

## **SECTION 2 – STATEMENT OF WORK**

### **THE U.S. DEPARTMENT OF HOMELAND SECURITY (DHS) SCIENCE AND TECHNOLOGY DIRECTORATE DATA**

#### **DATA MANAGEMENT SUPPORT SERVICES**

##### **1.0 GENERAL**

The mission of Department of Homeland Security (DHS) Science and Technology (S&T) Directorate is to strengthen America's security and resiliency by providing knowledge products and innovative technology solutions for the Homeland Security Enterprise. S&T partners and customers include the operating Components of the Department, other Government agencies, State, local, tribal, and territorial emergency responders, and officials. S&T is the primary research and development arm of the DHS. S&T provides federal, state, and local officials with the technology and capabilities to protect the homeland.

##### **1.1 BACKGROUND**

The Department of Homeland Security (DHS), Science and Technology (S&T) Directorate, Finance and Budget Division (FBD) has a need for information technology services to ensure that the S&T financial data contained in the financial, procurement, travel, and asset management systems is prepared for successful management, conversion, and migration. The FBD provides the S&T with high-quality, efficient, and cost-effective financial management services through five branches. The Budget Branch develops long-term plans for resource allocation, execution plans, Congressional Justifications, and management of financial resources within the S&T, as well as develops and implements internal and external performance metrics for S&T programs and risk assessment methodologies to help inform programming decisions. The Financial Management Branch oversees financial management and financial reporting. The Financial Services Branch manages the travel and purchase card programs and the conference planning team within S&T. The Internal Controls Branch monitors programs and activities to provide assurance about the adequacy of internal controls within the S&T. The Systems and Information Sharing Branch updates, monitors, and implements S&T Dashboards to ensure financial information is available across the directorate. The Systems and Information Sharing Branch also builds and develops tools that allow personnel to compare the existing S&T systems to build metrics, analyze, reconcile, and identify any deltas that exist between systems. Other areas included will be the Interagency Agreements and the procurement processing. The Contract Acquisition Program Support (CAPS) Directorate houses the Interagency Agreements processes and administers the life cycle functions for S&T's Interagency Agreements within the Directorate. Also, the CAPS office is dedicated to sound fiscal stewardship of the S&T's appropriations and reimbursable funding and timely and accurate budget execution.

It is the S&T's Program Management Office (PMO) responsibility to ensure that data migration activities execute successfully. This includes gathering requirements; reviewing technical specifications; ensuring data security; performing data conversion; assisting in mock conversions; and user acceptance testing of the migrated data. Historical or legacy data that is closed will be migrated from the existing financial, asset management, travel, and procurement systems to a business intelligence tool to maintain historic records and permit data retrieval when required. The size of the historical data is not yet known but this effort will include identifying the data to be archived. The purpose of this acquisition is to support data management including data analysis, data integrity, data reconciliation, and clean-up of financial, procurement, travel, and asset management data. This also includes the reconciliation of data between the financial, procurement, travel, and asset management systems, including updating any acquisition documents, building robotics, dashboards, and other data cleansing tools as needed.

**1.2 SCOPE**

The scope of this work is to provide data management support services to assist the S&T, FBD with sanitizing data used by all five (5) branches within FBD and the PR and IAA process within the CAPS Directorate. The support will be in accordance with the task requirements outlined in this Statement of Work (SOW). The Contractor will not perform any inherently governmental functions per FAR 7.503(c). This SOW is not for the drafting and submission of official agency proposals for legislation, Congressional testimony, responses to Congressional correspondence, or responses to audit reports from an inspector general, the Government Accountability Office (GAO), or other Federal audit entity as these types of services are inherently governmental. The Contractor will not be responsible for the actual migration of data; however, the Contractor shall be responsible for preparing the data for transfer, submitting the data into templates, and conducting testing to make sure the data is transferred correctly.

**1.3 OBJECTIVE**

**1.3.1** The objective of this effort is to improve data integrity and reporting, to assist in analyzing, reconciling, cleansing, and validating the financial, procurement, travel and asset management data for the migration process which will allow for a smooth transition during a four (4) year period.

The tasks required to meet this objective are:

Task One – Data Management Support

Task Two – Data Conversion and Migration Support

Task Three – Implementation and Migration Support for Business Intelligence

Task Four – Surge Support (Optional)

Task Five – Contract Management Documentation

**1.3.2** The Government requires 20 Full-Time Equivalent (FTE) contractor personnel. For the Base Period, an FTE is defined as 1,320 hours per year. For Option Period 1 and 2, an FTE is defined as 1,980 hours per year. The number of FTE's required per labor category are:

<b>Labor Category</b>	<b>8-mo. Base Period</b>		<b>12-mo. Option Period 1 &amp; 2</b>	
	<b>FTEs</b>	<b>Hours</b>	<b>FTEs</b>	<b>Hours</b>
Junior Management Analyst	3	3,960	3	5,940
Journeyman Management Analyst	5	6,600	5	9,900
Senior Management Analyst	2	2,640	2	3,960
SME - Management Analyst	1	1,320	1	1,980
Journeyman Database Administrator	3	3,960	3	5,940
SME Database Administrator	1	1,320	1	1,980
SME Business Intelligence Analyst	1	1,320	1	1,980
Senior Data Warehousing Specialist	1	1,320	1	1,980
Senior Training and Development Specialist	1	1,320	1	1,980
Senior Information Technology Project Manager	1	1,320	1	1,980
SME - Information Technology Project Manager	1	1,320	1	1,980
<b>Total FTE &amp; Labor Hours</b>	<b>20</b>	<b>26,400</b>	<b>20</b>	<b>39,600</b>
<b>Optional Surge Support Labor</b>				
Journeyman Management Analyst	2	1,320	2	3,960
Journeyman Database Administrator	2	1,320	2	3,960
<b>Total FTE &amp; Optional Surge Labor Hours</b>	<b>4</b>	<b>2,640</b>	<b>4</b>	<b>7,920</b>
<b>Total FTE &amp; Labor Hours + Optional Surge Labor Hours</b>	<b>24</b>	<b>29,040</b>	<b>24</b>	<b>47,520</b>

