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**U.S. DEPARTMENT OF HOMELAND SECURITY (DHS) STATEMENT OF
WORK (SOW)**

FOR

**Office of the Chief Procurement Officer (OCPO) Acquisition Workforce and
Systems Support (AWSS) Acquisition Systems Branch (ASB)
Application and Data Management Support Services BPA Call**

September 30, 2024

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1.0 BACKGROUND

The Department of Homeland Security (DHS) Office of the Chief Procurement Officer (OCPO) is seeking professional services to provide comprehensive support for the analysis, development, enhancement, maintenance, and support of DHS software applications within the Acquisition Systems Branch (ASB). ASB plays a crucial role in delivering application development services to both mission-critical and business-related users across multiple networks within DHS to include emerging software and applications. ASB presently relies on Federal Risk and Authorization Management Program (FedRAMP) accredited cloud services, including Microsoft Office 365, and DHS Enterprise Cloud (DEC) - Azure.

Data Sources	DHS Internal vs DHS External
Contractor Performance Assessment Reporting System (CPARS)	DHS External
DHS Electronic Contract Filing System (ECFS)	DHS Internal
Federal Procurement Data System (FPDS)	DHS External
GSA's Forecast of Contracting Opportunities Tool	DHS External
SurveyMonkey	DHS External
System Applications and Products in Data Processing (SAP), Procurement for Public Sector (PPS)	DHS Internal
System for Award Management (SAM)	DHS External
Unison PRISM	DHS Internal

Table 1 OCPO Data Sources

Programming Languages and Tools
Application Programming Interface (API)
ASP.Net Web Forms
C# and C++
Hypertext Markup Language (HTML)
Extract, Transform and Load (ETL)
JavaScript Object Notation (JSON)
Maestro (includes JIRA, Confluence, and GitLab CE)
ServiceNow
Star schema
SQL Server Reporting Services (SSRS)
SQL Server Integration Services (SSIS)

Table 2 OCPO Programming Languages and Tools

Hardware and Software
Database Accelerator Server (DBXL)

Microsoft Power BI
Microsoft Windows 2016 – SharePoint
Microsoft Windows 2016 - SQL Server
Oracle Data Access Component
Sharegate
SharePoint Instances: 2016 On-Premises and Online
Visual Studio
WinSCP
WS_FTP / MoveIT

Table 3 OCPO Hardware and Software

1.1 Enterprise Reporting Application (ERA)

Enterprise Reporting Application (ERA): SharePoint 2016 on-premises user interface. Resides in the DEC-Azure environment as a major application with Authority to Operate (ATO). OCPO manages all software applications to include security updates and patching within the ERA infrastructure. The DHS Office of the Chief Information Officer (OCIO) DEC-Azure manages Operating System (OS) level security updates and patches.

ERA serves not only as a platform for capturing and reporting metrics but also functions as a data warehouse/data cube with business intelligence, aiding OCPO in performance management, audit management, and organizational assessment of DHS and Component contracting activities.

Within ERA, SharePoint utilizes SQL Server Reporting Services (SSRS) as software add-ons. Additionally, ERA generates visualizations through Power BI. While ERA reports are SQL-based, C# is used to bring data in from SurveyMonkey and some other automations. For the applications, within ERA, JavaScript Object Notation (JSON) is utilized to transfer data from the database to the application. It is then parsed and displayed in Hypertext Markup Language (HTML).

ERA engages in both pushing and pulling data through ETL batch processing. It acquires contract line-item data from diverse DHS-internal procurement-related business systems, as well as federal systems including FPDS, CPARS, SAM, SurveyMonkey and GSA's Forecast of Contracting Opportunities Tool. It is important to note that CPARS data is restricted to information related to the evaluation process exclusively and excludes actual performance assessment data. ERA also accommodates SSRS reports requested by customers and functions as a resource for customers to generate their own reports using Power BI.

ERA application hosting and maintenance is performed by ASB and the DEC-Azure OCIO team. Information Systems Security Officer (ISSO) support services for ERA are provided under a separate contract and are outside the scope of this effort.

ATO package must be submitted every (3) years. Current ERA ATO expires September 28, 2026.

The Federal Information Processing Standards (FIPS) 199 determination classifies ERA as moderate for confidentiality, moderate for integrity, and moderate for availability.

1.2 Enterprise Procurement Information Center (EPIC)

Enterprise Procurement Information Center (EPIC) and EPIC Records Center: SharePoint Online environment. Resides in the DEC-Azure environment and infrastructure is managed by the DHS OCIO.

EPIC offers business process automation through customized workflows, facilitates OCPO team and project collaboration, and enables document management and information sharing. The combined use of ERA and EPIC provides a seamlessly integrated suite of enterprise-class tools, effectively capturing performance metrics while offering efficient business automation capabilities.

EPIC application hosting is performed by OCIO and is outside the scope of this effort.

1.3 DHS Connect

DHS Connect: A SharePoint Online environment which is managed by DHS OCIO. OCPO implements content and permissions per stakeholder guidance for OCPO sites.

1.4 DHS.gov

DHS.gov: Content management is performed via Drupal. The environment is managed by DHS Office of Public Affairs (OPA). OCPO implements content per stakeholder guidance. Stakeholders include OCPO customers and OPA policy owners.

