

**Office of Legislative Affairs (OLA)**

**Department of Homeland Security**

January 2024

**SECTION I: STATEMENT OF WORK**

**1.0 Purpose**

This Statement of Work (SOW) outlines the management support that the contractor shall provide to DHS OLA. OLA is the principal coordinator for all legislative and Congressional matters with Congress, the White House, and other departments and agencies.

OLA is responsible for establishing an enduring trusted partnership with the Congress of the United States by diligently providing Members and staff with the most timely, accurate, and detailed information needed to fulfill their constitutional duties. An effort accomplished by clearly articulating DHS views in support of needed authorities and appropriations, and working constructively with Congress to ensure careful stewardship of DHS resources.

The statement of work of this requirement is to obtain executive support services for the U.S. DHS, OLA. The current requirement is for one (1) Senior Administrative Assistant.

The objectives of this contract are to provide administrative management, and support services to the OLA.

**1.1 Performance Objectives and Standards**

The contractor shall be primarily responsible for providing the OLA administrative management and support services to senior leadership and staff with the responsibility of performing a full range of administrative, liaison activities and special assignments related to the mission and functions of the office. The contractor shall provide administrative support to senior leadership and coordinate management and administrative operations for the office.

Further, this contract advises the Senior Administrative Assistant of the following:

- Final determination for all work products, recommendations, etc. shall be reserved for Government officials.
- Proper identification may be required of contractor personnel who attend meetings, answer Government telephones, or work in situations where their actions could be construed as acts of Government officials unless, in the judgment of DHS, no harm can come from failing to identify themselves.
- Suitable marking of all documents or reports produced by contractors may be required.

Duties shall also include, but are not limited to:

- Administrative Assistant Services

- IT and Logistics Support Services

Details related to these tasks are further explained in Section 2.1 and 2.2 of this document.

## **2.0 TASKS**

Contractor shall be well-versed in the OLA mission, objectives, and goals. The Contractor shall provide the following support and other administrative duties, as assigned, that may include:

### **2.1 TASK ONE - Administrative Assistant Services Tasks**

- Participates with the Director of Administration and Mission Support in developing and organizing policies, procedures, and processes.
- Prepares briefing materials, talking points, and executive summaries for senior leadership's review and use.
- Provide support in the daily operations of program management activities, ensuring coordination of resources across the program.
- Facilitate project communications to the internal program, executive leadership, and other pertinent stakeholders.
- Development of recommendations for process improvement and modifications to existing processes.
- Effective and timely customer communications and coordination of project activities.
- Front-end team coordination, assistance in providing methodology and general project approaches/concepts.
- Develop project plans and milestones, status reports, and other deliverables as required.
- Excellent technical review capabilities and the ability to manage, allocate, and prioritize resources for simultaneous activities or projects.
- Support design, editing, formatting, and production of program artifacts including but not limited to program documents, reports, and briefing materials, within others.
- Update the program documentation management process as needed, including change management activities to align both programmatic and project documentation management standards.
- Support the development and implementation of programmatic and executive level dashboards, metrics, and project tracker as requested.
- Maintain a centralized repository of program documentation, products, and deliverables and train all program office personnel on appropriately managing program documentation.
- Track all planned and unplanned activities.

- Coordinate schedule changes with all program work streams.
- Deliver congressional correspondence and reports to the Congressional Acceptance Site.
- Answering telephones, tracking correspondence inquiries, and other similar tasks.

## **2.2 TASK TWO – IT and Logistics Support Services Tasks**

The contractor shall also support the following outward facing operational functional objectives to support OLA's evolution and sustainability, in an administrative capacity as assigned, that may include:

- Coordinating with the IT department to resolve hardware and software issues.
- Training new and existing personnel and assisting Government personnel in the use of the DHS enterprise information technology services and equipment.
- Developing support/training for general equipment use.
- Providing troubleshooting and software fixes as needed.
- Coordinating moves and installation of equipment with the IT department.
- Ensuring all assigned audiovisual equipment is operating properly and coordinate resolution of technical issues.
- Inventory, managing and delivering operating materials and supplies at the office including their disposition.
- Conducting printer inventories and life cycle replacements.
- Making sure all of the OLA swing spaces have the necessary equipment for personnel.

