

## SECTION C – STATEMENT OF WORK

### C.1 General

#### C.1.1 Objective

The primary goal of this acquisition is to establish a suite of Department-wide Indefinite-Delivery Indefinite-Quantity (IDIQ) contracts for program management, administrative, clerical, technical, and engineering services that will enable the Department of Homeland Security (DHS) to accomplish its mission objectives. This vehicle does not provide any information technology (IT) services. The acquisition and resulting multiple award contracts will collectively be referred to as Program management, Administration, Clerical, and Technical Services (PACTS) III and are designed to offer a broad range of commercial services and solutions to fulfill Component and Departmental service needs. This Statement of Work (SOW) is composed of three comprehensive Functional Categories (FCs) of services (all three have specific requirements that will be further identified and defined at the Task Order [TO] level):

- FC1: Administrative Management and General Management Consulting Services
- FC2: Office Administrative Services
- FC3: Engineering Services

#### C.1.2 Scope

For each FC, the contractor shall provide the full range of services as a separate and distinct requirement. As identified in TOs, the services provided under PACTS III will support DHS nationally. These services will be used within the 50 States and US territories. The contractor shall furnish the necessary labor personnel, materials (equipment, facilities, travel, and ancillary labor), and other direct costs required to satisfy the TO requirements. While the SOW identifies the FC, it does not preclude the use of other vehicles and contracts to meet specific needs.

All prime contractors awarded IDIQ contracts under PACTS III must be in one of four socio-economic categories to include service-disabled veteran-owned (SDVOSB), women-owned small business (WOSB), Historically Underutilized Business Zone (HUBZone), and 8(a) businesses. The primary North American Industry Classification System (NAICS) Code and size standard for FC1, 2, and 3 are as follows:

Functional Category	Functional Category Description	NAICS Code	Size Standard
FC1	Administrative Management and General Management Consulting Services	541611	\$24.5M
FC2	Office Administrative Services	561110	\$12.5M
FC3	Engineering Services	541330	\$25.5M

#### C.1.3 Contract and TO Administration

TO management is a mandatory element for all TOs issued under the PACTS III contract. The objective of contract and TO management is to provide the program management, project control and contract administration efforts that are necessary to manage a high volume, multiple-

customer, multiple TO-type vehicles for a large, diversified team so that cost, schedule, and quality requirements of each TO are tracked, communicated to the Government, and ultimately attained. To achieve these objectives, the use of commercially available automated tools (contractor provided) and the application of expertise on processes and metrics that support TO management are encouraged. The goal of the tools is to provide quicker access, improved accuracy, and enhanced accessibility for contractors/clients. Additionally, they will promote timely monitoring of status/deliverables, facilitate the tracking of the quality of work products, and help gauge overall customer satisfaction.

## C.2 Section 508 Requirements

Contractors must retain the capability to produce all required documents in a manner to comply with Section 508 for individuals with disabilities.

## C.3 Functional Category

The contractor shall furnish the full range of solutions necessary to meet the scope of the requirement of the FC contract and the individual TOs issued under it. All solutions and services must meet DHS policies, standards, and procedures identified in the individual TOs.

C.3.1 FC1 – Administrative Management and General Management Consulting Services – NAICS code 541611. The contractor shall provide support services for administrative management issues. Services under this FC may also include, but are not limited to, general management consultants that provide a full range of administrative, or other management consulting services. Contractors will be required to fulfill any of the services below, but are not limited to the following:

1. Management Support - for situations where the preponderance of work is Program Management in nature with day-to-day operations such as:
  - a. Financial Planning (excluding investment advice) and budgeting
  - b. Records Management
  - c. Office Planning
  - d. Strategic and Organizational Planning
  - e. Management Advisory Services
  - f. General Management Consultants (including administrative, or management consulting services)
2. Professional Support Services:
  - a. Web Design, including web-based graphics
  - b. Database Design, Development, and Construction
  - c. Graphic Design Services
  - d. Printing Services
3. Program Management:
  - a. Vendor is solely responsible for program management
  - b. Vendor provides program management support to government personnel