2.0 SCOPE

The scope of work for this initiative involves providing ASB with solution engineering, design, and development assistance for new applications, as well as support for enhancing or migrating existing applications to meet business requirements. This comprehensive support encompasses the necessary processes, procedures, personnel, documents, and information required for the successful delivery, support, operation, and maintenance of the software components within the system. It also encompasses post-delivery tasks such as modifying the software system or its components to rectify issues, enhance performance, adapt to changing conditions, or proactively address anticipated problems, with the aim of maintaining a continuously operational, reliable,

stable, and secure application. This includes continuous operations in the event of a government shutdown.

The Contractor must recognize that both the Government and other contractors are engaged in related and supportive efforts, necessitating close collaboration. Contractors are expected to seamlessly integrate with DHS ASB team members, including the Government and other contractors, by fostering transparency and information sharing to ensure the successful execution of tasks.

The Government's ongoing commitment is to continually enhance processes and practices to meet mission requirements which will include evolving applications, software, and other technologies. The contractor is expected to work in partnership with the government by actively assessing existing processes and proposing recommendations for improvement.

The Contractor's role is to deliver capabilities in accordance with the Government's requirements, employing a tailored approach that combines Agile/Scrum and/or Kanban methodologies as necessary to meet project demands. The Contractor is also required to adhere to all DHS standards and regulations, encompassing development, performance, testing, project management, operations support, security, and accessibility.

Specifically, the Contractor is responsible for the following activities as identified in the tasks below:

- Analytics and Reporting
- Assess 508 Compliance Documentation and Web Styles
- Business Analysis and Requirements Management
- Design, development, and support of dashboards, and analytics
- Change Control and Configuration Management
- Conducting Functional and User Acceptance Testing
- Creating and Maintaining Documentation
- Data Modeling and Standardization
- Design, Development, Configuration, Integration, and Deployment Activities
- IT Project Management
- Performance Analysis
- Development and Support of Robotics Process Automations and Artificial Intelligence capabilities
- Support for survey development and project management for survey program
- Technical Architectural Support
- Transition from Staging to Production

3.0 OBJECTIVE

The objective of this requirement is to provide support for enterprise applications.

This objective is organized around the following key areas:

- Application Architecture
- Application Integration
- Business Analytics
- Business Process Automation and Re-engineering
- Business Intelligence
- Content Management
- Custom Applications
- Customer Relationship Management
- Data Integration
- Data Management
- Data Modeling
- Knowledge Management
- Portal/Collaboration – Enterprise intranet, team collaboration environments, extranet, and internet portal capabilities
- Requirements Management
- Support of the DHS initiatives to evaluate, implement and leverage cloud services.
- Service Management
- Systems Administration
- Testing
- Tracking and Workflow

5.0 SPECIFIC REQUIREMENTS

The Contractor is obligated to offer IT project development, delivery, and operations and maintenance (O&M) support capabilities that align with current and emerging industry technology, standards, and best practices throughout the performance period. The services provided must offer optimal value to the Government, granting DHS the adaptability to address both present and future requirements. The project delivery capabilities must satisfy all the specifications outlined in this section. The Contractor's proposal should outline their approach to complying with these requirements.

The Contractor must be capable of adjusting resources and services as needed in response to project management-related conditions that may necessitate schedule or priority changes. The Agile/Scrum methodology will be employed, and as a result, occasional adjustments will be necessary based on the targeted sprint velocity, which will be determined collaboratively by the

contractor and Government leadership, in accordance with industry project management best practices.

Working closely with Government leadership, the contractor will execute the following tasks.

5.1 TASK 1: IT PROJECT MANAGEMENT

The Contractor shall manage existing and new projects, as assigned by the Contracting Officer Representative (COR). Additionally, this team shall provide ad-hoc support for critical or emerging projects. The Contractor shall perform project management activities to include:

- Manage projects that are at varying phases of the project lifecycle (e.g., project initiation or maintenance).
- Shift OCPO to managing portfolio using Agile and DevOps methodologies.
- Provide recommendations and processes for implementing improvements.
- Develop and manage project schedules, including integrated project schedules, and plans using Maestro JIRA (JIRA), Maestro Confluence (Confluence), and Microsoft Project.
- Manage projects with transparency - schedule, budget, and metrics.
- Perform risk management, including identifying, prioritizing, and mitigating risks, and communicating and escalating risks and issues where appropriate.
- Maintain project scope in accordance with industry standard project management best practices.
- Ensure each project adheres to DHS standards, methodology, and compliance requirements.
- Interface with key stakeholders as defined by the Government.
- Follow configuration best practices and OCIO guidelines to ensure proper management and configuration control of project documentation and source code.
- Deliver defined reports per the schedule agreed to by the Government and, where applicable, ad-hoc reports.
- Designated contractor leadership will coordinate closely with the assigned Federal functional team leader, ensuring functional support activities are prioritized.
- Ensure the team delivers agile development artifacts, which will include Project Sprint/Product/Release Backlogs, Burn-downs/ups, and Team Velocity.
- Participate in required meetings for project status and demonstrations.
- Create an agile development framework for reporting, application, and database projects.
- The Program Manager shall be available to the COR electronically and by telephone during normal business hours, and shall respond to a request for discussion or resolution of technical problems within 24 hours of notification.