#### 1.4 APPLICABLE DOCUMENTS

The Contractor shall comply with requirements of the following documents, updated as required, to meet the requirements of this contract:

- OMB A-123 Circulars | OMB | The White House
- OMB A-11 Circulars | OMB | The White House
- FAR <https://www.acquisition.gov/far/>
- FTR (Federal Travel Regulation) [Federal travel regulation | GSA](#)
- DHS IT Security Program Publication DHS MD 4300.Pub [DHS 4300A Sensitive Systems Attachments | Homeland Security](#)
- DHS Acquisition Planning Forecast System Quick Reference Guide (Office of the Chief Procurement Officer/Acquisition Systems Branch), Version 1.0, April 14, 2011, [http://www.dhs.gov/xlibrary/assets/opnbiz/cpo\\_hsam.pdf](http://www.dhs.gov/xlibrary/assets/opnbiz/cpo_hsam.pdf)
- Public Law 108-330 "The Department of Homeland Security Financial Accountability Act" Text - H.R.4259 - 108th Congress (2003-2004): Department of Homeland Security Financial Accountability Act | [Congress.gov](#) | [Library of Congress](#)
- Section 309 (a) (1)(c) of the Homeland Security Act of 2002, Public Law 107-296 (116 Stat. 2135 (2002) [Legislative Search Results | Congress.gov](#) | [Library of Congress](#)
- DOE Order 484.1, Reimbursable Work for the Department of Homeland Security (August 17, 2006), including its attachments [Reimbursable Work for the Department of Homeland Security ----- DOE Directives, Guidance, and Delegations](#)
- Interagency Acquisition Guide, Office of Federal Procurement Policy, OMB, June 2008  
Intragovernmental Business Treasury Bulletin 2011-04 <http://www.fms.treas.gov/tfm/vol1/11-04.html>



**1.5 CONTRACT LINE-ITEM STRUCTURE**

Reference Standard Form 1449, pages 1 through 3 of this Task Order. All labor charges in performance of this task order shall be in accordance with Attachment 2, Pricing Excel Workbook.

**VETS 2 Service-Disabled, Veteran-Owned Small Businesses (SDVOSB)****Time and Materials Indefinite Delivery, Indefinite Quantity (IDIQ) Contract Labor Categories, Qualifications, and Descriptions Applicable for This Task Order**

**1.5.1** The VETS2 required Labor Category Descriptions are captured in the table below:

<b>Labor Category</b>	<b>Description</b>
Management Analyst VETS2 SOC No.: 13-1111.00	Management Analyst - Conduct organizational studies and evaluations, design systems and procedures, conduct work simplification and measurement studies, and prepare operations and procedures manuals to assist management in operating more efficiently and effectively. Includes program analysts and management consultants.
Business Intelligence Analyst VETS2 SOC No.: 15-199.08	Business Intelligence Analyst - Plan, direct, or coordinate activities in such fields as electronic data processing, information systems, systems analysis, and computer programming.
Database Administrator (DBA) VETS2 SOC No.: 15-1141.00	Database Administrator - Administer, test, and implement computer databases, applying knowledge of database management systems. Coordinate changes to computer databases. May plan, coordinate, and implement security measures to safeguard computer databases.
Data Warehousing Specialist VETS2 SOC No.: 15-1199.07	Data Warehousing Specialist - Design, model, or implement corporate data warehousing activities. Program and configure warehouses of database information and provide support to warehouse users.
Training and Development Specialist VETS2 SOC No.: 13-1151.00	Training and Development Specialist - Design and conduct training and development programs to improve individual and organizational performance. May analyze training needs.
Information Technology Project Manager VETS2 SOC No.: 15-1199.09	Information Technology Project Manager - Plan, initiate, and manage information technology (IT) projects. Lead and guide the work of technical staff. Serve as liaison between business and technical aspects of projects. Plan project stages and assess business implications for each stage. Monitor progress to assure deadlines, standards, and cost targets are met.

**1.5.2** The VETS2 qualifications for contractor personnel are captured in the table below:

Level	Knowledge/Skill Description	Education and Experience Levels		
		Education	and/or	Experience
Junior	Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.	High School diploma or GED certification	and/or	1-4 years
Journeyman	Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.	Associate Degree or higher	and/or	5-15 years
Senior	Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.	Master's Degree or higher	and/or	>15 years
Subject Matter Expert (SME)	Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.	Master's Degree or higher	and/or	>15 years

## **2.0 TASK REQUIREMENTS**

### **2.1 TASK ONE: DATA MANAGEMENT SUPPORT**

**2.1.1** The Contractor shall identify, document, and support S&T's data management efforts to improve data integrity and reporting.

**2.1.2** The Contractor shall support the Government in fulfilling its data management (i.e., data analysis, reconciliation, clean-up, and validation) responsibilities.

**2.1.3** At minimum, the Contactor shall perform the following:

- a) Assist with analyzing and validating data elements and data values for finance, procurement, travel, and asset management systems. Assist with correcting and supplementing data element and values. Review and validate data relationships.
- b) Develop data management strategies and action plans.
- c) Develop the approach to store data to be analyzed, reconciled, cleansed, and validated. This shall include documenting the security and storage space required to store data.
- d) Coordinate with data owners to validate cleansed data (e.g., reconciling transaction details to summary records such as commitments, obligations, cost, and disbursement to the general ledger (GL)).
- e) Assist with identifying and documenting data management activities.
- f) Assist with defining roles and responsibilities for the data analysis, reconciliation, clean-up, and validation activities.
- g) Analyze, identify, and document data inconsistency and anomalies between the financial, procurement, travel, and asset management systems. This shall include comparing and reconciling the data in the financial system with data in the procurement system, and procurement request tracking system (PR Tracker), comparing and reconciling the data in the financial system with data in the asset management system, comparing and reconciling the data in the financial system with data in the travel system and comparing and reconciling the data in the procurement system with data in the asset management system.
- h) Develop and execute data analysis, reconciliation, clean-up, and validation strategies and action plans.
- i) Identify data owners and coordinate with data owners to validate and cleanse data (e.g., reconciling transaction details to summary records such as commitments and obligations to General Ledger (GL) balances).
- j) Assist with verifying and validating cleansed data.
- k) Document data management activity timelines.
- l) Assess data management activities and provide information about the completeness and adequacy of data management activities.
- m) Provide recommendations to the S&T Project Manager on data management needs, risks, and issues.