C.3.2 FC2 – Office Administrative Services – NAICS code 561110. The contractor shall provide a range of business operations support services to include letter drafting, document editing or proofreading, typing, word processing or desktop publishing, other secretarial services, such as answering telephone calls and relaying messages to clients, postal and mailing services and one or more other office support services, such as facsimile support. Contractors will be required to fulfill any of the services below, but are not limited to the following:

1. Word Processing/Typing, Paper Shredding, Transcription, Stenographic – for situations that require duties typically associated with a secretary, administrative assistant, or office management operations
2. Contract/Procurement/Acquisition Support for situations that require contract support, management, or services
3. Court Reporting – for situations that support legal and court services, or policy analysis
4. Mailing/Distribution, Courier/Messenger to assist with mail room operations, shipping, and chain of custody procedures
5. Communications and Interpreting

C.3.3 FC3 – Engineering Services – NAICS code 541330. The Contractor shall provide services in the support of physical laws and principles of engineering in the design, development and utilization of machines, materials, instruments, structures, processes, and systems. The assignments undertaken may involve any of the following activities: provision of advice, preparation of feasibility studies, preparation of preliminary and final plans and designs, provision of technical services during the construction or installation phase, inspection and evaluation of engineering projects and related services. Contractors will be required to fulfill any of the services below, but are not limited to the following:

1. Program Management Support – for situations where the preponderance of work is Engineering in nature
2. Program Evaluation/Review/Development, and Operations Research/Quantitative Analysis – for situations where the preponderance of work is engineering and the day-to-day operations involve program management, staff planning, or analysis (excluding capabilities to perform an Independent Test Agent [ITA] for level 1 and 2 Major Acquisition Programs)
3. Environmental Management:
  - a. Environmental Site Assessments and Planning
  - b. Environmental Consulting and Remediation
  - c. Engineering Process Improvement
4. Systems Engineering and Training:
  - a. Lifecycle Management
  - b. Configuration Management
  - c. Quality Assurance
  - d. Requirements Analysis
  - e. Concept Development
  - f. Design Documentation and Technical Data

- g. Data Management and Analytics
- 4. Mechanical Engineering Services
  - a. Robotics Automation Engineering Services - design, integration, and related consulting services
  - b. Prototype and Fabrication Support/Modeling and Simulation
- 5. Technical Writing: documentation of service manuals and other support materials for operational requirements

#### C.4 Services Not in Scope

The Government shall not issue a task order for and the contractor shall not accept or perform work for the following services:

- 1. Any requirement for Inherently Governmental Functions as defined in FAR Subpart 2.101.
- 2. Any requirement for Personal Services as defined in FAR Subpart 2.101.
- 3. Any requirement whose principal purpose falls under the scope of other Strategically Sourced Vehicles.
- 4. Any requirement whose principal purpose is in a NAICS code and associated Product Service Code not listed under the corresponding Functional Category solicited.

#### C.5 Other Direct Costs / Ancillary Support Services and Products

Other Direct Costs (ODCs) and Ancillary Support Services are defined as integral and necessary to complete a total integrated solution under a requirement within the scope of the Master Contract. Sub-areas include, but are not limited to, professional services, commercial services/products, equipment (leased or purchased), IT services and/or components, administrative support, data entry, and subject matter expertise.

The contractor may propose a labor category or labor categories at the task order level not identified in Appendix/Attachment 5, Labor Categories and Bureau of Labor Statistics Standard Occupational Classifications, provided that the contractor complies with all applicable contract clauses and labor laws, including the Service Contract Labor Standards.

Contracting Officers are authorized to include products in their requirements so long as the products are required for the performance of the services being ordered.