## **3.0 REPORTING REQUIREMENTS**

### **3.1 Bi-Weekly Status Report and Meeting**

Bi-Weekly Status Reports shall be delivered to the Mission Support Director by 10:00 am Eastern Time (ET) every other Monday; if the Monday is a non-workday, submit by 10:00 am ET the first workday after Monday. This Biweekly status report shall include updated workload assignment listing the individual workload progress for each Senior Administrative Specialist.

The Contractor shall meet with the Mission Support Director on a weekly basis to discuss progress under the requirements set forth in Section II Paragraph 2.0 of the Statement of Work. The purpose of the status meeting is to exchange information and assist in the resolution of emergent technical problems and issues.

## SECTION II: PACKAGING AND MARKING

### 1.0 MARKING FOR UNCLASSIFIED DOCUMENTS

All information submitted to the Government, whether submitted electronically, through the postal system, or in person, shall clearly indicate the project title, deliverable title and number, contract number, and the names of the Contracting Officer and Contracting Officer Representative.

### 2.0 BRANDING

The contractor shall comply with the requirements of any DHS Branding and Marking policies. As a matter of law, Federal criminal statutes prohibit unauthorized uses of the DHS seal. In addition, DHS policy prohibits granting authorization for certain commercial uses of the seal. It is permissible to reference DHS in materials if the reference is limited to true, factual statements. The words DHS and/or Homeland Security should appear in the same color, font, and size as the rest of the text in the document. Moreover, such references shall not imply in any way an endorsement by DHS of a product, company, or technology.

Requests to use the DHS seal shall be submitted using *DHS Official Seal Usage Approval*, available from the COR. The Comments section shall be used to describe why use of the seal is being requested, and how it shall be used. Completed forms shall be sent via e-mail to [Branding@hq.dhs.gov](mailto:Branding@hq.dhs.gov), DHS Communication Operations Editor, and to the CO, with a copy to the COR.

## SECTION III: DELIVERIES AND PERFORMANCE

### 1.0 PERIOD OF PERFORMANCE

Base Period	September 28, 2024 – September 27, 2025
Option Period One	September 28, 2025 – September 27, 2026
Option Period Two	September 28, 2026 – September 27, 2027
Option Period Three	September 28, 2027 – September 27, 2028

### 2.0 PLACE OF PERFORMANCE

#### 2.1 Government Sites

The primary place of performance may be at the government's facilities at 301 7<sup>th</sup> Street, SW, Washington, DC and/or the St. Elizabeth's Campus at 2702 Martin Luther King, Jr. Avenue, SE, Washington, DC. Regardless of location, all tasks in regard to this requirement shall be performed on a government provided computer. The government will not provide the contractor remote access from any personal computing devices to any government systems. Additionally, no physical contract

files may be removed from the government facilities without the express consent of the COR. Electronic contract files may be removed for telework purposes and shall be stored only on a government provided computer.

## **2.2 Alternate Contractor Site Locations.**

The CO or COR may designate that some or all of contractor personnel be located at a government-approved, contractor-provided off-site location. Any off-site location designated by the contractor shall meet all applicable DHS facility clearance and IT security requirements and shall be approved in writing by the COR. Contractor personnel may not change their work site location without the prior written consent of the COR.

## **2.3 Contractor Telecommuting – Remote Personal Residence Work Locations.**

The OLA promotes telecommuting for federal government contractors to the extent practicable to meet DHS mission needs. Telecommuting allows contractor personnel to perform their contractual requirements outside of OLA office locations, typically at a contractor personnel's personal residence or a corporate telecommuting office location. Telecommuting for contractor personnel provides the government flexibility to meet unique DHS organizational and facility needs and requirements. The goal of telecommuting for contractor personnel is to enhance the delivery of services that support the DHS mission. Telecommuting is permitted under the contract in accordance with the requirements below.