## **2.2 TASK TWO – DATA CONVERSION AND MIGRATION SUPPORT**

**2.2.1** The Contractor shall provide support to fulfill S&T's data conversion and migration responsibilities.

**2.2.2** At minimum, the Contractor shall:

- a) Document migration activity timelines for mock conversions and production deployment.
- b) Develop and track a data migration checklist and sign-off process to ensure completion of planned activities.
- c) Map the data in the prescribed format and conversion templates. This shall include mapping the current account codes to the future account code's structure.
- d) Assist with determining data migration security controls.
- e) Develop unit and end-to-end integration migration test plans (including testing for data extraction, transformation, data loading, and data validation).
- f) Assist with data transformation and data load testing.
- g) Assist with reconciling any data conversion efforts during migration effort.
- h) Assist with verifying and validating data transformation.
- i) Assist with pre- and post-validation data load testing.
- j) Assist with validating data of multiple mock conversions and the full migration.
- k) Assist with unit and end-to-end integration testing to ensure the flow of data from the source applications to the target applications is accurate.
- l) Document the end-to-end data migration test results and a lesson learned report.
- m) Provide the completed and successfully tested conversion templates for all affected applications for mock conversions and production conversion.
- n) Provide technical support to the data analysis and clean-up teams.

## **2.3 TASK THREE – IMPLEMENTATION AND MIGRATION SUPPORT**

**2.3.1** The Contractor shall provide personnel that have at minimum:

- a) Experience in financial, procurement, travel and asset management systems and data experience in the federal processes (e.g., financial, procurement, travel, and asset management processes, structures, and reporting).
- b) Experience in designing, implementing, and modifying both standard and dashboards (analysis objects and reports).
- c) Capabilities in creating and modifying Business Intelligence (BI) reports.
- d) In-depth knowledge of data structures and the data warehouse metadata; maintenance of the data warehouse and enhancements to the data structures.



- e) Technical knowledge and experience in the standard Oracle Business Intelligence applications (OBIA), and in the current Federalized OBIA applications (e.g., Budget Summary Analytics, Budget Spending Analytics, Budget Detail Analytics, and Payables Analytics).

**2.3.2** At minimum, the Contractor shall:

- a) Identify the historical, legacy, or closed data for the financial, procurement, travel, and asset management systems.
- b) Estimate the size of the historical, legacy, or closed data for the financial, procurement, travel, and asset management systems.
- c) Analyze the approaches to store the legacy data.
- d) Identify key reporting and BI requirements.
- e) Recommend an approach to store and maintain the legacy data. The recommendation should include the cost and personnel required to implement and maintain the recommended BI tool for at least ten (10) years.
- f) Produce a project plan to implement the financial, procurement, travel, and asset management systems and BI tool.
- g) Validate legacy data from the current financial, procurement, travel, and asset management system to the BI tool.
- h) Provide the technical approach to access the BI tool.
- i) Assist in migrating legacy data from the current financial, procurement, travel, and asset management system to the BI tool. This shall include:
- j) Migrating and mapping historical data from current financial, procurement, travel, and asset management system to the BI tool.
- k) Utilize current COTS software to develop dashboards and reports identified in the requirements analysis for the legacy data in the BI tool.
- l) Provide technical support to the data analysis and clean-up teams.
- m) Participate in fit gap analysis sessions.
- n) Identify and document organizational change management needs for financial, procurement, travel, and asset management including developing and executing the Organizational Change Management (OCM) Plan. Participate in the Change Management integrated product teams.
- o) Identify, document, and support test and evaluation needs for financial, procurement, travel, and asset management including assisting in developing a test and evaluation strategy and the operational test and evaluation plan.
- p) Support communications and the communications plan.
- q) Review and provide comments and recommended input/updates to the Training Plan and training materials.



- r) Assist with providing training to the financial, procurement, travel, and asset management systems end users and developing specific training plan and training materials.
- s) Provide cutover and post-implementation functional support which includes reviewing and providing comments on the implementation or deployment plan and lessons learned document delivered by the government.
- t) Assist with project management responsibilities including preparing and reviewing deliverables and work products associated with the system engineering life cycle. Provide analytical comments, assessments, and recommended edits on work products, documents, decision papers and memos developed by the government. Create and maintain a list of risks, issues, and action items including an estimate of the timeframe for resolution.
- u) Assist with drafting analytical papers, business process improvement documents, and decision papers, as required.
- v) Ensure that meeting minutes are prepared timely (i.e., within a 24-48-hour period). Action items developed from contract status and program meetings should be transferred to the Issues and Action Items List within 24-48 hours.

## **2.4 TASK FOUR – (OPTIONAL) SURGE SUPPORT**

**2.4.1** The Contractor may be required to provide additional support in accordance with Task One requirements of this Statement of Work for the Base Period, Option Period 1, and Option Period 2. Optional surge support may be funded in whole or in part for the following labor categories below:

- 2 FTE Journeyman Management Analyst
- 2 FTE Journeyman Database Administrator

**2.4.2** Optional SURGE Contract Line Items Numbers (CLINs) may be exercised unilaterally any time, per performance period, in any quantity (minimum 1-hour increments), as many times as needed, as long as:

- a) The total quantity of hours exercised does not exceed the total not-to-exceed hours identified for this CLIN; and
- b) The period of performance of the hours exercised does not extend beyond the end date of the current performance period.

**2.4.3** The Contracting Officer will adjust the task order ceiling amount by the amount of the increase in the value of the hours exercised and the funds obligated to recognize the exercise of each surge option.

