

## Statement of Work

### TSS – Cadmus-Jacobs Blanket Purchase Agreement (70FB8022A00000001) National Disaster Recovery Framework Development

General Information			
Contract Number	70FB8022A00000001	Task Order Number	70FB8024F00000087
Contract Name	TSS - Cadmus-Jacobs BPA		
Requesting Directorate	Recovery	ICD -FO	
Task Order Name	National Disaster Recovery Framework		
Period of Performance		Start Date	End Date
		September 3, 2024	September 2, 2025
Contacts	Name	Office Phone No.	Mobile Phone No.
FEMA COR			
TSS PM	TBD		
FEMA Technical Monitor			

#### I. INTRODUCTION

The Interagency Coordination Division (ICD) requires contract support to continue its efforts to achieve 2022-2026 Strategic Objective 3.2, Unify Coordination and Delivery of Federal Assistance. As directed by the Federal Emergency Management Agency (FEMA) FEMA Administrator, ICD will coordinate with FEMA, interagency, and non-governmental partners to publish the National Disaster Recovery Framework, Version 3.

To achieve publication of this National Framework, ICD requires contract support for (1) analysis, assessment, facilitation and project management and (2) development and technical writing of the National Disaster Recovery Framework (NDRF), other operational support guideline based on the NDRF and associated products to support role out. This will include standalone communications products, such as executive overviews and Recovery Support Function specific overviews, external PowerPoints for webinars, internal PowerPoints, Issue-specific one pages (housing post-disaster, for example), case studies, standard operating procedures (SOPs), and checklists.

#### II. SCOPE OF WORK

The scope of this Task Order is: 1) analysis, assessment, facilitation, and project management to achieve publication of NDRF, Version 3 and (2) development and technical writing of the NDRF and associated products.

#### III. PERIOD OF PERFORMANCE

The period of performance for this task order is from September 3, 2024 through September 2, 2025.

**IV. PLACE OF PERFORMANCE**

This Task Order will require limited in-person presence at FEMA Headquarters in Washington, DC. The Contractor shall perform the majority of the work remotely.

**V. SPECIFIC REQUIREMENTS****A. Contractor Personnel**

The Contractor must provide the professional skillsets to support the outlined tasks and activities. All Contractor personnel must meet or exceed the qualification standards specified in the Blanket Purchase Agreement.

Key Personnel include the following:

- Program Manager III
- Deputy Program Manager III
- Senior Consultant III
- Project Manager

Support Personnel include, but are not limited to, the following:

- Facilitator III
- Reports Specialist III
- Analyst III
- Technical Writer III
- Technical Editor III
- Graphic Artist III
- Emergency Management Planner III

**B. Task Management**

The Contractor shall ensure that all tasks are performed in an efficient, accurate, and timely manner, in compliance with the requirements of this document and project work plans.

**C. Status Meetings**

The Contractor shall meet with the Contracting Officer's Representative (COR), Project Manager, or Technical Monitor (TM) upon request to discuss task order/work plans and exchange information. Additional meetings identified in the work plan will take place as scheduled.

**D. Activities and Tasks**

The Contractor shall perform the following tasks and activities:

**Task 1 – Assessment and Facilitation Support**

Analysis, assessment, facilitation, and project management support for the NDRF, doctrine, policy, and associated products to include:

- Lead development of a project management plan through the lifecycle of the project.

- Design, facilitate, and execute forms, meetings, and workshops that inform development of operational and program guidance.
- ~~Conduct research via working groups, targeted interviews, and open sources in support of the revision process, as required.~~
- Consolidate inputs received during engagement, scoping, and framing phases and incorporate them into the document revision process.
- Develop routine updates for senior leadership on project progression to include current status, risks, and next steps.

#### Task 2 – Document Development Support

Development and technical writing and associated communication products to include:

- Support technical writing, federal concurrence requirements, and publication of the NDRF and associated products.
- Support the technical editing, graphics updating or development, and 508 formatting of the document.
- Prepare the NDRF and associated products for release and posting, to include planning of national roll-out.

#### Task 3 – Administrative Support

Provide administrative support to assist in the overall management and coordination of activities across the Interagency Coordination Division to include coordination between FEMA HQ, field, and regional staff. Administrative support will be focused on, but not limited to, the Recovery Support Function Leadership Group, Program Management Office, Front Office Executive Functions, and equity initiatives.

#### Task 4- Federal Recovery Resource identification and validation

In consultation with division leadership and the State, Local, Tribal, and Territory (SLTT) Sequencing team review, of existing public facing and internal federal recovery program databases (the “Recovery Roadmaps,” Disaster Recovery and Resilience Resources Library, etc.) to validate existing resources, map resource connections and timelines, and outline how resources can be leveraged by SLTT governments in different recovery scenarios. Common challenges, including SLTT capacity gaps, should be identified and noted as risk areas and include potential mitigation steps.

