual Report, providing it in the following formats:

1. A full print-ready copy, including the original design source file of the report
2. A print-ready PDF for web publication
3. A fully Section 508-compliant, print-ready Adobe PDF for web publication
4. A print-ready copy of the Executive Summary and CIS Ombudsman's Message in a separate document with their original design source files
5. A Section 508-compliant Adobe PDF of the Executive Summary and CIS Ombudsman's Message

The Annual Report must remain confidential until it is presented to Congress, as required by statute. The Contractor must follow appropriate procedures to ensure the confidentiality of the report.

The Contractor shall be responsible for the design and layout of the Annual Reports for 2025, 2026, 2027, 2028, and 2029, as well as the creation of Rehabilitation Act Section 508-compliant PDF versions, in accordance with DHS requirements. Additionally, the Contractor may be responsible for the layout and design of other materials, such as informational brochures, as needed, during the period of performance for the contract.

2.0 BACKGROUND

CIS Ombudsman was established by the Homeland Security Act of 2002 with the mission to assist individuals and employers in resolving problems with USCIS. CIS Ombudsman also has a responsibility to identify systemic issues and make recommendations to improve the delivery of immigration benefits. CIS Ombudsman is

an independent, confidential, and impartial resource, working to improve the services administered by USCIS.

As mandated in the Homeland Security Act, the Annual Report shall be submitted directly to Congress by June 30 each year, without any prior comment or amendment from the Secretary of Homeland Security, Deputy Secretary, Director of USCIS, or any other officer or employee of the Department or the Office of Management and Budget.

3.0 DESCRIPTION OF WORK

The Contractor shall use the most current design tools to complete all the tasks and deliverables required by this SOW. These tools may include desktop publishing and page layout software, such as Adobe InDesign, or an equivalent graphic design or document processing tool (or combination of tools) approved by CIS Ombudsman. Note that all drafts sent to the CIS Ombudsman and the final PDF files must be compatible with Adobe Acrobat for readability with the option to unlock the document at the CIS Ombudsman's request.

The Contractor shall also deliver all final Annual Report files, including the design source files, on compact discs (CDs). A total of seven (7) CDs are required for delivery per Annual Report year to cover all formats and documents. All contents shall be the property of the Government.

Two (2) labeled CDs containing the following files:

1. Cover and spine PDF version;
2. Cover and spine IDML;
3. Cover and spine INDD;
4. Document fonts
5. Links;
6. Annual Report interior IDML;
7. Annual Report interior INDD, and
8. Annual Report PDF print-ready file with full bleeds and high-resolution images.

Two (2) labeled CDs containing a Section 508 compliant Adobe PDF version of the Annual Report, suitable for web publication and email transmission, including the following files:

1. Executive Summary html;
2. Executive Summary PDF;
3. Flyer html;
4. Flyer PDF;
5. Annual Report high resolution PDF;
6. Annual Report high resolution html;
7. Annual Report low resolution PDF, and
8. Annual Report low resolution html.

Two (2) labeled CDs containing Executive Summary files, including the design source files. This CD should include the following files:

1. Executive Summary IDML;
2. Executive Summary INDD;
3. Document fonts;
4. Links;
5. Print version of Executive Summary PDF; and
6. Web version of Executive Summary PDF.

One (1) labeled CD containing the following:

1. All photographs, graphs, charts, tables, maps, pictures, and images included in the Annual Reports;
2. All standalone documents (including but not limited to the Executive Summary and CIS Ombudsman's Message); and
3. All brochures.

The Contractor shall provide the following services, ensuring strict confidentiality of all information in the Annual Report until its official publication:

- Create the Annual Report's design and layout, resulting in fully print-ready versions provided in Adobe PDF and the original design source files, with full bleeds and high-resolution photos.
- Provide a Section 508-compliant Adobe PDF version of each Annual Report suitable for web publication and email transmission.
- Develop three (3) cover concepts and three (3) layout spreads based on selected concepts for CIS Ombudsman's review.
- Create a minimum of 15 charts, graphs, or infographics, with approval from CIS Ombudsman, or recreate those provided. /
- Conduct up to 50 photo searches and recommend images to illustrate the report. Work with CIS Ombudsman to select final images with no fewer than 10 and no more than 50 purchased photos. Add footnotes and endnotes throughout the report as needed.
- Complete between (2) and eight (8) rounds of editing and proofing.
- Submit revisions to the first draft within six (6) business days of receipt from CIS Ombudsman. Submit all subsequent revisions within three (3) business days of receipt. A business day is defined as Monday through Friday, excluding weekends and federal holidays, during which normal business operations are conducted. For the purposes of this contract, a business day spans a 24-hour period. Therefore, a draft received by the Contractor during normal business hours must be returned to CIS Ombudsman within 72 hours, provided those hours fall within recognized business days. Federal holidays do not count as business days unless otherwise agreed upon by the Contractor and CIS Ombudsman.