## **2.5 TASK FIVE – TASK ORDER MANAGEMENT DOCUMENTATION**

**2.5.1** Task Order Management Plan - The Contractor shall provide a Task Order Management Plan that describes the management, human resources, and organizational skills, techniques, practices, and methodologies required to support and effect highly successful performance of this effort.

- a) The Contractor shall provide a Task Order Management Plan no later than 15 business days after task order award that, at a minimum, describes the overall approach to management as well as the specific approaches to transition in and out of this effort. This plan shall also address recruitment and retention, risk management, and subcontractor management.

- b) The Task Order Management Plan shall identify what subcontractors will be part of the offeror's team, what tasks each subcontractor will perform, and what percentage of the total effort each subcontractor will be responsible for.
- c) The Contractor shall provide updates to the Task Order Management Plan, as necessary.
- d) The Task Order Management Plan shall specify the contents and formats of the monthly progress reports. At a minimum, these reports shall include highlights of support provided, expenditures, projected expenditures for the next reporting period and to term, and major issues affecting cost and performance. The costs portion of the report shall be structured to enable ready discernment of cost trends, projections, and variances.

**2.5.2 Transition In Plan** – The Contractor Project Manager shall provide a transition in plan to the Contracting Officer, COR, and PM via electronic mail. The transition-in plan shall describe how the Contractor will achieve full staff support levels within 60 days of award. The transition-in shall identify those actions, plans, procedures, and timelines necessary to ensure a smooth transition from contract start date to full operational status by the Contractor. The phase-in transition period shall begin at date of contract award and shall conclude 60 days later. Upon completion of the phase-in transition period, the Contractor shall assume full operating accounting and responsibility. The transition-in period may be extended to ensure an orderly draw down of outgoing personnel and ramp up of incoming personnel. This plan is due no later than 7 business days after award of task order.

**2.5.3 Transition Out Plan** – The Task Order Contractor Project Manager shall provide a transition out plan to the Contracting Officer, COR, and PM via electronic mail. This plan shall address the Contractor's plan for minimizing impact such that continuity of services will be maintained without disruption. The Contractor shall describe how it will transition work to a new Contractor. This report is due 120 calendar days before the expiration of the task order.

### **3.0 CONTRACTOR PERSONNEL**

#### **3.1 Qualified Personnel**

##### **3.1.1 Data Conversion and Migration Support**

The Contractor shall provide qualified personnel that have at minimum, to perform all requirements specified in this SOW:

- a) Prior experience of performing data conversion and data migration tasks for full-lifecycle federal financial system and/or federal procurement system implementation projects that are of similar size and scope.
- b) Knowledge of the functionalities and data structure of the target systems and applications.
- c) Prior experience in data conversion, data migration, requirements gathering, data mapping, data source gap analysis, conversion specifications documentation, designing conversion components, developing conversion standards, development, and execution of SQL-based scripts to support data analysis, robotics, dashboards, developing end-to-end conversion test plans, executing test cases, documenting test results, tracking, and resolving test defects, etc.
- d) Prior experience in applying knowledge of business IT requirements within a federal agency.

### 3.2 Implementation and Migration Support

#### 3.2.1 The Contractor shall provide personnel that have at minimum:

- a) Experience in financial, procurement, travel and asset management systems and data experience in the federal processes (e.g., financial, procurement, travel, and asset management processes, structures, and reporting).
- b) Experience in designing, implementing, and modifying both standard and dashboards (analysis objects and reports).
- c) Capabilities in creating and modifying Business Intelligence (BI) reports.
- d) In-depth knowledge of data structures and the data warehouse metadata; maintenance of the data warehouse and enhancements to the data structures.
- e) Technical knowledge and experience in the standard Oracle Business Intelligence applications (OBIA), and in the current Federalized OBIA applications (e.g., Budget Summary Analytics, Budget Spending Analytics, Budget Detail Analytics, and Payables Analytics).

#### 3.2 Continuity of Support

The Contractor shall ensure that the contractually required level of support for this requirement is always maintained. The Contractor shall ensure that all task order support personnel are present for all hours of the workday. If for any reason the Contractor staffing levels are not maintained due to vacation, leave, appointments, etc., and replacement personnel will not be provided, the Contractor shall provide e-mail notification to the Contracting Officer's Representative (COR) prior to employee absence. Otherwise, the Contractor shall provide a fully qualified replacement.

#### 3.3 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:

VETS2 Labor Category	Key Personnel Position	Name of Individual Designated as Key Personnel
SME IT Project Manager	Project Manager	TBD
Sr. IT Project Manager	Deputy Project Manager	TBD
SME Level III Business Intelligence Analyst		TBD

**3.3.1** Contractor Key personnel shall not be assigned by the Contractor to more than one key position for this requirement.

#### 3.4 Project Manager

The Contractor shall provide an IT Project Manager and deputy Project Manager who shall be responsible for all Contractor work performed under this SOW. The Project Manager and deputy Project Manager shall be a single point of contact for the Contracting Officer, COR and the PM. The name of the Project Manager, and



the name(s) of any alternate(s) who shall act for the Contractor in the absence of the Project Manager, shall be provided to the Government as part of the Contractor's proposal. The Project Manager and deputy Project Manager are further designated as Key by the Government. 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 this task order. The Project Manager and all designated alternates shall be able to read, write, speak, and understand English. Additionally, the Contractor shall not replace the Project Manager without prior approval from the Contracting Officer.

**3.4.1** The Project Manager shall be available to the COR and PM via telephone between the hours of 8:00 am and 4:30 pm EDT, Monday through Friday, and shall respond to a request for discussion or resolution of technical problems within 8 hours of notification.

### **3.5 Employee Identification**

**3.5.1** Contractor employees visiting Government facilities shall wear an identification badge that, at a minimum, displays the Contractor name, the employee's photo, name, clearance-level, and badge expiration date. Visiting Contractor employees shall comply with all Government escort rules and requirements. All Contractor employees shall identify themselves as Contractors when their status is not readily apparent and always display all identification and visitor badges in plain view above the waist.

**3.5.2** Contractor employees working on-site at Government facilities shall wear a Government issued identification badge. All Contractor employees shall identify themselves as Contractors when their status is not readily apparent (in meetings, when answering Government telephones, in e-mail messages, etc.) and display the Government issued badge in plain view above the waist at all times.