5.2 TASK 2: DATA WAREHOUSING/STAR SCHEMA AND DATA CUBE SUPPORT

The Contractor shall provide comprehensive assistance for data warehouse support for ERA, a major system in the DEC-Azure environment. The objective is to provide comprehensive support for the DEC-Azure based data warehousing infrastructure, ensure the seamless operation of test, stage, and production environments, facilitate the ingestion of data from internal and external DHS systems, enable data export to DHS customers, monitor and optimize the read-only database for customer access via Power BI and the production database to support the creation of dashboards and reports using SSRS or equivalent technology compatible with SharePoint Online.

OCPO prioritizes customer service to include documentation, data integrity and reliability.

This includes the following subtasks.

5.2.1 Maintenance and Support for Data Warehouse/Star Schema and Data Cube

- Monitor performance to maintain the health and stability of the DEC-Azure data warehousing infrastructure to include data cube.
- Maintain a high level of data integrity and reliability. Implement automated methods to monitor and ensure data integrity.
- Monitor with intent to proactively identify and resolve issues.
- Provide timely responses to support inquiries and incidents. See ServiceNow for Acquisition Platforms (SNAP) Standard Operating Procedures (SOP).
- Provide recommendations for improvement for optimal performance.
- Maintain comprehensive documentation that includes details about the structure, configurations, and maintenance procedures. This includes customer interface documentation, workflow diagrams and other database developer documentation.
- Implement version control mechanisms to track changes made to the infrastructure, facilitating rollback options, and ensuring that documentation is always aligned with the current state.
- Performing data cube development activities to include defining the cube structure, dimensions, and measures; performing ETL of data into the cube; and implementing security and access controls.
- Supporting data cube maintenance to include regularly updating data in the cube, optimizing cube performance, handling cube schema changes, and monitoring and troubleshooting cube issues.

5.2.2 Management for Data Warehouse/Star Schema and Data Cube Environment

- Manage test/development, stage, and production environments, ensuring consistency and reliability. Staging and Production environments must be identical and in sync.
- Collaborate with DEC-Azure services for support and issue resolution.
- Monitor and optimize the read-only database (ERA star/Data Cube) to accommodate

customer access via Power BI.

- Monitor and optimize the production database to support the creation of dashboards and reports using SSRS.
- Monitor data backup and recovery procedures for databases.
- Recurring analysis to provide data timeliness efficiencies and effectiveness enhancements.
- Maintain and sustain representative environments across all three platforms.

5.2.3 Data Integrity Assurance

- Validating and verifying the accuracy, completeness, and consistency of data within the ERA environment.
- Establish data quality monitoring to continuously assess and enhance the quality of data, addressing issues such as duplicates, missing values, and inconsistencies.
- Establish comprehensive audit trails to track and monitor changes, providing transparency and accountability for data modifications.
- Implement automated alerts and notifications for data anomalies, or integrity issues to enable timely response and mitigation.
- Design scalable processes to accommodate growing data volumes and ensure optimal performance in handling data integrity processes.

5.2.4 Data Ingestion and Export

- Implement and optimize data ingestion processes from internal and external DHS and government-wide systems.
- Monitoring ETL jobs to ensure data is distributed on-time.
- Proactively notify customers of export and import failures or hang ups.
- Configure and manage data export processes to meet the requirements of DHS customers.
- Ensure data integrity during the ingestion and export processes.

5.2.5 Cyber Security and Compliance

- Ensure the security of data at rest and during transit within the DEC-Azure environment.
- Implement and enforce compliance measures to meet DHS and industry standards.
- Provide security artifacts and other information as it pertains to maintaining ATO.

5.3 TASK 3: BUSINESS ANALYSIS AND REQUIREMENTS MANAGEMENT

The Contractor shall conduct business analysis and manage requirements using industry best practices to gather, estimate, and prioritize user stories for Agile-based projects. This assistance will be offered for both existing and newly assigned projects as directed by the Government.

The Contractor shall perform business analysis and requirements management, which includes the following responsibilities:

- Provide expertise in business analysis and adhere to requirements management standards and best practices for distilling complex business requirements into user stories.
- Elicit, document, and analyze business requirements in harmony with technical requirements, successfully translating them into usable information as specified by the Government.
- Develop business processes and flows based on the business and technical requirements outlined by the Government.
- Create and apply the Agile development framework to estimate and prioritize user stories, ensuring the delivery of incremental functionality to validate project objectives.
- Utilize Maestro or Microsoft 365 suite of applications for project artifacts and metrics.
- Generate defined reports according to the agreed-upon schedule and, when necessary, provide ad-hoc reports.
- Participate in mandatory meetings, including daily standup meetings, weekly status meetings, and ad-hoc meetings.

5.4 TASK 4: TECHNICAL AND SYSTEMS ADMINISTRATOR SUPPORT

The Contractor shall be responsible for the efficient management, maintenance, and optimization of the ERA infrastructure within the DEC-Azure environment.

This includes ensuring the reliability, security, and performance of systems and services.