Additionally, the provision to permit contractor telecommuting may be revoked under this contract at any time if the Government makes such determination. The telecommuting provision does not change any contract requirements; all other terms and conditions of the contract remain in full force and effect.

### **2.3.1 Contractor Rates Charged While Telecommuting**

The contractor shall charge the same applicable rate as for a Government site for those contractor personnel when they telecommute at their designated telecommuting location.

### **2.3.2 Contractor Personnel Responsibilities**

All contractor personnel on a telecommuting schedule shall comply with all the contract terms, conditions, and requirements. Participation in a telecommuting schedule does not change any of the requirements of the contract.

### **2.3.3 Communication**

Contractor personnel shall be available by phone and email during designated work hours while performing work at the telecommuting location. Contractor personnel shall be available for meetings or attend in person, if deemed necessary by the COR.



#### **2.3.4 Eligibility**

Contractor personnel are eligible to telecommute in accordance with the contract telecommuting provision and subject to the ability to successfully perform and complete work requirements, as specified in the contract. Eligibility will be assessed and proposed by the contractor for an assigned task area and concurred by the COR, who will inform the contractor. Prior to starting a telecommuting schedule, each contractor personnel shall have a written telecommuting agreement in place with their company regardless of whether their telecommuting schedule is regular, recurring, or situational. A written or electronic copy of the fully executed telecommuting agreement between the contractor and contractor personnel shall be provided to the contracting officer's representative (COR) or contracting officer at least one business week prior to the proposed start date of the contractor personnel's telecommuting schedule.

#### **2.3.5 Equipment/Tools**

In accordance with the contract, the Government provides specific tools/equipment for contractor personnel to perform their duties and fulfill contract requirements. Contractor personnel agree to use only government furnished equipment (GFE) to conduct work under the contract, and to protect the GFE equipment in accordance with applicable government standards, practices, and procedures. Contractor personnel agree to comply with all government computer security, software licensing, computer virus and protection requirements and procedures.

The use of all tools/equipment provided by the Government for use at the telecommuting location is limited to the individual contractor personnel to whom it is assigned and shall be used only for working on contract requirements. Documents stored and created for contract requirements shall remain stored only on the Government-provided tools/equipment in electronic form and shall not be copied or stored on any other equipment or device or printed out in hardcopy or any other media. The use of personal computer equipment or personal email accounts to conduct government business under this contract while telecommuting is expressly prohibited.

The Government will not be responsible for any operating, maintenance, telephone, network service provider, office supplies or other costs associated with the use of the contractor's telecommuting site.

#### **2.3.6 Workspace**

The Government is not liable for any damages to the contractor's personal or real property while conducting work under this contract at a telecommuting location. The Government reserves the right to inspect the

contractor personnel telecommuting site, by appointment only, if the Government has reason to believe that security standards are not being met or if GFE equipment is not being properly utilized or maintained.

#### **2.3.7 Information Security**

All contractor personnel are required to sign a DHS Non-disclosure Agreement prior to working on the contract. Contractor personnel remain bound by all terms and conditions of the DHS Non-disclosure Agreement while telecommuting. Any and all written or electronic documentation utilized for telecommuting purposes shall remain secure and confidential. While telecommuting, contractor personnel shall comply with all IT security, physical, and documentation requirements of this contract. Contractor personnel shall immediately notify the Mission Support Director, COR and contracting officer if they become aware of any unauthorized release or disclosure of any information, data, or documentation while working on contract requirements at their telecommuting location.

#### **2.3.8 Worker's Compensation / Liability**

The contractor should address any worker's compensation issues with their employer or their prime contractor. The Government assumes no liability for injuries occurring at the contractor's site or in designated telecommuting areas of the contractor personnel at any time.