### **3.6 Employee Conduct**

Contractor's employees shall comply with all applicable Government regulations, policies, and procedures (e.g., fire, safety, sanitation, environmental protection, security, "off limits" areas, wearing of parts of DHS uniforms, and possession of weapons) when visiting or working at Government facilities. The Contractor shall ensure Contractor employees always present a professional appearance and that their conduct shall not reflect discredit on the United States or the Department of Homeland Security. The Contractor Project Manager shall ensure Contractor employees understand and abide by Department of Homeland Security established rules, regulations and policies concerning safety and security.

### **3.7 Removing Employees for Misconduct or Security Reasons**

The Government may at the discretion of the Contracting Officer direct the Contractor to remove any Contractor employee from DHS facilities for misconduct. Removal of a Contractor employee does not relieve the Contractor of the responsibility to continue providing the services required under the contract. The Contracting Officer will provide the Contractor with a written explanation to support any request to remove an employee.

### **3.8 Resumes for Non-Key Personnel**

Resumes for personnel who are not designated as Key shall be submitted to the Contracting Officer's Representative and Project Manager for approval prior to submitting security clearance paperwork for individuals.



#### **4.0 OTHER APPLICABLE CONDITIONS**

##### **4.1 SECURITY**

**Contractor access to Sensitive but Unclassified information (which may alternatively be referred to as Controlled Unclassified Information) is required under this SOW. The maximum level of classification is SECRET. Details will be provided in a Department of Defense (DD) Form 254.**

The Contractor shall have a facility security clearance up to SECRET level. Personnel supporting tasks in this SOW shall be required to obtain and maintain a SECRET level clearance. The Government reserves the right to approve or deny suitability of the Contractor's individual employees based on security risks, unsatisfactory performance, or disruptive influence to mission accomplishment.

DHS has and will exercise full control over granting, denying, withholding, or terminating unescorted Government facility and/or sensitive Government information access for Contractor employees, based upon the results of a background investigation.

Contractor employees assigned to the task order will be submitted for DHS Contractor Fitness. Contractor employees assigned to the task order not needing access to sensitive DHS information, recurring access to DHS facilities or DHS issued IT equipment will not be subject to security suitability screening. Limited access to Government buildings is allowable prior to the Entry on Duty (EOD) decision if the Contractor is escorted by a government employee. This limited access is to allow Contractors to attend briefings, non-recurring meetings, and begin transition work.

Classified information is Government information which requires protection in accordance with Executive Order 13526, National Security Information (NSI) as amended and supplemental directives. If the Contractor has access to classified information at a DHS owned or leased facility, it shall comply with the security requirements of DHS and the facility. If the Contractor is required to have access to classified information at another Government Facility, it shall abide by the requirements set forth by the agency.

Contractor shall comply with all Government facility and security requirements while on Government property, including obtaining and displaying identification badges, obtaining vehicle decals and proper vehicle operation.

All services provided under this task order must be compliant with DHS 4300B DHS National Security System Policy and the DHS 4300B National Security System Handbook. Additionally, where there is a requirement for encryption, all encryptions shall be FIPS 197 Advanced Encryption Standard (AES) that has been FIPS 140-2 certified.

Requirements for Handling Sensitive and/or Proprietary Information. The Contractor shall comply with all Government standards for handling sensitive and/or proprietary information, as listed on the DD254 and briefed by S&T.

##### **4.2 PERIOD OF PERFORMANCE**

The performance periods are as follows:

Base Period:	08-months from date of award
Option Period 1:	12- months from the exercise of Option Period 1
Option Period 2:	12- months from the exercise of Option Period 2

#### **4.3 PLACE OF PERFORMANCE**

The primary place of performance will be at the Government site located at St. Elizabeth 1790 Ash Street, Southeast, Washington DC, SE, Washington, DC 20020. Audits, assessments, attendance at meetings and symposia will most likely require travel to S&T sites and other locations both federal and private. Classified work will be done at the St. Elizabeths facility. Telework is available. Contractors must be available to report to work at the St. Elizabeth facility at any time required for the duration of the contract.

#### **4.4 HOURS OF OPERATION**

When working on Government sites, normal duty hours are 8:00 am – 4:30 pm, Monday through Friday (except Federal holidays). Overtime will not be permitted under this task order, unless authorized in writing by the COR.

In the event of a shutdown for any reason (including, but not limited to, Government closures due to inclement weather or other public emergency, building closures due to lack of power or water, and additional Government holidays granted by the President), the Government will not be liable for Contractors' costs incurred during this period except to the extent agreed in advance and in writing by the COR or CO.

#### **4.5 TRAVEL**

Domestic travel may be required in connection with this task order from the primary duty location St. Elizabeth Campus. All domestic travel requires the advanced written approval of the Task Order Contracting Officer's Representative (COR). Four (4) or more trips may be required, per year. Travelers are required to submit a summary trip report to the COR within five working days following the completion of travel. Travel shall be in accordance with the Federal Travel Regulation. Local travel, defined as travel within 50 miles from the normal duty location, shall not be reimbursed under this task order. Travel between Contractor personnel homes and the normal duty location shall not be reimbursed under this task order. Travel for training or mandatory in person meetings, conferences etc. between Contractor personal homes and the normal duty location shall not be reimbursed under this task order.

#### **4.6 POST AWARD CONFERENCE**

The Contractor Project Manager and deputy Project Manager shall attend a Post Award Conference with the Contracting Officer and the COR and PM no later than 7 business days after the date of task order 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 task order. The Post Award Conference will be held at the Government's facility, located at St. Elizabeth 1790 Ash Street, Southeast, Washington DC, SE, Washington, DC 20020, or via teleconference.

#### **4.7 PROGRESS REPORTS**

The Contract Project Manager shall provide a monthly progress report by the 15th calendar day each month for the preceding month to the Contracting Officer, COR, and PM via electronic mail. This report shall include a summary of all Contractor work performed, including a breakdown of labor hours by labor category, all direct costs by line item, an assessment of technical progress, schedule status, any travel conducted and any Contractor concerns or recommendations for the previous reporting period.

