

EPMSS Call Order #22

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

1. Purpose

CDRZ Program Support will provide the Office of Resilience Strategy (ORS) and the Risk Analysis, Planning, and Information Directorate (RAPID) with the services necessary to coordinate and facilitate meaningful stakeholder engagements, develop technical guidance products and materials, and support the development of multi-year strategic plans for the CDRZ initiative. Contractor will be part of an integrated team, participating with Federal employees and other contractors to support the overall implementation of 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 ORS and RAPID.

The resources supporting this Call Order should have experience supporting project design and management, as well as stakeholder engagement and coordination 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 ORS and RAPID, providing program and implementation tracking, development of program materials and products, and the coordination and development of strategic plan products. Within these activities, work includes project management of each activity, coordination with 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 the short- and long-term projects and other administrative tasks for the task efforts 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 contract 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 three key areas with end of contract transition. This will include the following tasks:

4.1 CDRZ Program Tracking and CDRZ Needs Assessment (ORS)

Assessment of existing program and community data and information to better understand the level of resilience of CDRZ communities, tracking the federal and non-federal interventions, and assessing level of resilience after those interventions. Results would be used to drive policy decisions, direct communication resources, and inform level federal resources needed to increase resilience.

Key activities include:

- Conduct comprehensive Landscape Analysis of federal and non-federal data and resources related to CDRZ-designated areas. This may include, but is not limited to, grant award and application data, geospatial data related to risk, social vulnerability, level of resilience, community capacity, and public survey information.
- Develop policy and program recommendations to improve effectiveness of federal and non-federal interventions in CDRZ.
- Identify and collect new data that improves FEMA's understanding of CDRZ and the efforts that influence them.
- Assess data collected and data developed with findings that inform the development and tracking of metrics, strategic planning, and national communications and engagement products.
- Design a methodology and implementation approach to conduct community needs assessments for designated CDRZ, to include Tribes and Territories, to inform and enhance place-based delivery service model.

4.2 Enhanced Stakeholder Engagement, Coordination, and Communication (ORS)

Develop national-level engagement and coordination strategies for the CDRZ initiative and its implementation across FEMA, the Interagency, SLTT, and private sector engagement. This effort would support the development of program materials to support robust engagement and messaging for National, Regional, and SLTT stakeholders. Key activities include:

- Develop a foundational engagement and coordination plan with internal and external stakeholders to support the implementation of key program announcements and deliverables and stakeholder coordination across FEMA, Interagency resources, and private sector partners.
- Develop a regional outreach toolkit with resources for regional engagement, including guidance, templates, and materials to support consistent outreach.
- Develop an external outreach toolkit with resources for external engagement, including guidance, templates, and materials to enhance and provide consistent outreach.
- Develop resources on the initiative for use on FEMA's Intranet and FEMA.gov, in coordination with FEMA's Office of External Affairs.

- Develop additional content and guidance products as identified and coordinated through the development of the engagement plan.
- Support ongoing stakeholder engagement with intra-agency, inter-agency, and non-Federal stakeholders, including facilitation, tracking and compiling information, and developing materials to support engagement.

4.3 Multi-Year Strategic Plan Development (ORS)

Support development of the strategic plan for the CDRZ initiative, coordinating and incorporating input and data from the Interagency, Intra-agency, and private sector lines of effort to meet FEMA and Resilience Strategic objectives. Key activities include:

- Track and consolidate programmatic data from the existing initiative strategy and applicable doctrine and review stakeholder feedback to establish landscape analysis to inform the strategic plan.
- Interview Federal senior leaders and facilitate discussions with key internal and external stakeholders groups, as identified by the project management team and Resilience leadership.
- Develop a strategic plan in coordination with FEMA which would establish the programmatic long-term vision and steps necessary to accomplish those goals.

4.4 CDRZ Designation Program Management and Strategic Plan Development (RAPID)

Provide program management and strategic planning support for CDRZ designations. This includes Tribal Nation and Territorial CDRZ designations, as well as planning for future CDRZ designations. Support the development of a Tribal Nation and Territorial Risk Assessment Strategy, and a future zone Designation Strategy. Key activities include:

- Support the implementation of CDRZ Tribal and Territorial Designations for Phases 2 and 3 through summer and early fall 2024.
- Support the development of a CDRZ Future Designations Strategy, to include a plan for engagement with stakeholders and development of materials to support roll-out of future designations.
- Support engagement with Tribal and Territory partners to understand risk assessment data availability, capabilities, and capacity to develop a Tribal and Territorial Risk Assessment Strategy to help refine future designation methodologies for tribal nations and territories.
- Provide program management support to the RAPID CDRZ zone designation team throughout the development and implementation of the designations process.

4.5 Transition Support

The Contractor shall also be responsible for part of the transition-out phase at the end of the contract. 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 contract 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 contract. 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

Contractor staff may be required to travel to various locations for the purpose of assisting program staff. Travel may be on short notice. Travel will be limited to CONUS and funded through a dedicated CLIN for this contract. All travel conducted under this SOW must be pre-approved by the COR, in accordance with the current Federal Travel Regulations (FTR), and consistent with the billing set forth in the BPA.

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 contract. The Program Manager is further designated as Key by the Government as set forth in the contract 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 contractual matters relating to daily operation of this contract. 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 contract.

7. Performance and Deliverables

7.1 Period of Performance:

Call Order Period of Performance: 12-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 contract.

- *Monthly Status Reports:* The Contractor shall report to ORS on a monthly basis all activity and accomplishments completed or started on this contract. Status reports shall contain contract programmatic and financial information updated monthly. Status reports shall be submitted via e-mail as well as hard copy 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 7th business day of each month.

Schedule of Deliverables

Item Number	Task Number	Deliverable Description	Due
1	7.3	Monthly Status Reports	15 th business day of each month
2	4.1	Data Landscape Analysis Report	Within ORS established deadlines
3	4.1	Report on recommendations for data development	Within ORS established deadlines
4	4.1	Finalized CDRZ Data Analysis Report	Within ORS established deadlines
5	4.2	Engagement Plan	Within ORS established deadlines
6	4.2	Regional Communications Toolkit	Within ORS established deadlines
7	4.2	External Communications Toolkit	Within ORS established deadlines
8	4.2	Comprehensive intranet and internet content.	Within ORS established deadlines
9	4.3	Compiled package of information documenting the process and information gathered informing the Strategic Plan Development.	Within ORS established deadlines
10	4.3	Multi-Year Strategic Plan	Within ORS established deadlines
11	4.4	Inventory of all services, standard operating procedures (SOP's) for these services, and reporting templates	60 days prior to end of Contract.
12	4.4	Transition-out Plan	60 days prior to end of Contract.