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**PART I – THE SCHEDULE**

**Section A. Contract Form**

(See Standard Form (SF) 30)

(End of Section A)

**Section B. Supplies or Services and Prices/Costs**

**B.1. Funding**

**1.1.** This Contract is fully funded.

**1.2.** The Contractor must follow the process outlined in Section H of this Contract in the clause entitled “Notifications Regarding Funding” for advising the Government on funding status.

**B.2. Indirect Costs**

**2.1.** The Contractor shall be reimbursed for indirect costs consistent with forward pricing rates subject to appropriate adjustment when the final rate(s) are established. The Contractor is responsible for submitting approved Indirect Rate Agreements to the DHS Contracting Officer as they are approved by the Contractor’s cognizant Government audit entity.

**2.2.** If the Contractor is only in receipt of provisional, or other interim, indirect rates, the Contracting Officer may negotiate final indirect costs for this Contract with the Contractor as part of contract administration or as part of closeout proceedings.

(End of Section B)

**Section C. Statement of Work: Text-Enabled Gatekeeper Intervention Help Line Referral System, and Field Test and Evaluation of a Help Line & Referral System**

**1.0 Background**

**1.1** The U.S. Department of Homeland Security (DHS) is committed to using cutting-edge technologies and scientific talent in its quest to make America safer. The DHS Science and Technology Directorate (S&T) is tasked with researching and organizing the scientific, engineering, and technological resources of the United States and leveraging these existing resources into technological tools to help protect the homeland. S&T social science research aims to advance technology and knowledge to improve performance, policy, strategy, tactics, techniques, procedures, and operational impacts to the DHS mission through the

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application of fundamental research in behavioral, social, economic, human factors, and investigative science.

**1.2** Due to the growing threat of violent extremism, DHS has prioritized efforts to counter violent extremism, also known as Terrorism Prevention (TP). S&T supports the Department wide Terrorism Prevention mission through investments in the advancement of operationally-relevant, end-user focused, applied social and behavioral science research, and evidence-based initiatives. Findings from these activities ultimately enable policy makers and operational end users to make informed decisions to divert vulnerable individuals, prevent potential offenders, mitigate vulnerabilities, and enhance community resiliency in the face of violent extremism. S&T has focused Terrorism Prevention programs designed to enhance DHS methods of collecting and analyzing data and to effectively engage communities at the local level. S&T will (a) test the effectiveness of the crisis-center referral protocols by developing protocols for a text-enabled call center to handle potential cases of violent extremism; and(b) develop, field test, and evaluate a Text-Enabled Intervention Helpline and referral system.

## **2.0 Scope**

**2.1** This effort supports the Department's Terrorism Prevention mission through two interrelated research tasks, described in more detail below.

**2.2** The Contractor shall support the creation of policies, procedures, and protocols for call centers to expand their offerings to individuals calling for help diverting or disengaging someone from violent extremism. The Contractor shall evaluate the use of those protocols, so that call centers can have trust in the effectiveness of these protocols. The objective of this task is to (a) test the effectiveness of the crisis-center referral protocols by developing protocols for a text-enabled call center to handle potential cases of violent extremism. Virtually none of the 24/7 hotlines throughout United States have protocols in place to counter violent extremism by referring callers to Terrorism Prevention relevant service providers. Research has shown that individuals tend to be reluctant to contact law enforcement agencies when they see signs of radicalization to violence for fear of getting their loved ones in trouble. Therefore, a safe-referral call center would empower local communities with a convenient, readily accessible, and confidential means to intervene. S&T will support the effort to research and develop safe-referral systems for friends, family, and other influencers to help connect individuals with Terrorism Prevention resources.

**2.3** The Contractor will utilize the knowledge and evidence analyzed through 2.2 to conduct a single-site evaluation t: to develop, field-test, and evaluate a Text-Enabled Intervention Helpline and referral system. (Interventions, in this case may refer to intimate bystanders' concerns about persons becoming involved in violent extremism, or concerns about how to help someone exit violent extremism.) Such a text-enabled service can empower intimate bystanders with a convenient, readily accessible, confidential first step of reaching out for help about concerns that peers or loved ones might be on a path toward engaging in, or otherwise supporting, ideologically motivated or other targeted violence.