#### **4.8 PROGRESS MEETINGS**

The Contract Project Manager shall be responsible for keeping the COR informed about Contractor progress throughout the performance period of this task order and ensure Contractor activities are aligned with DHS objectives and this Statement of Work. At a minimum, the Project Manager shall review the status and

results of Contractor performance with the COR and PM on a monthly basis at scheduled meetings. These meetings shall be both working and formal sessions to review overall program efforts.

#### **4.9 GENERAL REPORT REQUIREMENTS**

The Contract Project Manager shall provide all written deliverables in electronic format with read/write capability using applications that are compatible with DHS workstations (Windows XP and Microsoft Office Applications).

#### **4.10 PROTECTION OF INFORMATION**

Contractor access to proprietary information is required under this SOW. Contractor employees shall safeguard this information against unauthorized disclosure or dissemination in accordance with DHS MD 11042.1, Safeguarding Sensitive but Unclassified (For Official Use Only) Information. The Contractor shall ensure that all Contractor personnel having access to business or procurement sensitive information sign a non-disclosure agreement (DHS Form 11000-6). Additionally, Contractors shall comply with FAR 9.505-4(b) and provide the Contracting Officer with copies of any company-to-company agreements for the contracting officer to ensure that they are properly executed.

Contractor access to controlled unclassified information is required under this SOW.

#### **4.11 SECTION 508 COMPLIANCE**

Section 508 of the Rehabilitation Act, as amended by the Workforce Investment Act of 1998 (P.L. 105-220) requires that when Federal agencies develop, procure, maintain, or use electronic and information technology, they must ensure that it is accessible to people with disabilities. Federal employees and members of the public who have disabilities must have equal access to and use of information and data that is comparable to that enjoyed by non-disabled Federal employees and members of the public.

All EIT deliverables within this work statement shall comply with the applicable technical and functional performance criteria of Section 508 unless exempt. Specifically, the following applicable standards have been identified:

36 CFR 1194.21 – Software Applications and Operating Systems, applies to all EIT software applications and operating systems procured or developed under this work statement including but not limited to GOTS and COTS software. In addition, this standard is to be applied to Web- based applications when needed to fulfill the functional performance criteria. This standard also applies to some Web based applications as described within 36 CFR 1194.22.

36 CFR 1194.22 – Web-based Intranet and Internet Information and Applications, applies to all Web-based deliverables, including documentation and reports procured or developed under this work statement. When any Web application uses a dynamic (non-static) interface, embeds custom user control(s), embeds video or multimedia, uses proprietary or technical approaches such as, but not limited to, Flash or Asynchronous JavaScript and XML (AJAX) then “1194.21 Software” standards also apply to fulfill functional performance criteria.

36 CFR 1194.23 Telecommunications Products applies to all telecommunications products including end-user interfaces such as telephones and non-end-user interfaces such as switches, circuits, etc. that are procured, developed, or used by the federal Government.

36 CFR 1194.24 Video and Multimedia Products, applies to all video and multimedia products that are procured or developed under this work statement. Any video or multimedia presentation shall also comply with the software standards (1194.21) when the presentation is through the use of a Web or Software application interface



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having user controls available.

36 CFR 1194.25 Self Contained, Closed Products, applies to all EIT products such as printers, copiers, fax machines, kiosks, etc. that are procured or developed under this work statement.

36 CFR 1194.26 – Desktop and Portable Computers, applies to all desktop and portable computers, including but not limited to laptops and personal data assistants (PDA) that are procured or developed under this work statement.

36 CFR 1194.31 – Functional Performance Criteria, applies to all EIT deliverables regardless of delivery method. All EIT deliverable shall use technical standards, regardless of technology, to fulfill the functional performance criteria.

36 CFR 1194.41 – Information Documentation and Support, applies to all documents, reports, as well as help and support services. To ensure that documents and reports fulfill the required “1194.31 Functional Performance Criteria”, they shall comply with the technical standard associated with Web-based Intranet and Internet Information and Applications at a minimum. In addition, any help or support provided in this work statement that offer telephone support, such as, but not limited to, a help desk shall have the ability to transmit and receive messages using TTY.

Exceptions for this work statement have been determined by DHS and only the exceptions described herein may be applied. Any request for additional exceptions shall be sent to the COTR and determination will be made in accordance with DHS MD 4010.2. DHS has identified the following exceptions that may apply:

36 CFR 1194.2(b) – (COTS/GOTS products), When procuring a product, each agency shall procure products which comply with the provisions in this part when such products are available in the commercial marketplace or when such products are developed in response to a Government solicitation. Agencies cannot claim a product as a whole is not commercially available because no product in the marketplace meets all the standards. If products are commercially available that meets some but not all of the standards, the agency must procure the product that best meets the standards.

When applying this standard, all procurements of EIT shall have documentation of market research that identify a list of products or services that first meet the agency business needs, and from that list of products or services, an analysis that the selected product met more of the accessibility requirements than the non-selected products as required by FAR 39.2. Any selection of a product or service that meets less accessibility standards due to a significant difficulty or expense shall only be permitted under an undue burden claim and requires approval from the DHS Office of Accessible Systems and Technology (OAST) in accordance with DHS MD 4010.2.

36 CFR 1194.3(b) – Incidental to Contract, all EIT that is exclusively owned and used by the Contractor to fulfill this work statement does not require compliance with Section 508. This exception does not apply to any EIT deliverable, service or item that will be used by any Federal employee(s) or member(s) of the public. This exception only applies to those Contractors assigned to fulfill the obligations of this work statement and for the purposes of this requirement, are not considered members of the public.

All tasks for testing of functional and/or technical requirements must include specific testing for Section 508 compliance and must use DHS Office of Accessible Systems and Technology approved testing methods and tools. For information about approved testing methods and tools send an email to [accessibility@dhs.gov](mailto:accessibility@dhs.gov).