An update methodology/process and timeline will also be developed to ensure continued relevance of resources.

#### Task 5 – Community Assistance Branch Support

Support to enhance post-disaster recovery management trainings and guidance to support mission post event. Develop additional program guidance and develop and socialize a new operational concept for the Community Assistance Recovery Support Function.

### **F. Kick-Off Meeting / Project Plan**

The Contractor shall meet with the Contracting Officer, COR and TM within 3 calendar days after award of the task order for a kick-off meeting.

The Contractor shall provide a written Project Plan and Schedule within 5 calendar days after the kickoff meeting.

## VI. DELIVERABLES

All deliverable dates are listed in business days and should be delivered to the technical monitors and project leads. Deliverables listed below, and further detailed in the corresponding tasks above, shall include, but are not limited to:

- Task 1 Deliverable(s) – (a) Project management plan shall be submitted to the COR no later than (NLT) 5 days after individual strategic priorities are selected for Contractor support. Project plans shall be updated on not less than (NLT) a bi-weekly basis thereafter and submitted to the COR; (b) facilitation plans shall be submitted to the COR NLT 3 days before all assigned engagements; (c) provide consolidated all feedback and analysis NLT 5 days after information received; (d) provide supplemental reports to communicate project status for senior leadership NLT 2 days after requested; (e) other communication products as identified.
- Task 2 Deliverable(s) – (a) products and resources to support roll-out and communication materials related to the NDRF for government and public utilization by end of the period of performance (PoP).
- Task 3 Deliverable(S) – (a) meeting management and scheduling as identified; (b) note taking and action item follow up documentation; (c) report development and technical editing; (d) strategic planning support; (e) PSMA/IAA/IRWA templates and implementation products (standard operating procedures (SOPs)), Communication Materials, etc.) (f) support to RSFLG PMO with the development of analytical products and reporting for disasters between 2017-2019 identified. Transition products to support PMO transition as identified (transition planning, timeline development, technical requirements, etc.). Products will include: standalone communications products li, such as executive overviews and Recovery Support Function specific overviews, external PowerPoints for webinars, internal PowerPoints, case studies, and checklists.
- Task – 4 Deliverable(s)  
Documented and repeatable Federal Recovery Resource identification and validation process mapped to the process established with the SLTT Sequencing team. Developed with division leadership report, should include: (a) Overview of how to map identified resources to each other at the state and local level; (b) Outline how resources can be leveraged by SLTT governments in different recovery scenarios; and (c) Common challenges and potential mitigation steps for SLTTs.

- Task -5 Deliverable(s) – (a) Revised and new guides or SOPs that support CA RSF Field delivery; (b) Standalone Tools and Templates (local recovery staffing guide, planning worksheet, Local recovery data and needs assessment guidance, local equity guidance, etc.); and (c) Outreach and communications materials. Products will include: standalone communications products, such as executive overviews, external PowerPoints for webinars, and internal PowerPoints. Submission dates will be determined by the FEMA COR after award.

## VII. CONTRACTOR PERFORMANCE MEASURES

Performance Measures	Required Outcomes	Standards for Excellence	Minimum Acceptable Levels	Surveillance Methods
The Contractor shall produce an acceptable Work Plan that meets the requirements of the statement of work within the timeframe required.	The Contractor shall produce an acceptable plan that clearly demonstrates achievable results within the timeframe indicated in the statement of work.	The Contractor shall produce an acceptable plan that clearly demonstrates achievable results and exceeds expectations within a shorter timeframe than what is indicated in the statement of work.	The Contractor produces an acceptable plan that meets the requirements of the statement of work within the timeframe required.	Review and acceptance of the work plan.
Internal systems and controls to ensure quality products and services.	Deliverables contain only minor technical errors and are effective for intended purposes. Materials are delivered on time and contain all pertinent information.	Contractor's QA process prevents any technical errors in deliverables. All materials including documents, plans and reports are submitted prior to due date, are clear, well-organized, contain all pertinent information and provide innovative approaches or solutions. Invoices are supported by appropriate documentation.	All products are generally technically correct and generally appropriate for target audience. Draft deliverables are acceptable or require only minor revisions. All reports are submitted on time and contain the information specified by contract.	100% review of all deliverables, technical review of draft materials. Detailed review of reports and invoices.
Acceptable deliverables that meet the	The Contractor shall produce deliverables that	The Contractor shall produce deliverables that exceed	The Contractor produces acceptable	100% review of all final deliverables.

Performance Measures	Required Outcomes	Standards for Excellence	Minimum Acceptable Levels	Surveillance Methods
requirements of the statement of work within the timeframe required.	meet the requirements outlined in the SOW and discussed at the kick-off meeting.	expectations outlined in the SOW and discussed at the kick-off meeting, and in a timeframe shorter than indicated in the SOW.	deliverables that meet the requirements of the statement of work within the timeframe required.	