- Deploy, configure, and maintain applications on DEC-Azure, ensuring seamless operation. The operating system is the responsibility of OCIO DEC-Azure team.
- Collaborate with development teams to implement changes and updates to applications.
- Monitor and optimize the performance of applications running in the DEC-Azure environment.
- Implement scalability measures to accommodate growing user loads.
- Implement and manage security measures for applications, including access controls.
- Collaborate with the security team to address application-specific vulnerabilities.
- Establish and maintain backup and recovery procedures for critical application data.
- Test and validate backup and recovery processes to ensure business continuity.
- Provide technical support for application-related issues, collaborating with development teams as needed.
- Implement solutions to address performance bottlenecks or other application challenges.
- Maintain comprehensive documentation of configurations, dependencies, and

- procedures.
- Update documentation promptly to reflect any changes made to the environment.
- Coordinate with relevant teams to schedule and execute updates, patches, and enhancements.
- Coordinate with security and DEC-Azure teams to update documentation pertaining to the Authority to Operate (ATO).
- Monitor software within the ERA environment to identify major and minor updates, end-of-life, and other relevant information. COR shall be notified within two weeks of software notification release.
- Maintain and monitor audit trail records within the ERA infrastructure environment.

5.5 TASK 5: BUSINESS INTELLIGENCE (BI) AND POWER BI SUPPORT

The Contractor shall provide comprehensive assistance for SSRS, or equivalent report writing technology, and Power BI, aiming to enhance data visualization, reporting, and analytics capabilities for informed decision-making. The Contractor shall ensure smooth operation, timely issue resolution, and optimal utilization of business intelligence tools, including SSRS and Power BI, within the organization.

- Ensure seamless integration between SSRS, Power BI, and relevant data sources.
- Collaborate with stakeholders to understand reporting requirements and deliver solutions accordingly.
- Conduct training sessions for end-users on reporting and Power BI functionalities.
- Prepare and maintain comprehensive documentation for developed reports and dashboards.
- Oversee the reporting directory and suggest reports that should be retained in production, archived, or deleted.
- Maintain a traceability matrix of all fields in reporting infrastructure reports and their respective data sources.
- Create and maintain support documentation for both customer and technical support audiences.

This includes the following subtasks.

5.5.1 SSRS Support/Business Intelligence Support

- Maintain and optimize existing SSRS reports.
- Develop new SSRS reports based on business requirements.
- Troubleshoot and resolve issues related to SSRS reporting.
- Utilize equivalent report writing technology for future migration efforts.

5.5.2 Power BI Support

- Design, develop, and maintain Power BI reports and dashboards.
- Implement data models and visualizations to meet business needs.
- Provide support for Power BI-related challenges and inquiries.
- Transform raw data into actionable insights.
- Identify and resolve any issues within the Power BI platform.
- Ensure data accuracy and consistency.
- Collaborate to address data-related challenges.

5.5.3 Ad-Hoc Reporting

- Contractor shall deliver ad-hoc requests requested by the COR that may or may not include data visualizations. Data sources include, however not limited to, ERA and FPDS.

5.6 TASK 6: SHAREPOINT SUPPORT

The Contractor shall provide comprehensive assistance for SharePoint 2016 On-Premises for ERA and SharePoint Online for EPIC and EPIC Records Center sites. The objective is to ensure the effective utilization, customization, and optimization of SharePoint environments for improved collaboration, document management, and business processes. In close coordination with the government, the contractor shall perform the following activities:

- SharePoint Application Development
- SharePoint Application/Sites Operations Support and Maintenance
- SharePoint Application/Sites Upgrade and Migration

5.6.1 SharePoint Application Development

The Contractor shall provide new application development support services using the approved SharePoint application development platforms (DEC-Azure-based SharePoint 2016 or Microsoft 365-SharePoint Online)

The Contractor shall create custom solutions within the SharePoint environment to meet specific business needs. The development process should adhere to best practices, ensure scalability, and enhance collaboration and productivity.

5.6.2 SharePoint Application/Sites Operations and Maintenance

The contractor shall perform Operations Support and Maintenance to maintain or enhance existing functionality in deployed applications as directed. In close coordination with ASB direction, the Contractor shall provide staffing to perform the following activities, as assigned by the Government:

- Provide Operations Support and Maintenance based on industry standards and best

practices, while being able to adjust and tailor accordingly based on the Government's methodology and requirements.

- Provide recommendations for improvements, as appropriate.
- Troubleshooting and configuration of SharePoint.
- Operations and Maintenance for applications and sites previously built by DHS ASB.
- Implement validation rules and automated checks to identify and correct data entry errors, minimizing the impact of manual mistakes.

5.6.3 SharePoint Application/Sites and Software Enhancements

The contractor shall upgrade OCPO applications, sites and software as requested by the customer.

- Development cycle: test/development □ staging □ production
- Review existing SharePoint applications, sites, and configurations.
- Identify user needs and pain points.
- Evaluate existing workflows and content management practices.
- Define project goals and objectives.
- Identify specific functionalities and enhancements needed.
- Prioritize tasks based on importance and impact.
- Develop a high-level design document outlining the proposed solution.
- Define the technology stack and any necessary integrations.
- Create a project timeline and resource allocation plan.
- Modify existing SharePoint sites.
- Configure navigation, permissions, and user access.
- Design and implement custom layouts and branding.
- Develop custom workflows and automation using Power Automate.
- Create custom web parts or integrate third-party solutions.
- Develop custom content types and list functionalities.