- Provide CIS Ombudsman with samples of previously developed products comparable to the Annual Report for consideration during the contract award process.

The Contractor shall also provide the following services, as needed, for CIS Ombudsman office brochures and informational materials.

- Create the design and layout for a brochure or other informational material as specified by CIS Ombudsman. This service is categorized as a surge requirement in the contract, to be completed on an as-needed basis and may not be required annually. The work may include the production of a brochure or similar product based on text provided by CIS Ombudsman.
- Provide the brochure or other informational material as fully print-ready, stand-alone PDF copies on two (2) CDs. Each CD will include the original design source file, complete with full bleeds and high-resolution photos.

Attention to detail is extremely important and it is imperative that as rounds of edits are implemented, the Contractor take proper quality assurance measures to ensure that all edits requested by CIS Ombudsman are properly incorporated in the document. Proof copies shall be made available during the process for the Annual Report, brochures and all standalone documents.

Task 1 – Design and Layout of the Annual Reports

The design and layout of the Annual Report shall be reader-friendly and will include elements such as graphs, charts, pictures, images, infographics, appendices, citations, and footnotes or endnotes, interactive graphics, etc. as directed by CIS Ombudsman or as suggested by the Contractor and approved by CIS Ombudsman. The Contractor shall create or incorporate provided graphs, pictures, charts, etc., to effectively and accurately communicate information to the reader, as approved by CIS Ombudsman. The Contractor shall recommend photographs and images to CIS Ombudsman for inclusion in the Annual Report to illustrate the issues presented. Each Annual Report shall be designed in full color and range from 50 to 125 pages. The hard copy will utilize both the front and back of each page unless otherwise specified. The Contractor shall also design the cover and overall layout to ensure the report clearly and accurately communicates its content, as approved by CIS Ombudsman.

The Contractor shall provide 15 spiral-bound proof copies of the final Annual Report to CIS Ombudsman, with the cover page printed on cardstock in full color.

The Contractor will comply with all DHS branding and style requirements, which CIS Ombudsman will provide at the start of each period of performance.

The Contractor shall provide the following services, ensuring strict confidentiality of all information in the Annual Report until its official publication:

- Create the Annual Report's design and layout, resulting in fully print-ready versions provided in Adobe PDF and the original design source files, with full bleeds and high-resolution photos.
- Provide a Section 508-compliant Adobe PDF version of each Annual Report suitable for web publication and email transmission.
- Develop three (3) cover concepts and three (3) layout spreads based on selected concepts for CIS Ombudsman's review.
- Create a minimum of 15 charts, graphs, or infographics, with approval from CIS Ombudsman, or recreate those provided. /
- Conduct up to 50 photo searches and recommend images to illustrate the report. Work with CIS Ombudsman to select final images with no fewer than 10 and no more than 50 purchased photos. Add footnotes and endnotes throughout the report as needed.
- Complete between (2) and eight (8) rounds of editing and proofing.
- Submit revisions to the first draft within six (6) business days of receipt from CIS Ombudsman. Submit all subsequent revisions within three (3) business days of receipt. A business day is defined as Monday through Friday, excluding weekends and federal holidays, during which normal business operations are conducted. For the purposes of this contract, a business day spans a 24-hour period. Therefore, a draft received by the Contractor during normal business hours must be returned to CIS Ombudsman within 72 hours, provided those hours fall within recognized business days. Federal holidays do not count as business days unless otherwise agreed upon by the Contractor and CIS Ombudsman.
- Provide CIS Ombudsman with samples of previously developed products comparable to the Annual Report for consideration during the contract award process.

The contractor shall accommodate a potential surge in requirements for the production of up to an additional 25 pages. These additional pages shall be consistent with the quality standards, formatting, and content guidelines established under the primary task. The Government reserves the right to invoke this surge requirement with prior written notice to the contractor. Compensation for the additional work shall be in accordance with the terms and conditions outlined in the contract.

Task 2 – Surge: Design and Layout of Brochures and Informational Products

Brochures and informational products will generally be limited to five (5) double-sided pages (each double-sided print page would be two pages in digital format), with possible exceptions as needed.

