

## **EPMSS Call Order #18**

### *Community Disaster Resilience Zones (CDRZ) Program Support Statement of Work (SOW)*

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#### **1. Purpose**

CDRZ Program Support will provide the Office of Resilience Strategy (ORS) with the services necessary to enhance business practices and project tracking tools, coordinate and facilitate stakeholder engagements, and provide strategic support to the CDRZ program staff. Contractor will be part of an integrated team, participating with Federal employees and other Contractors to support the CDRZ initiative.

#### **2. Agency Mission and Goals**

The Department of Homeland Security (DHS), Federal Emergency Management Agency's (FEMA) mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards.

FEMA's strategic priorities are:

- (1) Be survivor-centric in mission and program delivery
- (2) Become an expeditionary organization
- (3) Posture and build capability for catastrophic disasters
- (4) Enable disaster risk reduction nationally
- (5) Strengthen FEMA's organizational foundation

FEMA's Strategic Imperatives are:

- (1) A Whole Community Approach to Emergency Management
- (2) Foster Innovation and Learning

#### **3. Background**

This call order will support the Office of Resilience Strategy.

The resources supporting this Call Order should have experience supporting project design and management as well as communications support services for the accountable executives and CDRZ support team. Experience with the Federal government, FEMA, hazard mitigation planning, or risk assessments is preferred.

#### **4. Tasks**

The scope of this Call Order is to directly support the Office of Resilience Strategy (ORS), providing project management support for its executives and the CDRZ support team: collecting and reporting on data and information; assisting with meeting planning and delivery; task tracking and facilitation; supporting organizational activities; and providing general administrative support by completing short- and long-term projects and other administrative tasks as assigned by management within established deadlines. The Contractor shall support this objective by managing program activities, developing program management products, and development of tools, processes and procedures, and plans.

The Contractor will not be approving documents or making decisions on behalf of the Government. All activities under this Call Order involve providing support services in the specific task areas referenced below. Federal staff will be responsible for finalizing/approving all work products required as a result of this work statement.

The objective of this call order is to obtain Contractor support in four key areas. This will include the following tasks:

#### 4.1 Supporting Organizational Activities

Due to the high volume of activities managed, Office of Resilience Strategy employs collaboration tools and trackers to ensure compliance with its requirements. Contractors will be responsible for maintaining existing trackers as well as creating new tools leveraging existing resources to support ORS's efficiency and effectiveness.

Key activities include:

- Supporting CDRZ Initiative activities including tracking actions, developing reports, and conducting quantitative and qualitative analysis, designing working sessions with key partners
- Supporting briefings with materials including talking points, slide decks, read-a-heads, and meeting notes as well as services such as logistics support and meeting facilitation.
- Facilitating strategic and operational planning, providing technical support for federal policy making, and supporting the organizational development activities.
- Implementation of the project management plan and the Goal, Outcomes, and Milestones document to include tracking deliverables, providing updates to executives, collaborating with CDRZ team to complete tasks, meeting coordination, and managing timeline.
- Conducting or assisting in special/ad hoc projects, data-calls, tracking various CDRZ matters and related reporting.

Technical support for this Call Order requires current knowledge and experience in MS-Teams, Excel, and SharePoint. Experience with Microsoft Project or other project management tools is desired but not required.

#### 4.2 General Administrative Support

General administrative support activities are essential to the Office of Resilience Strategy fulfilling its mission and staying on time with all requested program deliverables and tasks.

Key activities include:

- Developing high quality written communications, documents, briefing memos, and other written materials, as needed using Microsoft Word, Excel, and PowerPoint with a high degree of proficiency with grammar, spelling, and punctuation.
- Conducting quality review of correspondence and other written products going through Action Office concurrence.
- Supporting commonly used administrative concepts, practices, procedures, working independently and, where needed, supplemented with direction as to the established practices and procedures for various functions.
- Conducting or assisting in special/ad hoc projects, data-calls, tracking various CDRZ matters and related reporting.
- Documenting procedures to help ensure practices are captured in order to allow for consistency in execution.
- Photocopying and/or scanning documents using a computer.

#### 4.3 Technical and Communications Support

Providing program level technical and strategic communications support, which includes internal to the government and external to our stakeholders surrounding the designation of CDRZ and post-designation engagement.

Key activities include:

- Development and implementation of a program level communications strategy for both public engagements as well as developing interagency partnerships to include materials development.
- Support identification of key external stakeholders and cataloging and tracking engagement and input from these stakeholders.
- Development of website content for CDRZ program and activities.
- Development and coordination of program materials for external briefings and conferences,

- documenting discussions, and following up on directed/recommended actions and any commitments made during meetings/conferences to assure their timely completion.
- Preparing summaries of conclusions, and developing or editing slides, among other meeting support duties. Tracking and adjudication of feedback and suggestions in concert with RFI inputs.

#### **4.4 Transition Support**

The Contractor shall also be responsible for part of the transition-out phase at the end of the Call Order. The Contractor shall develop, document, and monitor the execution of a transition-out plan that will be used to transition all tasks and materials to a new Contractor, or to the Government, upon completion of the Call Order. The plan will incorporate an inventory of all services, standard operating procedures for these services, reporting templates, and other materials developed during the period of performance that will be required to fully perform the services provided under this requirement. In addition, the plan will include a schedule of transition briefings/meetings between the Government, Contractor, and any follow-on Contractor.