5.6.4 Testing/Deployment, End-User Training and Post-Deployment Support

- Conduct thorough testing of all developed functionalities.
- Deploy the solution to a staging environment for user acceptance testing (UAT).
- Deploy the final solution to the production environment.
- Develop training materials and conduct user training sessions on the new functionalities.
- Provide ongoing support for troubleshooting and issue resolution.
- Monitor application performance and address any performance issues.
- Implement a change management process for future enhancements.
- Ensure all enhancements are consistent with your organization's branding guidelines.
- Implement a version control system for tracking changes and ensuring rollbacks when needed.

5.6.5 ERA SharePoint Application/Sites Upgrade, User Interface Re-design, Implementation and Migration

ERA is presently hosted on the DEC-Azure-based SharePoint 2016 platform, seamlessly integrated with SSIS and SSRS. The contractor is tasked with evaluating and assessing the complexity, offering the requisite expertise for upgrading/migrating SharePoint 2016-based solutions to SharePoint Online or an alternative recommended platform. Additionally, the contractor is required to support the transition of existing SSRS reporting to another technology compatible with the site platform. Finally, a discovery process is to be conducted to modify and enhance the user interface and experience.

- The Contractor shall establish a non-production environment to plan, design, implement, and test the upgrade of SharePoint 2016 applications.
- The Contractor shall plan and implement the upgrade process in the testing environment, documenting the upgrade process, and risks or issues related to the upgrade process.
- The Contractor shall document functionality that will not perform as expected after the upgrade.
- The Contractor shall document and implement remediation steps to correct issues because of the migration and will create requirement specifications (i.e., user stories) to address them.

5.6.6 EPIC User Interface Re-design and Implementation

EPIC is presently hosted on the OCIO-managed SharePoint Online platform. A discovery process is to be conducted to modify and enhance the user interface and experience, and then implement recommended changes and maintain performance with incremental future enhancements.

- The Contractor shall establish a non-production environment to implement and test design modifications.
- The Contractor shall plan and implement the design modifications in the testing environment, documenting the upgrade process, and risks or issues related to the upgrade process.
- The Contractor shall document functionality that will not perform as expected after the upgrade.
- The Contractor shall document and implement remediation steps to correct issues as a result of the migration and will create requirement specifications (i.e., user stories) to address them.

5.7 TASK 7: PROCUREMENT DATA STANDARD (PDS) SUPPORT

The Procurement Data Standard (PDS) is a system-agnostic data standard for the creation, translation, processing, and sharing of procurement actions. It defines the minimum requirements for contract writing system output to improve visibility and accuracy of contract-related data, to support interoperability of DHS acquisition systems and to standardize and streamline the procure-to-pay business process.

Further, the PDS improves visibility of contract-related data, enabling DHS leadership to make better informed business decisions. And finally, this data standard supports future migration to enterprise and federal systems and processes where appropriate.

The PDS is a living document. Future versions are intended to cover contract modifications, solicitations and expand the data available within clauses and provisions. Contractor shall maintain and enhance, as necessary, the data elements and other relevant information within the documentation.

5.8 TASK 8: DHS CONNECT AND DHS.GOV CONTENT MANAGEMENT

DHS OCPO ASB maintains OCPO content areas on an external website, www.DHS.gov (Drupal 9 environment), and an internal intranet site called "DHS Connect," (SharePoint Online environment). The infrastructure and hosting of both environments is performed by OCIO and is outside the scope of this effort. These platforms serve as critical sources of procurement information, acting as essential connections between the OCPO and the public, and the DHS acquisition community. The contractor's responsibility includes maintaining and enhancing the OCPO internal and external webpages within these sites. This involves tasks such as posting, reorganizing, removing, and archiving information, with a focus on improving content accessibility and usability. All modifications made to the websites must adhere to established DHS webmaster requirements.

Specific tasks for the contractor include:

- Sites Development
- Sites Operations Support and Maintenance

5.8.1 Sites Development

- Updating the content, layout, format, and appearance of each webpage on both www.DHS.gov and DHS Connect per direction provided by OCPO content owners.
- Providing recommendations to improve functionality and content layout and implementing enhancements for intuitive site navigation, with minimal clicks required for information access.
- Adhering to design guidelines for DHS.gov and DHS Connect environments set by the DHS Office of Public Affairs (OPA), and following document naming and file structure

conventions based on OPA guidance.

5.8.2 Sites Operations Support and Maintenance

- Updating or deleting content from webpages per OCPO stakeholder guidance
- Using content management best practices to prevent duplication of file versions.
- Identifying and deleting inaccurate or outdated content from each webpage.
- Verifying the functionality of all links to ensure they are operational.
- Reviewing to be posted to DHS.gov or DHS Connect to ensure compliance with Section 508 accessibility standards.

5.9 TASK 9: SURVEY ADMINISTRATION AND CREATION

The contractor shall coordinate with DHS customers for survey administration and creation.

- Providing customer support for DHS customers filling out Survey In-Take Form that includes the survey questions, method of release, communication requirements, release/reminder/closing dates, and recipients.
- Create survey: populate questions from the in-take form, answer choices, and skip logic.
- Provide the customer metrics (response rates etc.) and data analysis.
- Manage and monitor the survey schedule.
- ASB manages about 52 surveys annually.

5.10 TASK 10: HELP DESK SUPPORT

5.10.1 Service Now for Acquisition Platforms (SNAP)

Please reference the SNAP SOP for ticket resolution turnaround time.