## **2.4 Compliance Documents**

Performance of this effort requires compliance with the following policies:

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- *DHS Sensitive Systems Policy Directive 4300A*  
([https://www.dhs.gov/sites/default/files/publications/4300A%20Sensitive%20Systems%20Policy\\_V13.1.pdf](https://www.dhs.gov/sites/default/files/publications/4300A%20Sensitive%20Systems%20Policy_V13.1.pdf))
- *Handbook for Safeguarding Sensitive PII, Privacy Policy Directive 047-01-007*  
(<https://www.dhs.gov/sites/default/files/publications/dhs%20policy%20directive%20047-01-007%20handbook%20for%20safeguarding%20sensitive%20PII%2012-4-2017.pdf>)

## 2.5 Reference Documents

The following documents may be helpful to the Contractor:

- <NONE>

## 3.0 SPECIFIC TASKS

### 3.1 Task 1: Program Management

**3.1.1** The Contractor shall participate in a kick-off meeting with DHS PM and stakeholders. The contractor shall develop an agenda before the meeting and distribute notes and action items to all participants after the kickoff meeting.

**3.1.2** The Contractor shall provide every other week, progress updates during a meeting with the Program Manager. The Contractor shall distribute an agenda before the meeting and minutes/action items after the meeting.

**3.1.3** The Contractor shall provide written monthly reports. The template for the monthly report must be approved by the DHS COR but will include, at a minimum, budget expenditure and task progress.

**3.1.4** The Contractor shall conduct a task closeout meeting for Text-Enabled Gatekeeper Intervention Help Line Referral System (Task 2.0) to include the Program Manager, DHS COR, and key stakeholders from the DHS Headquarters.

**3.1.5** The Contractor shall conduct a task closeout meeting for Field test and evaluation: Text-Enabled Bystander Intervention Helpline & Referral System (Task 3.0) to include the Program Manager, DHS COR, and key stakeholders from the DHS Headquarters.

### 3.2 Task 2: Text-enabled Gatekeeper System

**3.2.1** In order to test the effectiveness of the crisis-center referral protocol, the Contractor research teams shall develop a process evaluation plan which must be approved by the DHS COR, this plan will then be used to assess the following tasks.

**3.2.2** The Contractor shall develop a data collection plan to capture the extent to which testers, with presenting issues related to 3rd party violence, were appropriately vs. inappropriately referred to service

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providers, by texting-center operators. This is intended to assess the extent to which referral procedures were appropriately followed by texting-enabled crisis-center operators.

**3.2.3** The Contractor shall use this component to include theoretically-informed rationale to explain any/all instances of operator's failure to follow protocol and deliver a report to the DHS COR.

**3.2.4** The Contractor shall determine the number of texters/callers who followed up with referral recommendations to the service provider(s), relative to the number of texters/callers who were referred to those providers and provide an updated status to the DHS COR.

**3.2.5** The Contractor shall include measures to assess texters/callers incremental stages toward following up with service providers. Measures include (a) callers' agreement to have their call transferred (by call center-operators) directly to a service provider; (b) texters'/callers' willingness to follow-up with service providers, as indicated by their responses to a post-call automated surveys and follow-up phone surveys and provide an updated status to the DHS COR.

**3.2.6** The Contractor shall submit draft protocols detailing the findings of the evaluation and suggestions for future text-enabled call centers to include policies and procedures that take into account the local environment in which the identified call-center operations and the ability to scale up to larger areas.

**3.2.7** The Contractor shall submit final protocols detailing the findings of the evaluation and suggestions for future text-enabled call centers to include policies and procedures that take into account the local environment in which the identified call-center operations and the ability to scale up to larger areas. These protocols must be approved by the DHS COR.

### **3.3 Task 3: Field test and evaluation: Text-Enabled Bystander Intervention Helpline & Referral System**

**3.3.1** The Contractor shall develop a data collection plan in consultation with the evaluation site. The contractor shall ensure that all compliance requirements are met with DHS S&T prior to any data being collected as mentioned in the data collection plan. This shall be informed by the research team's previously developed, evidence-based helpline referral protocols and procedures (see DHS award HSHQDC-16-C-B0028).

**3.3.2** The contractor shall conduct a scoping review of relevant literature on off-the-shelf case management solutions with particular focus on solutions that are fit for purpose and scalable. This shall be informed by the research team's previously developed, evidence-based helpline referral protocols and procedures (see DHS award HSHQDC-16-C-B0028).