The Contractor shall also provide the following services, as needed, for CIS Ombudsman office brochures and informational materials.

- Create the design and layout for a brochure or other informational material as specified by CIS Ombudsman. This service is categorized as a surge

requirement in the contract, to be completed on an as-needed basis and may not be required annually. The work may include the production of a brochure or similar product based on text provided by CIS Ombudsman.

- The Contractor shall also recommend photographs and images for inclusion, working closely with CIS Ombudsman to finalize selections. Design concepts and layouts must be in color and be readable and clear when printed in either color or black-and-white.
- Provide the brochure or other informational material as fully print-ready, stand-alone PDF copies on two (2) CDs. Each CD will include the original design source file, complete with full bleeds and high-resolution photos.

Final deliverables shall include:

1. The original design source file and PDF version of the document
2. Fifteen (5) color printed proof copies of the final document, provided to CIS Ombudsman.

Section 508-compliant Version of the Annual Reports, Brochures, and Informational Products in Adobe PDF for Web Publishing and Email Transmission

The Contractor shall adhere to Section 508 requirements, as defined by GSA's Section 508 website, and work with the DHS Accessibility Office to ensure that all DHS Section 508 standards are met through the electronic versions of the Annual Report.

Section 508 key requirements are as follows:

1. Provide text equivalent for non-text elements (images, etc.);
2. Have alternatives for multimedia presentations;
3. Do not use color as the sole way of conveying information;
4. Ensure pages do not interfere with user-defined style sheets;
5. Use client-side image maps;
6. Provide row and column headers for data tables;
7. Link to plug-ins for proprietary file formats (PDF, etc.);
8. Make sure people can access online forms;
9. Allow users to skip repetitive navigation links; and
10. Other requirements as provided by the DHS Accessibility Office.

4.0 PLACES OF PERFORMANCE

There is no designated or required place of performance for this contract. Offerors are encouraged to perform the required services at a location that best supports their operational efficiency and effectiveness. Performance is not restricted to the Washington, D.C., area, and offerors may propose performance from any location, provided all contractual deliverables and timelines are met in accordance with the requirements of the solicitation. CIS Ombudsman office is located at 245 Murray Lane, S.W. Washington DC 20528-0115

5.0 GOVERNMENT FURNISHED INFORMATION/EQUIPMENT

Information about DHS needed to support performance of the work, such as DHS branding and style requirements, will be provided to the Contractor.

6.0 TRAVEL REQUIREMENTS

Travel is not anticipated under this contract but may be required on an as-needed basis. In the event travel becomes necessary, the costs will be negotiated between the contractor and the government in accordance with applicable federal travel regulations and contract terms.

7.0 DELIVERABLES

Base Year		
POP: April 1, 2025 - March 31, 2026		
2025 Deliverable	Period of Performance	Final Due Date
Design and layout of the 2025 Annual Report	April 1, 2025 - May 1, 2025	21-May-25
Final Draft of the 2025 Annual Report	May 21, 2025 – June 26, 2025	26-Jun-25
Final Document of the 2025 Annual Report provided in the following formats: Adobe-compatible PDF and design source files	June 26, 2025 - June 27, 2025	27-Jun-25
Section 508-compliant and Adobe-compatible PDF version of 2025 Annual Report	June 23, 2025 - June 25, 2025	25-Jun-25
Annual Report provided on two (2) CDs	June 25, 2025 - July 3, 2025	3-Jul-25
Stand-alone Annual Report summary and Ombudsman letter provided on two (2) CDs	June 25, 2025 - July 3, 2025	3-Jul-25
Section 508-compliant Adobe-compatible PDF version of 2025 Annual Report provided on two (2) CDs	June 25, 2025 - July 3, 2025	3-Jul-25
Proof copies of the final 2025 Annual Report (15) fifteen spiral bound copies	July 5, 2025 - July 10, 2025	10-Jul-25