## **4.12 SYSTEM DESIGN COMPLIANCE REQUIREMENTS**

**4.12.1** All IT systems (as defined by DHS Management Directive 0007.1) being planned, designed, developed, and maintained for the Department of Homeland Security, Science and Technology



Directorate (DHS-S&T), its customers, and/or with DHS data, shall be:

- a) In compliance with appropriate OMB Circulars, including but not limited to OMB Circulars A-11 and A-130 as implemented by the S&T CIO;
- b) In compliance with federal regulations including but not limited to the E-Government Act (including Privacy Impact Assessment), Paperwork Reduction Act, Federal Information Security Management Act (FISMA), Section 508 of the Rehabilitation Act;
- c) In compliance with DHS Management Directives including 0007.1, 4010.2, 1400, 4300.1 (and 4300A), 4900, and others as appropriate.

**4.12.2** All solutions and services shall meet DHS Enterprise Architecture policies, standards, and procedures. Specifically, the Contractor shall comply with the following HLS EA requirements:

- a) All developed solutions and requirements shall be compliant with the HLS EA.
- b) All IT hardware and software shall be compliant with the HLS EA Technical Reference Model (TRM) Standards and Products Profile.
- c) Description information for all data assets, information exchanges and data standards, whether adopted or developed, shall be submitted to the Enterprise Data Management Office (EDMO) for review, approval and insertion into the DHS Data Reference Model and Enterprise Architecture Information Repository.
- d) Development of data assets, information exchanges and data standards will comply with the DHS Data Management Policy MD 103-01 and all data-related artifacts will be developed and validated according to DHS data management architectural guidelines.

Applicability of Internet Protocol Version 6 (IPv6) to DHS-related components (networks, infrastructure, and applications) specific to individual acquisitions shall be in accordance with the DHS Enterprise Architecture (per OMB Memorandum M-05-22, August 2, 2005) regardless of whether the acquisition is for modification, upgrade, or replacement. All EA-related component acquisitions shall be IPv6 compliant as defined in the U.S. V480 Government Version 6 (USGv6) Profile (National Institute of Standards and Technology (NIST) Special Publication 500-267) and the corresponding declarations of conformance defined in the USGv6 Test Program.

**4.12.3** Other guidance and best practices related to the Secure Coding Initiative and secure coding verification also apply.

#### **4.12.4 NIST Standards and Publications**

- National Institute of Standards and Technology (NIST), Special Publications (SP). The web site [www.nist.gov](http://www.nist.gov) contains the NIST publications.
- 800-18, Guide for Developing Security Plans for Information Technology Systems, 1998
- 800-23, Guideline to Federal Organizations on Security Assurance and Acquisition/Use of Tested/Evaluated Products, 2000
- 800-26, Revised NIST SP 800-26 System Questionnaire with NIST SP 800-53 References and Associated Security Control Mappings, 2005
- 800-27, Engineering Principles for Information Technology Security (A Baseline for Achieving Security), Revision A, 2004
- 800-30, Risk Management Guide for Information Technology Systems, 2002
- 800-37, Guide for the Security Certification and Accreditation of Federal Information Systems, 2004
- 800-47, Security Guide for Interconnecting Information Technology Systems, 2002
- 800-53, Recommended Security Controls for Federal Information Systems, 2005
- 800-60, Guide for Mapping Types of Information and Information Systems to Security Categories, 2004

- 800-61, Computer Security Incident Handling Guide, 2004
- 800-64, Security Considerations in the Information System Development Life Cycle, 2004
- 800-70, The NIST Security Configuration Checklists Program

#### **4.12.5 FIPS Publications**

- Federal Information Processing Standards Publications (FIPS PUBS). The web site <http://www.itl.nist.gov/fipspubs/> contains FIPS publications.
- FIPS 199, Standards for Security Categorization of Federal Information and Information Systems, 2003.

#### **4.12.6 Other Information Technology Standards**

- The Contractor shall comply with electronic, and Information Technology Standards as specified on Web site <http://www.section508.gov/index.cfm?FuseAction=Content&ID=3>.
- Records management guidance for agencies implementing electronic signature technologies <http://www.nara.gov/records/policy/gpea.html>
- Electronic Signatures in Global and National Commerce Act (ESIGN) <http://www.whitehouse.gov/omb/memoranda/m00-15.html>

### **5.0 GOVERNMENT TERMS & DEFINITIONS**

AQL – Acceptable Quality Level

AFR – Annual Financial Report

APR - Annual Performance Report

PRR – Performance and Resource Review

PPA – Program Project Activity

PR-Tracker – Procurement Review Tracking

CO – Contracting Officer

COR – Contracting Officer's Representative

DHS – Department of Homeland Security

FAR – Federal Acquisition Regulation

FBD – Finance and Budget Division

FMFIA – Federal Managers Financial Integrity Act FOUO – For Official Use Only

FTE – Full Time Equivalent

FTR – Federal Travel Regulation FY – Fiscal Year

FYHSP – Future Year Homeland Security Plan

GPRA – Government Performance Results Act

GOTS – Government Off-the-Shelf

GSA – General Services Administration

ICE – Immigration and Customs Enforcement

IT – Information Technology

MD – Management Directive

OCFO – Office of the Chief Financial Officer

OGC – Office of General Counsel

OIG – Office of the Inspector General

OPO – Office of Procurement Operations

POC – Point of Contact

PM – Project Manager

PRS – Performance Requirements Summary

RFP – Request for Proposal

R&D – Research & Development

RDT&E – Research Development Test & Evaluation

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PA&E – Program Analysis and Evaluation  
PWS – Performance Work Statement  
SF – Standard Form  
S&T – Science and Technology Directorate  
SME – Subject Matter Expert  
SOP – Standard Operating Procedure  
SSI – Security Sensitive Information (Sensitive but Unclassified Information)  
TOE – Test of Effectiveness  
TOD – Test of Design

## **6.0 GOVERNMENT FURNISHED RESOURCES**

DHS will provide information, materials, and forms unique to DHS to the Contractor to support certain tasks under this SOW. These will be task specific and issued upon task commencement or as needed during task performance.