**3.3.3** The Contractor shall conduct focus groups, in collaboration with the evaluation site, to capture policies and procedures, in line with the sites' operational capacity and procedures. This shall be informed by the research team's previously developed, evidence-based helpline referral protocols and procedures (see DHS award HSHQDC-16-C-B0028).



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**3.3.4** The Contractor shall develop evaluation site helpline terms of service for operational use with their users. This shall be done in accordance with existing intervention helpline policies in the US and based on a review of the relevant literature.

**3.3.5** The Contractor shall develop quality assurance measures. This shall comprise a survey, such as a Likert scale survey, taking less than 60 seconds to complete, measuring satisfaction with the capability, staff responses, and whether the inquirer was helped.

**3.3.6** The Contractor shall market the helpline to intended users. This shall be performed through both print and online media (including mainstream social media, e.g., Facebook), and developed a) in accord with contemporary theories of social psychology, and b) implemented in a way that affords statistical comparisons of the relative effectiveness of the marketing modalities.

**3.3.7** After implementation, the Contractor shall reassess the newly developed policies and procedures. This shall be performed through discussions between the research team and evaluation site), with special consideration toward upscaling the enterprise.

**3.3.8** The Contractor shall assess the effectiveness of the marketing, protocols, and implementation of the Intervention Helpline & Referral System. This shall be performed through mixed (quantitative and qualitative) methods. Specifically, the marketing materials shall be compared for statistically significant differences, with respect to the volume of incoming referrals, per marketing modality (print vs. online/social media outlets).

#### 4.0 DELIVERABLES

The Contractor shall consider items in **BOLD** as having mandatory due dates. Items in *italics* are deliverables or events that must be reviewed and/or approved by the COR prior to proceeding to next deliverable or event in this SOW.

Task	Deliverable	Description	Due Date
<b>1.0</b>	<b>--</b>	<b>Program Management</b>	<b>--</b>
3.1.1	Project Management Plan	The Contractor shall detail the steps included in accomplishing the following tasks and indicating the expected duration of the individual steps.	<i>4 weeks from date of award</i>
3.1.1	Project Kickoff Meeting	The Contractor shall conduct a project kickoff meeting to include the Program Manager and DHS COR.	<i>4 weeks from date of award</i>
3.1.2	Bi-weekly Progress Update	The Contractor shall distribute an agenda before the meeting and minutes after the meeting.	<i>Bi-weekly for life of award</i>

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Task	Deliverable	Description	Due Date
3.1.3	Written Monthly Reports	The Contractor shall provide a template for the monthly report must be approved by the DHS COR, but will include, at a minimum, budget expenditure and task progress.	<i>28th day of each month for life of award</i>
3.1.4	Task 2.0 Closeout Meeting	The Contractor shall conduct a task closeout meeting with the Government.	<i>15 days before Task 2.0 close out</i>
3.1.5	Task 3.0 Closeout Meeting	The Contractor shall conduct a task closeout meeting with the Government.	<i>15 days before Task 3.0 close out</i>
<b>2.0</b>	--	<b>Text-enabled Gatekeeper</b>	--
3.2.1	Process evaluation	The Contractor shall conduct a process evaluation plan to be approved by the DHS COR.	<i>1 month after award</i>
3.2.2	Data collection plan	The Contractor shall provide a document detailing how to collect existing policies and procedures. This data collection plan must be approved by the DHS COR.	<i>2 months after award</i>
3.2.3	Theoretically informed rationale Report	The Contractor shall provide a report detailing explain any/all instances of operator's failure to follow protocol.	<i>14 months after award</i>
3.2.4	Expand existing policies and procedures	The Contractor shall determine the number of texters/callers who were referred to providers and develop new policies and procedures that align call-center policies and procedures with existing research on Terrorism Prevention to be approved by the DHS COR.	<i>15 months after award</i>
3.2.5	Assess texters/callers incremental stages	The Contractor shall plan measures to assess texters/callers incremental stages toward following up with service providers and provide an updated status to the DHS COR.	<i>16 months after award</i>
3.2.6	Draft Protocols	The Contractor shall provide a document including policies and procedures that take into account the local environment in which the identified call-center operations and the ability to scale up to larger areas.	<i>20 months after award</i>
3.2.7	Final Protocols	The Contractor shall provide protocols to be shared with the call center for their operational use. Must be approved by the DHS COR.	<i>22 months after award</i>
<b>3.0</b>	--	<b>Field Test and Evaluation</b>	--
3.3.1	Data collection plan	The Contractor shall provide a document detailing the data sources, methods and analysis plans. This data collection plan must be approved by the DHS COR.	<i>2 months after modification</i>
3.3.2	Literature Review	The Contractor shall conduct a scoping review of relevant literature on off-the-shelf case management solutions	<i>4 months after modification</i>