5.10.2 JIRA

The Contractor shall use JIRA, available through OCIO's Maestro environment, or another similar platform, as a comprehensive project tracking tool, to manage and monitor the progress of projects from start to finish.

- Work Breakdown large projects into smaller, more manageable tasks called "issues." These issues can be further divided into subtasks, providing a structured breakdown of the overall project scope.
- Workflow Management that defines the specific stages an issue goes through during its lifecycle and provide visibility into the status of each task.
- Assigning projects to specific team members, ensuring clear ownership and accountability for completing tasks. Additionally, issues should be labeled and prioritized based on urgency and importance.
- Communication and collaboration by allowing users to attach comments, files, and discussions to each issue.

- Kanban Boards for a visual representation of the workflow.

5.10.3 GitLab

GitLab CE, available through OCIO's Maestro environment, or another similar platform will be used to facilitate and support effective change management practices for software development projects.

- Version Control to track changes to code over time. This creates a clear history of modifications, enabling easy identification of who made what changes and when. This empowers reverting to previous versions if necessary.
- Branching and Merging to work on isolated copies of the codebase, enabling parallel development and experimentation. This helps isolate changes and minimize the risk of introducing conflicts when merging branches back into the main codebase.
- Pull Requests to provide a formal way to propose changes to the codebase. This fosters collaboration and code review by allowing other developers to review and comment on proposed changes before they are merged. This helps ensure the quality and consistency of the codebase.
- Issue Tracking to help manage bugs, feature requests, and other tasks related to the project. This allows teams to track the progress of changes, prioritize issues, and assign tasks to specific developers.
- Communication and Collaboration through features like comments, discussions, and mentions. This enables developers to discuss proposed changes, ask questions, and provide feedback throughout the change management process.

5.11 TASK 11: ROBOTIC PROCESS AUTOMATION (RPA), ARTIFICIAL INTELLIGENCE (AI) & EMERGING TECHNOLOGIES

The Contractor shall be knowledgeable of RPA, AI, and other emerging technologies. They shall use their expertise and experience to support ongoing OCPO automation development in alignment with efforts to enhance quality and effectiveness and streamline business processes or other process optimization efforts. OCPO automation and AI efforts are currently supported using UiPath and Power Automate though emerging technologies may be adopted in the future.

- Engage OCPO stakeholders on utilizing and scaling DHS-approved RPA, AI and emerging technology solutions.
- Support the OCPO-led DHS Acquisition Bot Squad to further develop, implement, and execute an Acquisition RPA Governance model and related processes.
- Support developing AI governance models and related processes, implementing, and executing as DHS's technology landscape evolves.
- Provide expertise in development, digital transformation, and business process optimization to effectively drive RPA and AI maturity efforts and support selection of

processes that are a best fit for automation using a combination of RPA and other technologies/process optimization.

- Support the development of RPA and AI efforts by utilizing non-Excel based automation platforms.
- Develop new and leverage already established relationships across DHS's RPA and AI community to engage with stakeholders and practitioners, and gain required buy-in to continuously mature OCPO's RPA, AI and emerging technology programs.

5.12 TASK 12: TRANSITION-IN PLAN AND TRANSITION OUT PLAN

5.12.1 Transition-In Plan

The Contractor shall support the following activities within 30 days of contract award:

1. As needed, the contractor shall be requested to undertake activities to affect the transition of new application development responsibilities from the incumbent contractor.
2. The contractor shall provide a Transition-In Plan within 30 days of contract award. The Contractor shall assume full responsibility for transitioned work according to the approved plan.
3. The Contractor's Transition-In Plan shall address activities to migrate new application development from the incumbent staff to the Contractor. The plan shall detail processes, systems, data, and facilities. The Contractor's transition activities shall include:
 - a. Assigning project staff.
 - b. Ensuring staff has GFE necessary to perform tasks.
 - c. Ensuring staff has appropriate access to all systems.
 - d. Updating and appending the Transition Plan as new infrastructure and assets are incorporated into work performed by this contract.

5.12.2 Transition Out Plan

The Contractor shall provide transition out support. The Contractor shall support the knowledge transfer to incoming Contractors who will undertake support of all prior or ongoing tasks. The Contractor shall make staff available for the knowledge transfer and hands on facilitation so that the Government may receive continuous services from the incoming Contractor. All documentation produced for the Government in the possession of the Contractor that supports prior or ongoing tasks shall be made available and provided to the incoming Contractor.

The Contractor will provide a Transition-Out Plan which includes NLT ninety (90) days of transition out activities prior to the expiration of the period of performance of the BPA call. To ensure the incoming contractor is trained, the incumbent contractor shall participate fully in

all transition activities to with the new contractor. The incumbent contractor assumes full responsibilities of the scope of the subsequent awarded BPA call work during the transition out phase.

The Contractor will continue to perform all duties in the SOW for the existing BPA call while transferring all documents, records, tickets, and deliverables to the new contractor, to ensure the continuity of operations and all activities.

6.0 CONTRACTOR SUPPORT

The Contractor is responsible for employing technically qualified personnel to execute the tasks specified in this statement of work. They must maintain the personnel, organizational structure, and administrative control necessary to ensure that the work carried out aligns with the government's established specifications and requirements. Each contractor employee's work history should demonstrate adequate experience directly relevant to their responsibilities under this BPA call.