#### C.6 Reporting Requirements

C.6.1. DHS requires reporting and data, both at the IDIQ contract and TO levels. As detailed below, and unless otherwise noted, the Contractor shall provide all IDIQ contract-level reports noted below to the PACTS III Contracting Officer's Representative (COR) via e-mail. TO level reporting shall include reporting format, content, delivery frequency, and delivery location. DHS holds non-exclusive, fully paid rights to hold, use, distribute, transfer, and modify this data for its own use. DHS's rights are perpetual in duration and worldwide in scope. The Contractor shall



provide DHS with electronic copies of all such data upon its request if the data is not otherwise available in the aggregate to DHS as a matter of course.

C.6.2 The table in Appendix A of this SOW contains deliverables and reports required for PACTS III. The Government does not waive its right to add reporting requirements, performance standards, or other deliverables or reports not specifically listed in the table below by modification at no additional expense to the Government. Deliverables or reporting requirements are required until the final task order for each contractor or the PACTS III IDIQ is closed-out. If a deliverable or reporting requirement is due on a calendar day that falls on a weekend day or a Government holiday, the deliverable or report is due the following business day

#### C.7 Security Requirements

In the performance of task orders the contractor shall be required to provide security certified personnel and facilities. The contractor, team members, and subcontractors shall provide functional support services to the security level specified by the contract and solicitation of individual TOs.

C.7.1 The contractor shall provide security at a level necessary to meet the requirements of the task required. Co-located/embedded contractor personnel will be required to comply with and complete all annual training identified in the contract and solicitation.

C.7.2 The contractor shall safeguard all Government property provided for contractor use. At the close of each work period, Government facilities, property and materials shall be secured.

C.7.3 The contractor shall not use foreign national employees to perform the efforts of any task orders performed under this contract.

#### C.8 Post Award Conference

Reviews: The Contractor shall at a minimum support and attend the following reviews per USG request as applicable and part of the Post Award Conference (PAC):

C.8.1 Scheduling: No later than 30 calendar days after contract award.

C.8.2 Focus: Review the contract terms and conditions, and discuss the actions and activities necessary to successfully complete the program.

C.8.3 Additional Details: Held virtually using an electronic communication venue mutually agreeable by both the Procuring Contracting Officer (PCO) and the Contractors. The number of Contractor attendees shall be limited to a maximum of four persons and the PAC duration shall not exceed four hours. The PCO will coordinate the actual date and time of the PAC with the Contractor after contract award.

#### C.9 Specialized Labor

C.9.1 Specialized labor is defined as any labor for which the expertise required or duties performed are within the scope of the Master Contract and task order, but are not identified by the standardized labor categories.

C.9.2 When standardized labor categories are not mandatory or not able to be mapped directly by the Contractor, the Contractor may propose specialized labor when proposing a total solution; however, the OCO will determine whether circumstances merit the use of specialized labor

#### C.10 Standardized Labor Categories

C.10.1 Standardized labor categories are defined as in-scope labor being performed within the 50 States and US territories. The Master Contract provides for standardized labor categories within the 50 States and US territories for utilization at the task order level. Standardized labor is defined as all labor for which the expertise required or duties performed are within the scope of the Master Contract and task order in accordance with labor categories set forth in Labor Categories and Qualifications, Attachment 5 and Bureau of Labor Statistics Standard Occupational Classifications.

C.10.2 Standardized labor categories correspond to the Office of Management and Budget's (OMB) Standard Occupational Classification (SOC) for which the Bureau of Labor Statistics (BLS) maintains compensation data at [www.bls.gov](http://www.bls.gov). Standardized labor categories are individual labor categories that are mapped to a single SOC and functional description.

C.10.3 Standardized labor categories are encouraged but not mandatory for use at the task order level. The OCO should indicate in the task order solicitation whether or not contractors shall submit labor pricing using the Master Contract's standardized labor categories in their task order proposals. If non-standardized labor categories are used at the task order level, the contractor is required to map awarded labor categories to the standardized labor categories when reporting.