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Task	Deliverable	Description	Due Date
3.3.3 & 3.3.4	Draft policies and procedures	The Contractor shall develop corresponding policies and procedures, in line with evaluation site operational capacity.	7 months after modification
3.3.5	Create quality assurance measures	The Contractor shall develop measures to assess satisfaction with the helpline referral system.	10 months after modification
3.3.6	Draft market materials	The Contractor shall market the helpline to intended users. This shall be performed through both print and online media.	12 months after modification
3.3.7	Update policies and procedures	The Contractor shall update corresponding policies and procedures based off of the test implementation.	18 months after modification
3.3.8	Draft report of test implementation and evaluation	The Contractor shall provide a draft report on the implementation of the Intervention Helpline & Referral System, to include marketing materials and protocols	22 months after modification
3.3.8	Final report of test implementation and evaluation	The Contractor shall provide a report on the implementation of the Intervention Helpline & Referral System, to include marketing materials and protocols	24 months after modification

*Days/months for deliverables are measured after contract award date unless otherwise indicated.*

### 3.0 Contractor Personnel

#### 3.1 Qualified Personnel

The Contractor shall provide qualified personnel to perform all requirements specified in this SOW.

#### 3.2 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 Contract are listed in the clause at Homeland Security Acquisition Regulation 3052.215-70, "Key Personnel or Facilities," as listed in this Contract's Section I. The Government may designate additional Contractor personnel as *Key* at the time of award.

#### 3.3 Project Management

The Contractor shall provide project management and oversight for all Contractor work performed under this SOW. The Contractor shall designate a single point of contact (POC) for the Contracting Officer and the COR for project management concerns; this individual may be one of the senior level employees provided by the



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Contractor for this work effort. The name of this POC, and the name(s) of any alternate(s) who shall act for the Contractor in their absence shall be provided to the Government. The POC is further designated as *Key* by the Government. During the POC's absence, only one alternate shall have full authority to act for the Contractor on all matters relating to work performed under this project. The POC and all designated alternates shall be able to read, write, speak and understand English. Additionally, the replacement of the project management POC is subject to the stipulations of the section titled "Key Personnel."

**3.3.1** The project management POC shall respond to a request for discussion or resolution of technical problems within twenty four (24) hours of notification by the Government.

### **3.4 Employee Identification**

**3.4.1** DHS may exercise full control over granting, denying, withholding, or terminating unescorted access to DHS facilities, DHS systems, and/or sensitive DHS information for government/contract employees. Access will be based upon the results of a DHS fitness/suitability investigation. DHS may, as appropriate, make favorable entry of duty (EOD) decision based on preliminary security checks. The favorable EOD decision would allow the government/contract employee to commence work temporarily prior to the completion of the full investigation. The granting of a favorable EOD decision shall not be considered as assurance that a full DHS fitness/suitability authorization will follow. The granting of a favorable EOD decision or a full DHS fitness/suitability authorization determination shall in no way prevent, preclude, or bar the withdrawal or termination of any such access by DHS, at any time during the term of the contract/task order. No employee of the government/contractor shall be allowed unescorted access to a DHS facility, access to any sensitive DHS information, or access to DHS Systems without a favorable EOD decision or DHS fitness/suitability determination by the DHS HQ Office of Security. Government/contract employees assigned to the contract/task order not needing access to sensitive DHS information, DHS systems, or access to DHS facilities will not be subject to DHS fitness/suitability screening. Government/contract employees waiting on an EOD decision may not begin work on the task order. Limited access to DHS facilities is allowable prior to the EOD decision if the government/contract employee is escorted by an approved DHS employee. This limited access is to allow government/contract employees to attend briefings, nonrecurring meetings, and begin transition work. During one's limited access the government/contract employee will not have access to sensitive or classified DHS information.