The purpose of the transition-out plan and meetings is to make sure any successor Contractor, or the Government will be provided sufficient information in a timely manner to become familiar with all requirements and project materials, as well as have adequate time to get any new Contractor personnel in place by the turnover date. These preparatory steps will ensure a quick and effective transition of Call Order support to the Government and any new Contractor. The transition-out plan is due to the Government 60 days prior to the expiration date of the Period of Performance and the transition briefings shall occur at least 30 days prior.

### **5. Constraints and Assumptions**

#### **5.1 Constraints**

1. A limited number of unassigned “hot desk” workstations may be available to the Contractor at the FEMA ORS facility.
2. The Contractor will achieve the objectives utilizing the FEMA baseline suite of technology including phone and computer/e-mail.

#### **5.2 Assumptions**

1. The Contractor will work collaboratively with the ORS team to understand what balance of service levels will maximize value to FEMA and adjust services levels within the available budget accordingly on a continuous basis.

### **6. Call Order Administration Data**

#### **6.1 Place of Performance**

The principal place of performance shall be at FEMA offices at 400 C St SW Washington D.C. 20472 (or successor location). Work not required to be performed on site may be performed at an alternate pre-established Contractor facility or via telecommuting with prior approval of the COR. The Contractor facility or telecommuting location shall be within the local commuting area because travel reimbursement to and from work will not be approved. The local commuting area is defined as within a 50-mile radius of the FEMA facility at 400 C St S.W., Washington D.C. 20472.

Place of performance is subject to local health and safety standards. *All Contractors must be able to work remotely to ensure adherence to local health and safety guidance in the event of future stay at home orders.*

#### **6.2 Hours of Operation**

To fulfill requirements under this SOW, the Contractor employees shall perform all work between the hours of 08:00am and 4:30pm ET, Monday through Friday (except Federal holidays). Any other time periods must be approved in advance by the COR.

#### **6.3 Government Furnished Property (GFP)**

Up to four (4) GFP laptops will be issued and used in performing work on this Call Order. No personal or

company owned storage devices, (thumb drives, DVDs, or CDs) will be used with the GFP. Mobile devices may be provided as identified by the COR or Government Program Manager.

#### **6.4 Travel**

There will be no travel under this Call Order.

#### **6.5 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. The following Contractor personnel are designated as Key for this requirement.

##### **Program Manager/Call Order Manager**

The Contractor shall provide a Program Manager/Call Order Manager. The Program Manager/ Call Order Manager shall be responsible for all Contractor work performed under the resulting Call Order. The Program Manager is further designated as *Key* by the Government as set forth in the Call Order clause HSAR 3052.215-70, Key Personnel or Facilities. The Program Manager shall be a single point of contact for the CO and the COR. It is anticipated that the Program Manager shall be one of the senior level employees provided by the Contractor for this work effort.

The Program Manager shall have full authority to act for the Contractor on all Call Order matters relating to daily operation of this Call Order. During any absence of the Project Manager, only one alternate shall have full authority to act for the Contractor on all matters relating to work performed under the resulting Call Order.

### **7. Performance and Deliverables**

#### **7.1 Period of Performance:**

Call Order period of Performance: 6/5/2024 – 5/4/2025 (11 months)

#### **7.2 Post Award Conference**

A post award conference is not required because this is a follow-on to an existing call order.

#### **7.3 Deliverables**

The Contractor shall provide written documents that shall be concise and clearly written. The Contractor shall ensure the accuracy, functionality, completeness, professional quality, and overall compliance with Government guidelines / requirements of the deliverables. Where appropriate, the Contractor shall maintain records of the documents for at least 6 years and 3 months after completion of the Call Order and these documents shall be made available as requested by the COTR. All deliverables developed for this project become the property of the Government and shall not be used by the Contractor for any other purposes. All project-related information or documentation, with no exceptions, shall be treated as confidential and proprietary during and after the completion of work under this Call Order.

- *Monthly Status Reports:* The Contractor shall report to ORS on a monthly basis all activity and accomplishments completed or started on this Call Order. Status reports shall contain Call Order programmatic and financial information updated monthly. Status reports shall be submitted via e-mail to the Contracting Officer Representative (COR). Status reports shall follow the approved template and file type developed by the Contractor for reporting and approved by the COR. Monthly status plans are due the 15th business day of each month.

#### ***Schedule of Deliverables***

Item Number	Task Number	Deliverable Description	Due
1	7.3	Monthly Status Reports	15 <sup>th</sup> business day of each month
2	4.1	Project Management Plan Implementation and Goal, Outcomes, and Milestones Document	Within ORS established deadlines
3	4.1	RFI Implementation	Within ORS established deadlines
4	4.2	Program Communications Plan	Within ORS established deadlines
5	4.2	Drafting of written communications	Within ORS established deadlines
6	4.3	Meeting Materials Development	Within ORS established deadlines
7	4.3	Standard Talking Point Development	Within ORS established deadlines
8	4.3	Meeting Follow Ups	Within ORS established deadlines
9	4.4	Inventory of all services, standard operating procedures (SOP's) for these services, and reporting templates	60 days prior to end of Call Order.
10	4.4	Transition-out Plan	60 days prior to end of Call Order.