The Contractor shall use Government furnished facilities, property, equipment and supplies only for the performance of work under this contract and shall be responsible for returning all Government furnished facilities, property, and equipment in good working condition, subject to normal wear and tear. Government resources deemed necessary to be provided to execute this work are as follows:

- Office spaces, computers, telephone, equipment, and supplies; and
- Hardware, software, database, and documentation support.

The Contractor shall use Government furnished information, data, and documents only for the performance of work under this contract and shall be responsible for returning all Government furnished information, data, and documents to the Government at the end of the final period of performance. The Contractor shall not release Government furnished information, data, and documents to outside parties without the prior and explicit consent of the Contracting Officer.

## **7.0 CONTRACTOR FURNISHED PROPERTY**

The Contractor shall furnish all facilities, materials, equipment, and services necessary to fulfill the requirements of this contract, except for the Government Furnished Resources specified in section 6.0.

## **8.0 REVIEW OF TASK ORDER DELIVERABLES**

The COR and PM will review deliverables prior to acceptance and provide the Contractor with an e-mail that provides documented reasons for non-acceptance. If the deliverable is acceptable, the COR will send an e-mail to the Contractor notifying it that the deliverable has been accepted.

**8.1** The COR will have the right to reject or require correction of any deficiencies found in the deliverables that are contrary to the information contained in the Contractor's accepted proposal. In the event of a rejected deliverable, the Contractor will be notified in writing by the COR of the specific reasons for rejection. The Contractor shall have an opportunity to correct the rejected deliverable and return it per delivery instructions.

**8.2** The COR and PM will have 5 business days to review deliverables and make comments. The Contractor shall have 5 business days to make corrections and redeliver.

**8.3** All other review times and schedules for deliverables shall be agreed upon by the parties. The Contractor shall be responsible for timely delivery to Government personnel in the agreed upon review chain, at each stage of the review. The Contractor shall work with personnel reviewing the deliverables to assure that the established schedule is maintained.

## 9.0 DELIVERABLES SUMMARY TABLE

DELIVERABLE NUMBER	SOW REFERENCE	DELIVERABLE / EVENT	DUE BY	DISTRIBUTION
1	4.6	Post-Award Conference	Within 7 business days after award	Meeting with Contracting Officer, Contracting Officer's Representative (COR), and PM.
2	2.1.3(b)	Develop data management strategies and action plans.	90 days after award	PM
3	2.1.3(c)	Document the security and storage space required to store data.	120 days after award	PM
4	2.1.3(e)	Document data management activities.	60 days after award	PM
5	2.1.3(g)	Document data inconsistency and anomalies.	Monthly	PM
6	2.1.3(k)	Document data management activity timelines.	60 days after award	PM
7	2.2.3(a)	Document migration activity timelines.	Monthly (timeline dates to be determine)	PM
8	2.2.3(b)	Develop and track a data migration checklist and sign-off process.	Monthly (dates to be determine)	PM



<b>9</b>	2.2.3(e)	Develop integration migration test plans.	Monthly (dates to be determine)	PM
<b>10</b>	2.2.3(l)	Document the end-to-end data migration test results and a lesson learned report.	Monthly (dates to be determine)	PM
<b>11</b>	2.2.3(m)	Develop and populate conversion templates for all affected applications for mock conversions and production conversion.	Monthly (dates to be determine)	PM
<b>12</b>	2.3.2(f)	Develop project plan.	60 days after award	PM
<b>13</b>	2.3.2(o)	Document, develop and support test and evaluation activities, and operational test and evaluation plan.	Daily (timeline will be determine during Discovery)	PM
<b>14</b>	2.3.2(q)	Provide comments and recommend input/updates to the Training Plan and strategies.	Monthly (dates to be determine)	PM
<b>15</b>	2.3.2(t)	Prepare and review deliverables and work products associated with the system engineering life cycle. Provide analytical comments, assessments, and recommended edits on work products, documents, decision papers and memos developed by the Government.	Daily	PM

<b>16</b>	2.3.2(u)	Assist and draft analytical papers, business process improvement documents, and decision papers.	Daily	PM
<b>17</b>	2.5.1	Task Order Management Plan	15 business days after award	One electronically submitted copy shall be provided to the COR, CO and PM.
<b>18</b>	2.5.2	Transition In Plan	7 business days after award	One electronically submitted copy shall be provided to the COR, CO, and PM.
<b>19</b>	2.5.3	Transition Out Plan	120 calendar days before expiration of final period of performance.	One electronically submitted copy shall be provided to the COR, CO, and PM.
<b>20</b>	4.7	Monthly Progress Report	By the 15th calendar day of each month.	One electronically submitted copy shall be provided to the COR, CO, and PM.
<b>21</b>	4.8	Monthly Progress Meetings	Monthly (date to be determined)	Meeting with COR and PM.

**SECTION II: CONTRACT ADMINISTRATION DATA**

**2.0 ADJUSTMENT OF LABOR CATEGORY HOURLY QUANTITY**

This task order authorizes adjustments between labor category hourly quantities of up to 10% within the established task order labor ceiling price, without a formal modification. Reimbursement under the contract shall be governed by the clause at FAR 52.232-7, *Payments under Time and Materials and Labor-Hour Contracts (Feb 2007)*.

**3.0 TASK ORDER CONTRACTING OFFICER & CONTRACT SPECIALIST**

The Contracting Officer is the only individual who can legally commit or obligate the Government for the expenditure of public funds. The Contracting Officer shall authorize any such revision in writing. The Contracting Officer will designate a Contracting Officer's Representative (COR) to assist in monitoring the work under this contract. The Contract Specialist supports the Contracting Officer in day-to-day contract administration; however, the Contract Specialist DOES NOT legally commit or obligate the Government for the expenditure of public funds.

**Contracting Officer**

[REDACTED]

U.S. Department of Homeland Security  
Office of Procurement Operations  
S&T Acquisition Division

[REDACTED]

**Contract Specialist**

[REDACTED]

U.S. Department of Homeland Security  
Office of Procurement Operations  
S&T Acquisition Division

[REDACTED]

(End of Section 2)