During the duration of this BPA call, the Government may conduct an administrative review to assess the work histories of any contractor employee for the purpose of confirming compliance with the requirements. Additionally, the government may review and approve the resumes of proposed contractor personnel assigned to this BPA call. Furthermore, the Contractor must demonstrate their ability to engage a wide range of subject matter experts in relevant fields, secure their services, and effectively involve them in supporting government requirements.

The contractors must provide resources that meet the minimum DHS security standards and are available to work at a government facility.

The Contractor must ensure that the required level of support for this requirement is consistently maintained. All contract support personnel must be present for the entirety of the workday. In case the Contractor staffing levels cannot be maintained due to reasons such as vacation, leave, or appointments, and replacement personnel will not be supplied, the Contractor must notify the Contracting Officer's Representative (COR) via email before the employee's absence. Otherwise, the Contractor must provide a fully qualified replacement.

6.1 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.

Contractor personnel designated as Key for this requirement are listed below and shall meet the requirement as written in the Blanket Purchase Agreement (BPA):

- Senior Information Technology Program Manager
- Senior Data Warehousing Specialist
- Senior Software Developer, Applications (SharePoint)
- Senior Software Developer, Applications (SSRS and Power BI)
- Senior Software Developer, Applications (RPA, Artificial Intelligence & Emerging Technologies)

7.0 PERIOD OF PERFORMANCE

The period of performance for this BPA call is a ten (10) month base period with three twelve (12) month option period as follows:

Transition Period	September 30, 2024 through November 29, 2024
Base Period	November 30, 2024 through July 29, 2025
Option Period One	July 30, 2025 through July 29, 2026
Option Period Two	July 30, 2026 through July 29, 2027
Option Period Three	July 30, 2027 through July 29, 2028

8.0 PLACE OF PERFORMANCE

The primary place of performance will be offsite at the Contractor's facility.

In accordance with 41 U.S.C. 3306(f), DHS does not discourage a contractor from allowing its employees to telecommute/telework in the performance of Government contracts.

The Contractor may be permitted to work at an alternative work location/telework if the work being performed and required level of performance can be completed successfully in accordance with the contract requirements. The COR shall review and approve alternate work locations requests.

9.0 HOURS OF OPERATION

Contractor employees shall generally perform all work between the hours of 6:30 a.m. and 6:00 p.m. EST, Monday through Friday (except Federal holidays). However, there may be occasions when Contractor employees shall be required to work other than normal business hours, including weekends and holidays, to fulfill requirements under

this SOW. Any work outside of normal business hours and on weekends and Federal holidays must be approved by the COR prior to work being performed. Additionally, the government requires full participation during the last two weeks of September for contract closeout.

10.0 DELIVERABLES

The contractor shall be responsible for the below deliverables for all services and support identified.

10.1 Post Award Conference

The Contractor shall attend a Post Award Conference with the Contracting Officer, Contract Specialist, and the COR no later than 15 business days after the date of award. The purpose of the Post Award Conference, which will be chaired by the Contracting Officer, is to discuss technical and contracting objectives of this contract and review the Contractor's draft project plan. The Post Award Conference will be held via teleconference.

10.2 Business Continuity Plan

The Contractor shall develop and present a Business Continuity Plan (BCP) to the Government. This plan is to be submitted within 10 business days following the date of the award and subsequently updated annually. The BCP should outline the Contractor's strategies and protocols for sustaining operations during emergencies, encompassing natural disasters and acts of terrorism. The minimum requirements for the BCP are as follows:

- A comprehensive overview of the Contractor's emergency management procedures and policy.
- An explanation of how the Contractor intends to account for its employees in the event of an emergency.
- Communication protocols detailing how the Contractor will interact with the Government during emergency situations.
- A roster of primary and alternate Contractor points of contact, each with designated primary and alternate telephone numbers and email addresses.

Individual BCPs must be activated immediately upon confirming an emergency, operational within 4 hours of activation (or as directed by the Government) and sustained until the resolution of the emergency or termination of the contract, whichever comes first. In cases of life-threatening emergencies, the Contracting Officer's Representative (COR) will promptly contact the Contractor Project Manager to assess the status of Contractor personnel located in Government-controlled spaces affected by the emergency.

Upon any disruption of normal operations, the Contractor Project Manager and the COR will promptly establish effective communication channels and verify:

- Key points of contact (Government and Contractor).
- Temporary work locations (alternate office spaces, telework, virtual offices, etc.).
- Available means of communication under the circumstances (e.g., email, webmail, telephone, FAX, courier, etc.).
- Essential Contractor work products to be continued, prioritized.

The Government and Contractor Project Manager will utilize available resources and tools to sustain contracted functions to the maximum extent possible during emergency circumstances. Contractors must seek approval from the Contracting Officer before incurring costs beyond those permitted under the contract terms. Regardless of contract type or work location, Contractors engaged in tasks within the contract scope are required to accurately charge hours in accordance with the contract terms.

10.3 Monthly Status Report (MSR)

The Contractor shall submit a Monthly Status Report (MSR) on or before the 10th calendar day of each month for the preceding month's activity. The report will delineate all ongoing activities and the progress towards the end results. The report will summarize the resource utilization and project a run rate to the completion of the BPA call. This report shall be submitted with the copy of the Contractor's invoice. A copy should be provided to the Contracting Officer and the Contracting Officer Representative.