### **3.0 HOURS OF OPERATION**

Work shall be performed between the hours of 8:30 am and 6:30 pm, Monday through Friday, except on Federal holidays.

### **4.0 GOVERNMENT HOLIDAYS**

Holidays observed by the Federal Government:

New Year's Day	<i>1 January</i>
Martin Luther King's Birthday	<i>Third Monday in January</i>
President's Day	<i>Third Monday in February</i>
Memorial Day	<i>Last Monday in May</i>
Juneteenth	<i>19 June</i>
Independence Day	<i>4 July</i>
Labor Day	<i>First Monday in September</i>
Columbus Day	<i>Second Monday in October</i>
Veterans Day	<i>11 November</i>
Thanksgiving Day	<i>4th Thursday in November</i>

Christmas Day	25 December
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If a holiday falls on Sunday, the following Monday will be observed as the legal holiday. When a holiday falls on a Saturday, the preceding Friday is observed as a legal holiday by U.S. Government agencies. Also included would be any day specifically declared by an Executive Order from the President of the United States of America as a national holiday.

It is understood and agreed between the Government and the Contractor that observance of such days by Government personnel shall not otherwise be a reason for an additional period of performance, or entitlement to compensation except as set forth within this contract. If the Contractors believe that an unplanned absence has an impact on the price or period of performance, it should notify the Contracting Officer.

#### **4.1 DELIVERABLES**

All deliverables shall be provided in electronic format in MS Office compatible format. All reports and correspondence shall be directed to the COR.

Item	SOW Reference	Event/Deliverable	Date Due	Format	Distribution
1	Section V, Paragraph 1.0	Kick-Off Meeting	NLT 10 business days after award of contract	Teleconference	Technical Project Lead/COR
2	Section II, Paragraph 3.0	Biweekly Status Report and Meeting	Due every other Monday	In Person; Microsoft Office Application	Technical Project Lead/COR

### **SECTION IV: ORDER ADMINISTRATION DATA**

#### **1.0 KICK-OFF MEETING**

The Contractor shall participate in a Kick-Off Meeting with the COR not later than ten (10) business days after the date of award. The purpose of the Kick-Off Meeting, which will be chaired by the COR, is to discuss technical and contracting objectives of the contract award. The Kick-Off Meeting will be held via teleconference.

#### **2.0 SUBMISSION OF INVOICES - SINGLE PAYMENT OFFICE**

Invoices shall be prepared in accordance with Federal Acquisition Regulation (FAR) 52.212-4, Contract Terms and Conditions – Commercial Items. In addition to invoice preparation as required by the FAR, the Contractor's invoice shall include the following information:

- 1) Cover sheet identifying the contract Number and;
- 2) DUNS Number;



- 3) Dates of provided services;
- 4) Associated Contract Line Item Number (CLIN); and
- 5) Associated Labor Category and hours performed (if applicable).

Invoices shall be submitted electronically to [InvoiceMGT.Consolidation@ice.dhs.gov](mailto:InvoiceMGT.Consolidation@ice.dhs.gov) with a copy to the Contracting Officer and the COR. Invoices shall be submitted in monthly arrears.

### **3.0 CONTRACTING OFFICER**

[REDACTED]  
Office of Procurement Operations  
Departmental Operations Acquisition Division  
[REDACTED]

### **CONTRACT SPECIALIST**

[REDACTED]  
Office of Procurement Operations  
Departmental Operations Acquisition Division  
[REDACTED]

### **4.0 CONTRACTING OFFICER REPRESENTATIVE**

The Contracting Officer may designate a Representative (COR) to assist in monitoring the work under this contract. The COR is responsible for the technical administration of the contract and technical liaison with the contractor. The COR **IS NOT** authorized to change the scope of work or specifications as stated in the SOW, to make any commitments or otherwise obligate the Government or authorize any changes which affect the contract price, delivery schedule, period of performance, or other terms and conditions.

[REDACTED]  
Contracting Officer Representative  
DHS – Office of Legislative Affairs (OLA)  
[REDACTED]