C.10.4 The Contractor shall be proficient in the use of the BLS SOC system and standardized labor categories identified in Attachment 5, Labor Categories and Qualifications and Bureau of Labor Statistics Standard Occupational Classifications, in support of submitting cost/price proposals under task order solicitations that require standardized labor category submissions.

## Reporting Requirements

### Appendix A

DELIVERABLES	SECTION and/or REFERENCE	DESCRIPTION	FREQUENCY	LOCATION
<b>Contractor Representatives</b>	Contract No. TBD, Part III, Paragraph 6.0	Primary Contractor Point of Contact for PACTS III	With Offeror and within five (5) calendar days of the substitution.	PACTS III CO
<b>Transactional Data Report (TDR)</b>	Statement of Work, Paragraph C.6	The Contractor shall complete the TDR template, Attachment 6 based on the instructions provided in the template, Attachment 6	The TDR is due by the 15th calendar day of each month with activity of the previous month. <i>(For example: The report due February 15th should cover the awards for the period January 1st through January 31st. If the 15th calendar day falls on a weekend or holiday, the report is due the following business day.)</i> If there is no activity during the reporting period, a "no activity" response shall be submitted	PACTS III CO
<b>Insurance</b>	FAR 28.3 and FAR Clause 52.228-5	Minimum Insurance Requirements	Shall retain current copy of insurance, for each contract award. Shall be available within one (1) business day upon request from the PACTS III CO or OCO	PACTS III CO and/or OCO
<b>Federal Awardee Performance and Integrity Information System (FAPIIS)</b>	FAR Clause 52.209-9	FAPIIS Reporting	Semi-Annually starting six (6) months from the anniversary date of the Master Contract's Notice-to-Proceed.	www.sam.gov and PACTS III CO
<b>Employment Reports on Veterans</b>	FAR 22.1306 and FAR Clause 52.222-37	Veterans' Employment and Training Service (VETS)-4212 reporting.	Annually, no later than September 30th of each year.	Website dol.gov/agencies/vets/programs/vets4212 and report submitted as part of the CSA IAW G.3.1.2
<b>Mergers, Acquisitions, Novations, and Change-of- Name Agreements</b>	Contract No. TBD, Part III, Paragraph 16.2, FAR 42.1204 and FAR Clause 52.219-28	If applicable, SF30 Modification and other applicable documents.	Copy of SF30 and other applicable documents showing approval within five (5) calendar days of finalization.	PACTS III CO

<b>Post Award Small Business Program Rerepresentation</b>	Contract No. TBD, Part III, Paragraph 16.1 and FAR Clause 52.219-28	If applicable, Small Business Size Recertification subject to FAR 52.219-28.	<p>Within 30 days after execution of a novation agreement; within 30 days after a merger or acquisition that does not require a novation; and, within 60 to 120 days prior to the end of the fifth year.</p> <p>Representation is required 60 to 120 days prior to the five (5) year anniversary of the OASIS+ SB Master Contract.</p>	PACTS III CO
<b>Accounting System</b>	Contract No. TBD, Part III, Paragraphs 17.0 and 11.0(iii)	If applicable, all updates and status changes, along with correspondence, audit reports, or SFs1408 from Defense Contract Management Agency (DCMA), Cognizant Federal Agency (CFA), or Defense Contract Audit Agency (DCAA).	Within five (5) calendar days of any material changes to the system or after notification of change in status from DCMA, CFA, or DCAA. Provide acceptable documentation specified in the referenced section.	PACTS III CO
<b>Service Contract Reporting Requirements for Indefinite Delivery Contracts</b>	FAR Clause 52.204-15	For all applicable task orders, the Contractor shall submit reports about service contracts	Annually, by October 15th.	PACTS III CO
<b>Subcontract Reporting</b>	FAR Clause 52.219-14	Limitations on Subcontracting Reporting Data	Report monthly aligned with Transactional Data Reporting (TDR) reporting schedule.	PACTS III CO