Option Year 1		
POP: April 1, 2026 - March 31, 2027		
2026 Deliverable	Period of Performance	Final Due Date
Design and layout of the 2026 Annual Report	April 1, 2026 - May 1, 2026	22-May-26
Final Draft of the 2026 Annual Report	May 20, 2026 – June 26, 2026	26-Jun-26
Final Document of the 2026 Annual Report provided in the following formats: Adobe-compatible PDF and design source files	June 26, 2026 - June 29, 2026	29-Jun-26
Section 508-compliant Adobe-compatible PDF version of 2026 Annual Report	June 24, 2026 - June 28, 2026	29-Jun-26
Annual Report provided on two (2) CDs	June 24, 2026 - July 1, 2026	2-Jul-26
Stand-alone Annual Report summary and Ombudsman letter provided on two (2) CDs	June 24, 2026 - July 1, 2026	2-Jul-26
Section 508-compliant Adobe-compatible PDF version of 2026 Annual Report provided on two (2) CDs	June 24, 2026 - July 1, 2026	2-Jul-26
Proof copies of the final 2026 Annual Report (15) fifteen spiral bound copies	July 5, 2026 - July 10, 2026	10-Jul-26

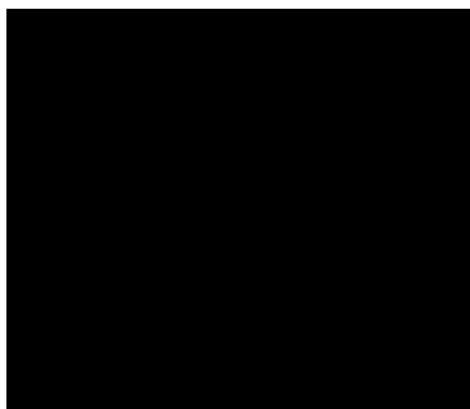
Option Year 2		
POP: April 1, 2027 - March 31, 2028		
2027 Deliverable	Period of Performance	Final Due Date
Design and layout of the 2027 Annual Report	April 1, 2027 - May 1, 2027	24-May-27
Final Draft of the 2027 Annual Report	May 26, 2027 – June 28, 2027	28-Jun-27
Final Document of the 2027 Annual Report provided in the following formats: Adobe-compatible PDF and design sources files	June 23, 2027 - June 28, 2027	28-Jun-27

Section 508-compliant Adobe-compatible PDF version of 2027 Annual Report	June 23, 2027 – July 2, 2027	2 Jul-27
Annual Report provided on two (2) CDs	June 28, 2027 - July 6, 2027	6-Jul-27
Stand-alone Annual Report summary and Ombudsman letter provided on two (2) CDs	June 28, 2027 - July 6, 2027	6-Jul-27
Section 508-compliant Adobe-compatible PDF version of 2027 Annual Report provided on two (2) CDs	June 28, 2027 - July 6, 2027	6-Jul-27
Proof copies of the final 2027 Annual Report (15) fifteen spiral bound copies	July 6, 2027 - July 12, 2027	12-Jul-27

Option Year 3		
POP: April 1, 2028 - March 31, 2029		
2028 Deliverable	Period of Performance	Final Due Date
Design and layout of the 2028 Annual Report	April 1, 2028 - May 1, 2028	1-May-28
Final Draft of the 2028 Annual Report	May 24, 2028 – June 28, 2028	2-Jun-28
Final Document of the 2028 Annual Report provided in the following formats: Adobe-compatible PDF and design sources files	June 28, 2028 - June 29, 2028	29-Jun-28
Section 508-compliant Adobe-compatible PDF version of 2028 Annual Report	June 18, 2028- June 25, 2028	3 Jul 28
Annual Report provided on two (2) CDs	June 28, 2028 - July 3, 2028	3-Jul-28
Stand-alone Annual Report summary and Ombudsman letter provided on two (2) CDs	June 28, 2028 - July 3, 2028	3-Jul-28
Section 508-compliant Adobe-compatible PDF version of 2028 Annual Report provided on two (2) CDs	June 28, 2028 - July 3, 2028	3-Jul-28
Proof copies of the final 2028 Annual Report (15) fifteen spiral bound copies	July 5, 2028 - July 10, 2028	10-Jul-28

Option Year 4		
POP: April 1, 2029 - March 31, 2030		
2029 Deliverable	Period of Performance	Final Due Date
Design and layout of the 2029 Annual Report	April 1, 2029 - May 23, 2029	22-May-29
Final Draft of the 2029 Annual Report	May 22, 2029 – June 28, 2029	28-Jun-29
Final Document of the 2029 Annual Report provided in the following formats: Adobe-compatible PDF and design sources files	June 28, 2029 - June 29, 2029	29-Jun-29
Section 508-compliant Adobe-compatible PDF version of 2029 Annual Report	June 28, 2029- June 29, 2029	29-Jun-29
Annual Report provided on two (2) CDs	June 25, 2029 - July 3, 2029	3-Jul-29
Stand-alone Annual Report summary and Ombudsman letter provided on two (2) CDs	June 25, 2029 - July 3, 2029	3-Jul-29
Section 508-compliant Adobe-compatible PDF version of 2029 Annual Report provided on two (2) CDs	June 25, 2029 - July 3, 2029	3-Jul-29
Proof copies of the final 2029 Annual Report (15) fifteen spiral bound copies	July 5, 2029 - July 10, 2029	10-Jul-29