10.4 System Engineering Lifecycle Documents (SELC)

The contractor shall create SELC documents for all ASB systems and platforms hosted to include but not limited to architectural diagrams and version description documents. These documents shall be created in accordance with DHS standards and using ASB templates. If template does not exist, the contractor shall follow best industry standards and create a template that can be used across each system and platform managed by ASB.

10.5 Discovery Report: ERA SharePoint Upgrade from 2016 on Premises to SharePoint Online (or another system/application)

The Contractor shall provide a comprehensive discovery report for migrating the ERA user interface platform from SharePoint 2016 utilizing SSRS to SharePoint Online. This will include, but not limited to, the following:

- Current state analysis
- Target state definition
- Gap analysis and migration considerations
- Recommendations and next steps

The project sponsor and stakeholders will review and approve the discovery report.

The report should provide sufficient information to determine whether to proceed with a user interface migration.

To be delivered no later than February 28, 2025.

10.6 Discovery Report: Batching ETL to Real-Time ETL

The Contractor shall provide a detailed report summarizing the findings of the discovery phase, including:

- Assessment of data source capabilities for real-time data delivery.
- Analysis of data volume and latency requirements.
- Review of data transformation needs.
- Evaluation of target system readiness.
- Recommendations for real-time ETL technology stack.
- Gap analysis and mitigation strategies.
- High-level cost estimation and timeline.

The project sponsor and stakeholders will review and approve the discovery report.

The report should provide sufficient information to determine whether to proceed with the full- scale real-time ETL implementation project.

To be delivered no later than January 31, 2025.

10.7 Maintain, update and create application, reporting, database and other user documentation as required

1. Application Documentation:
 - User guides and tutorials for various user roles and experience levels.
 - Installation and configuration guides.
 - API reference documentation.
2. Reporting Documentation:
 - Report specifications outlining the purpose, data sources, and content of each report.

- User guides for interpreting and utilizing reports.
- 3. Database Documentation:
 - Entity-Relationship Diagrams (ERDs) illustrating the relationships between database tables and their attributes.
 - Data dictionaries describing the structure, format, and constraints of tables and fields.
 - Database administration guides for managing the database and performing maintenance tasks.
- 4. Other User Documentation:
 - FAQs (Frequently Asked Questions) addressing common issues or questions.
 - Troubleshooting guides for resolving specific problems.
 - Release notes outlining changes and new features in updates.
- 5. Documentation Content:
 - Clear, concise, and easy-to-understand language: Cater to a diverse audience with varying technical expertise.
 - Accurate and up-to-date information: Reflect the latest state of the application, reporting, database, or system.
 - Use of visuals: Include screenshots, diagrams, and flowcharts to enhance understanding.
 - Consistent formatting and style: Maintain a professional and user-friendly presentation.
 - Table of contents and index: Allow users to easily navigate and find relevant information.

10.8 Invoicing/Billing Data

The contractor shall submit one invoice by the 10th day of each month.

10.9 Progress Meetings

The Project Manager shall keep the COR updated on Contractor progress throughout the duration of this contract, ensuring that Contractor activities are in accordance with DHS objectives. As a minimum requirement, the Project Manager will conduct a monthly review of Contractor performance status and outcomes with the COR, either via telephone or in person at a government office.

10.10 General Report Requirements

The Contractor shall deliver all written reports in an electronic format with read/write capability, utilizing applications that are compatible with DHS workstations, which include Adobe and Microsoft Office Applications.

11.0 Other Terms and Conditions

All terms, conditions, and clauses from the overarching BPA automatically flow down to this BPA Call.

11.1 BPA Call Type

This is a Firm-Fixed-Price (FFP) BPA call.

11.2 Invoicing

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:

- a) Cover sheet identifying DHS;
- b) BPA Call and associated BPA Number;
- c) Modification Number, if any;
- d) DUNS Number;
- e) Dates of provided services;
- f) Associated Contract Line Item Number (CLIN); and
- g) Associated Labor Category and hours performed.

Invoices shall be submitted electronically to [REDACTED] with a courtesy copy to the Contracting Officer [REDACTED] and the COR.

11.3 Points of Contact

11.3.1 Contracting Officer

The Contracting Officer is the only individual who can legally commit or obligate the Government for the expenditure of public funds and authorize revisions of the terms and conditions of this BPA call. The Contracting Officer shall authorize any such revision in writing. If the Contractor makes any BPA call 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 BPA call to cover any increases in changes that may result.

The Contracting Officer has the authority to perform any and all post-award functions in administering and enforcing the BPA call in accordance with its terms and conditions.

The Contracting Officer is:

[REDACTED]

DHS Office of Procurement Operations

7ORDA124A00000005/7ORDA124FC0000080

E-mail: [REDACTED]

11.3.2 Contracting Officer's Representative (COR)

The Contracting Officer will designate a COR to assist in monitoring the work under this BPA call. The COR is responsible for the technical administration of the BPA call and technical liaison between the Contractor and the Government. The COR is not authorized to change the scope of work or specifications stated in the BPA call, to make any commitments, or otherwise obligate the Government or authorize any changes which affect the BPA call price, delivery schedule, period of performance, or other terms and conditions.

The Contracting Officer's Representative is:

[REDACTED]
DHS Office of the Chief Procurement Officer
[REDACTED]