**3.4.2** 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 government/contract employee 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 government/contract employee is required to have access to classified information at another Government Facility, it shall abide by the requirements set forth by the agency.

**3.4.3** 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 display all identification and visitor badges in plain view above the waist at all times.



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**3.4.4** 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.

### **3.5 Employee Conduct**

The 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 present a professional appearance at all times and that their conduct shall not reflect discredit on the United States or the Department of Homeland Security. The Project Manager shall ensure Contractor employees understand and abide by Department of Homeland Security established rules, regulations and policies concerning safety and security.

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

The Government may, at its sole discretion (via the Contracting Officer or COR), direct the Contractor to remove any Contractor employee from DHS facilities for misconduct or security reasons. Removal 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.

## **5.0 OTHER APPLICABLE CONDITIONS**

### **5.1 SECURITY**

**5.1.1** Work performed under this SOW will require access to unclassified or sensitive but unclassified levels, also referred to as "For Official Use Only" information. DHS may request the Contractor to submit personnel for background checks to enable them to work at the sensitive but unclassified levels. Additional requirements for Contractor personnel may be found in Section 3.0 of this SOW.

### **5.2 PERIOD OF PERFORMANCE**

The period of performance for this contract is as follows:

Start		End
September 28th, 2020	through	February 28th, 2026

### **5.3 PLACE OF PERFORMANCE**

**5.3.1** The primary place of performance will be the Contractor's facility.

### **5.4 HOURS OF OPERATION**

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When Contractor employees work on-site at a government facility/location they shall generally perform all work between the hours of 08:30 and 18:00 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.

## **5.5 TRAVEL**

Contractor travel may be required to support this requirement. All travel required by the Government outside the local commuting area(s) will be reimbursed to the Contractor in accordance with the Federal Travel Regulations and FAR 31.205-46. The Contractor shall be responsible for obtaining COR approval (electronic mail is acceptable) for all reimbursable travel in advance of each travel event.

## **5.6 POST AWARD CONFERENCE**

**5.6.1** The Contractor shall participate in a Post Award Conference with the Contracting Officer and the COR no later than ten (10) business days after the date of award.

**5.6.2** The purpose of the Post Award Conference, which will be chaired by the Contracting Officer, is to (1) achieve a clear and mutual understanding of all contract requirements, and (2) identify and resolve potential problems. However, the Post Award Conference is not a substitute for the Contractor's full understanding of the work requirements, nor will the Post Award Conference to be used to alter the final agreement arrived at in any negotiations leading to contract award.

**5.6.3** The Post Award Conference will be held at the Government's facility, located at 1120 Vermont Avenue NW, Washington, DC 20005 or via teleconference.

## **5.7 SPEND PLAN**

**5.7.1** Within five (5) business days of contract award, the Contractor shall provide an anticipated spend plan for the life of the program broken out by month. The Contractor shall notify the Contracting Officer in writing via email pursuant to the clause at FAR 53.232-20, "Limitation of Cost," paragraph (b).

**5.7.2** The Contractor shall provide updates to the spend plan as needed based on changes in funding level or option exercises.

## **5.8 PROJECT MANAGEMENT PLAN**

**5.8.1** The Contractor shall provide a draft Project Management Plan (PMP) within fifteen (15) business days of contract award for Government review and comment. The Contractor shall provide a final Project Plan to the COR not later than ten (10) business days after receiving the COR's comments on the draft PMP.

**5.8.2** The Contractor shall update the PMP within 10 Days of exercise of any option period or optional task(s) to capture the entirety of the project.

## **5.9 PROJECT STATUS AND PROGRESS REPORT**

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On the 15<sup>th</sup> day of each month, the Contractor shall deliver a monthly program status report to the DHS S&T CO and COR containing metrics pertaining to financial, schedule, and scope information, risk information, and performance assessment information of all work performed hereunder. This document will describe the previous thirty (30) calendar days' activity, technical progress achieved against goals, difficulties encountered, recovery plans (if needed), plans for the next thirty (30) calendar day period, and financial status. The report must include a breakdown of labor hours by labor category, all direct costs by contract line item, details regarding any travel conducted, and any Contractor concerns or recommendations for the previous reporting period.