8.0 POINTS OF CONTACT



Mailing Address:

Department of Homeland Security
Office of the Citizenship and Immigration Services Ombudsman
Mail Stop 0180
Washington, DC 20528-0180

9.0 PERIOD OF PERFORMANCE

Period of Performance (POP) will be April 1, 2025 to March 31, 2030 with one (1) Base Year and four (4) Option Years.

10.0 PRIVACY

The provisions of the Privacy Act of 1974 protect task information. As applicable, all Contractor personnel assigned to this task shall take the proper precautions to protect the information from disclosure.

11.0 CONTRACT ADMINISTRATION DATA

A. CONTRACT ADMINISTRATION

This task order will be administered by:

Attn: [REDACTED] Contracting Officer
U.S. Department of Homeland Security
MGMT/OPO/DOAD/Mailstop 0115
245 Murray Lane, S.W.
Washington, DC 20528-0115
E-mail: [REDACTED]

Attn: [REDACTED] Contract Specialist
U.S. Department of Homeland Security
MGMT/OPO/DOAD/Mailstop 0115
245 Murray Lane, S.W.
Washington, DC 20528-0115
E-mail: [REDACTED]

2.0 CONTRACTING OFFICER'S REPRESENTATIVE (COR)

Attn: [REDACTED] Contracting Officer's Representative
U.S. Department of Homeland Security
245 Murray Lane, S.W.
Washington, DC 20528 Phone Number: TBD
E-mail: [REDACTED]

3.0 CONTRACTING OFFICER'S AUTHORITY

A warranted Contracting Officer is the only person authorized to issue modifications to the task order clause/provision contained elsewhere in this task order, the authority to modify the task order remains solely with the Contracting Officer. If the Contractor makes any task order changes at the direction of any person other than the Contracting Officer, the change will be considered to have been made without authority and no adjustment will be made in the task order to cover any increases in charges that may result. The Contracting Officer has the authority to perform any and all post-award functions in administering and enforcing the proposed task order in accordance with its terms and conditions.

12.0 APPENDICES

APPENDIX ONE - AUTHORITIES

The Annual Report supports the following government mandate:

A. Section 452 of the Homeland Security Act -

ANNUAL REPORTS -

1) OBJECTIVES - Not later than June 30 of each calendar year, the Ombudsman shall report to the Committee on the Judiciary of the House of Representatives and the Senate on the objectives of the Office of the Ombudsman for the fiscal year beginning in such calendar year. Any such report shall contain full and substantive analysis, in addition to statistical information, and -

(A) Shall identify the recommendation the Office of the Ombudsman has made on improving services and responsiveness of the Bureau of Citizenship and Immigration Services;

(B) Shall contain a summary of the most pervasive and serious problems encountered by individuals and employers, including a description of the nature of such problems;

(C) Shall contain an inventory of the items described in subparagraphs (A) and (B) for which action has been taken and the result of such action;

(D) Shall contain an inventory of the items described in subparagraphs (A) and (B) for which action remains to be completed and the period during which each item has remained on such inventory;

(E) Shall contain an inventory of the items described in subparagraphs (A) and (B) for which no action has been taken, the period during which each item has remained on such inventory, the reasons for the inaction, and shall identify any official of the Bureau of Citizenship and Immigration Services who is responsible for such inaction;

(F) Shall contain recommendations for such administrative action as may be appropriate to resolve problems encountered by individuals and employers, including problems created by excessive backlogs in the adjudication and processing of immigration benefit petitions and applications; and

(G) Shall include such other information as the Ombudsman may deem advisable.

2) REPORTS TO BE SUBMITTED DIRECTLY- Each report required under this subsection shall be provided directly to the committees described in paragraph (1) without any prior comment or amendment from the Secretary, Deputy Secretary, Director of the Bureau of Citizenship and Immigration Services, or any other officer or employee of the Department or the Office of Management and Budget.

APPENDIX TWO – AUTHORITIES

Contractor will have access to unclassified and Sensitive But Unclassified Information under this SOW. Contractor employees shall safeguard this information against unauthorized disclosure or dissemination.