#### **5.10 PROGRESS MEETINGS**

The Contractor shall ensure that its staff are available to meet with the COR and CO upon request to present deliverables, discuss progress, exchange information and resolve emergent technical problems and issues. These meetings shall generally take place via teleconference, but the Government reserves the right to hold such meetings at its facility or at the Contractor's facility if deemed convenient.

#### **5.11 GENERAL REPORT REQUIREMENTS**

The Contractor shall provide all written reports in electronic format with read/write capability using applications that are compatible with DHS workstations (Windows 8, 10, and Microsoft Office Applications).

#### **5.12 INTELLECTUAL PROPERTY**

**5.12.1** The Government shall have full rights to all data created in the execution of this effort, including data obtained from open source and social media, to use within the HSE to support R&D or mission operations. This shall include obtaining data, results, publications, algorithms, and software that assist in the technical analysis of the Contractor's research capabilities.

**5.12.2** The Government recognizes that the Contractor has stated, through its completion of the provision at FAR 52.227-15, "Representation of Limited Rights Data and Restricted Computer Software," that none of the data proposed for fulfilling the data delivery requirements qualifies as limited rights data or restricted computer software.

**5.12.3** For the purposes of paragraphs (b)(2)(i) and (d) of the clause at FAR 52.227-14, "Rights in Data – General," as included in this contract, the Contractor shall not use, release to others, reproduce, distribute, or publish any data first produced or specifically used in the performance of this contract for private purposes without the prior, written approval of the Contracting Officer.

#### **5.13 PROTECTION OF INFORMATION**

**5.13.1** Contractor access to sensitive 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



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ensure that all Contractor personnel having access to business or procurement sensitive information sign a non-disclosure agreement (DHS Form 11000-6).

#### **5.14 SECTION 508 COMPLIANCE**

**5.14.1** Pursuant to Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d) as amended by P.L. 105-220 under Title IV (Rehabilitation Act Amendments of 1998) all Electronic and Information Technology (EIT) developed, procured, maintained and/or used under this contract shall be in compliance with the “Electronic and Information Technology Accessibility Standards” set forth by the Architectural and Transportation Barriers Compliance Board (also referred to as the “Access Board”) in 36 CFR Part 1194. The complete text of Section 508 Standards can be accessed at <http://www.access-board.gov/> or at <http://www.section508.gov>.

#### **5.14.2 Accessibility Requirements (Section 508)**

**5.14.2.1** 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 (EIT), 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.

**5.14.2.2** 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 EIT accessibility standards have been identified:

#### **5.14.3 Section 508 Applicable EIT Accessibility Standards**

**5.14.3.1** 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.

**5.14.3.2** 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.

**5.14.3.3** 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 having user controls available.

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**5.14.3.4** 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.

**5.14.3.5** 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.

#### **5.14.4 Section 508 Applicable Exceptions**

**5.14.4.1** 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 1194.3(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.

#### **5.14.5 Section 508 Compliance Requirements**

**5.14.5.1** 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 meet 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 authorization from the DHS Office of Accessible Systems and Technology (OAST) in accordance with DHS MD 4010.2.

**5.14.5.2** 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).

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## **5.15 Invoices.**

**5.15.1** The Contractor will deliver a monthly invoice.

## **6.0 GOVERNMENT FURNISHED RESOURCES**

**6.1** The Government will provide necessary information, data and documents to the Contractor for work required under this contract.

**6.2** The Contractor shall use all 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.

**6.3** The DHS S&T COR is the point of contact (POC) for identification of any required information to be supplied by the Government.

**6.4** 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 performance period. The Contractor shall not release Government furnished information, data and documents to outside parties without the prior and explicit consent of the Contracting Officer.

**6.5** The Contractor may be required to purchase items needed to perform this project. Before making any purchase equal to or exceeding \$5,000 that is required to support technical work performed pursuant to this SOW, the Contractor shall obtain the Contracting Officer's written consent. If the CO consents to such purchase, items purchased by the Contractor shall become the property of DHS. The CO will determine the final disposition of any such items in writing. The Contractor shall provide a list of purchased items as part of its regular status reports to include property management information (i.e., barcode numbers and serial numbers) if applicable.

## **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 SOW 2.0 and SOW 6.0.

## **8.0 GOVERNMENT ACCEPTANCE PERIOD**

**8.1** The COR 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.

**8.2** 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 may have an opportunity to correct the rejected deliverable and return it per delivery instructions.