STATEMENT OF WORK
TRANSPORTATION SECURITY ADMINISTRATION (TSA) OPERATIONS SUPPORT COMMUNICATIONS, CORRESPONDENCE AND ENGAGEMENT SUPPORT

1   OVERVIEW

The Transportation Security Administration (TSA) protects the Nation's transportation systems to ensure freedom of movement for people and commerce and will continuously set the standard for excellence in transportation security through its people, processes, and technology. To enhance mission performance and achieve our shared goals, we are committed to promoting a culture founded on Integrity, Innovation and Team Spirit. TSA continues to look for ways to enhance security through new state-of-the-art technologies, expanded use of existing and proven technologies, improved passenger identification techniques, and other innovations that will continue to strengthen the Nation's transportation systems.

TSA's Operations Support (OS) provides innovative solutions and processes to protect the U.S. transportation systems and the traveling public. These solutions include assessing intelligence and threats related to transportation security, managing all TSA enrollment, vetting, credentialing and prescreening programs, developing and coordinating multimodal transportation security policy and programs, and strengthening TSA's operational capabilities in order to meet the TSA mission.

The OS Communications and Correspondence Teams (OS-CCEs) coordinate all communications, correspondences and engagements from internal and external sources for the Executive Assistant Administrator (EAA), Deputy Executive Assistant Administrator (DEAA), Assistant Administrators (AAs), Deputy Assistant Administrators (DAAs), other Senior Executives, Division Directors, Branch Managers and Team Leads. OS-CCEs support the development of a full spectrum of communications and informational material that are generated for awareness and stakeholder engagement. They handle all correspondence with internal and external stakeholders include but not limited to: Congressional Inquiries, Reports to Congress, Questions for the Record, Administrator level requests, DHS and external agency coordination, Freedom of Information Act (FOIA) requests, Requests for Information (RFI), Office of Inspector General (OIG) requests, Government Accountability Office (GAO) requests, classified level inquiries, and other information requests. The OS-CCEs provide direct support for engagements across OS for internal and external stakeholders.

2   SCOPE OF WORK

Support is required in OS for administrative and technical communications, correspondence and engagement. The Contractor shall provide and perform a full range of support services for OS-CCEs.

The OS-CCEs provide support for programs and stakeholders across four (4) main locations: Annapolis Junction, MD (AJ); Colorado Springs, CO (CSOC); Herndon, VA (TSOC); TSA Headquarters (HQ), Springfield, VA; and various airports throughout the country (Field Intelligence Officers (FIOs) are stationed airports). The Contractor shall provide onsite day to day support at HQ and AJ.

2.1   OS Communications: Planning, Coordination and Information Management

A. Coordinate and execute strategic communications planning within OS in partnership with Strategic Communication and Public Affairs (SCPA) to include messaging and the creation of strategic communications plans.
B. Develop and maintain a detailed schedule of communications objectives, targets, and agendas.
C. Draft, and upon Government review and approval, issue OS produced informational material.
   a. Informational material will be in various forms including, but not limited to, meeting content, presentations, toolkits, job aids, correspondence, and letters.
D. Provide support in a writer/editor role, subject to sensitivity of documents in question.

E. Provide ad-hoc, recurring reports, communications and user guides to transmit OS program data and information to stakeholders including Standard Operating Procedures (SOPs), testing, quick reference job aids, compiling and archiving communications and products and files on OS iShare and other communications requirements.
F. Provide ad-hoc SharePoint and Office 365 assistance to the OS government leads as needed.
G. Support additional stakeholder communications, as required.
H. Provide writer/editor support for communications including: key documents, vital records, OS 101s for organizations, organizational charts, functional statements, etc.
I. Continuously track and update recurring administrative requirements.
J. Design, develop, and maintain task tracking capabilities through SharePoint and Office 365 as necessary, as well as creating automated reporting and data analysis.
K. Maintain and update the OS Toolkit, Style Guide, glossary, acronym list, and program Frequently Asked Questions (FAQs).
L. Maintain a library and perform semi-annual reviews and updates of key documents and vital records.

2.2   OS Correspondence Teams

A. Manage daily correspondence and information requests.
B. Review and provide OS comment and coordination on externally produced documents.
C. Track and complete information requests, provide recommendations and solutions to enhance processes, and provide daily support for disseminating and tracking correspondence received by OS-CCEs.
    a. Including tracking, reporting, management and coordination of FOIAs, OIG/GAO inquiries and RFIs (classified support may be considered);
    b. Activities including managing workflows for situational awareness of the Request for Information (RFI) inbox;
    c. Assist in drafting, coordination and reviewing of responses to requests for information from stakeholders;
    d. Responses may require revisions, reformatting, and composition at time;
    e. Support the development and maintenance of schedules/status of audits within TSA's record keeping requirements to ensure OS compliance with deadlines;
    f. Support correspondence in a writer/editor role, subject to sensitivity of documents in question.
D. Provide support with comprehensive correspondence-related assignments to include, but not limited to, the following:
    a. Assessment of current correspondence processes;
    b. Reporting capabilities;
    c. Statistical analysis and development of current metrics and reports.
E. Provide ad-hoc reports to OS-CCEs and OS leadership teams including routing and data points i.e. TSA's Management Objective Control Program (MCOP) and other correspondence materials.

2.3   Engagement

A. Collaborate with OS's internal teams and local councils to develop new initiatives and products that are aimed at improving engagement throughout the offices' workforce, government, and industry partners.
    a. Develop ongoing employee engagement broadcasts, leadership messaging, and publications that convey the TSA and OS mission, as well as providing the latest updates related to Human Capital (HC), health and safety measures, operational news and developments, employee recognition, etc.;
    b. Plan and coordinate OS briefing sessions;
    c. Create, edit and provide completed PowerPoint presentations and briefings based on stakeholders' needs;

d. Provide support to coordinate, manage, and execute aviation industry conferences;
e. Support OS visits, tours, and demonstrations.
B. Coordinate and execute the administrative tasks related to Awards which include supporting the awards panel, award events, creation and distribution of certificates and award devices, as well as facilitating the DHS, TSA, OS, and IC requests for award nominations for their recognition events.
C. Support the creation of engagement tools by providing overall strategic planning input and developing standalone engagement guidance documents and communications.
D. Support OS in the strategic analysis and communications efforts related to the Federal Employee Viewpoint Survey (FEVS), Ombudsman Climate Surveys and other engagement surveys distributed to the OS workforce.

2.4   Process and procedure guidance

A. All Communications, Correspondence and Engagement items may require composition, revisions and reformatting.
B. Provide quality assurance of all OS products in this SOW.
C. The Writer also works as editor, handling other editorial and related duties as assigned.

3   DELIVERY ORDER INFORMATION

3.1   Period of Performance

TBD

3.2   Place of Performance

OS Contractor's personnel will work full-time to provide coverage between 7:00 am and 6:00 pm EST, TSA HQ located at 6595 Springfield Center Drive, Springfield, VA 20598 and at TSA Annapolis Junction located at 132 National Business Parkway, Annapolis Junction, MD 20701.

3.3   Deliverables

Contract Deliverables

The following table describes the Contract Deliverable Requirements List (CDRLs) that are required for this SOW. The Contractor requires written approval from the Contracting Officer (CO) before executing any change to the scope, content, and/or delivery schedule of the described work products and tasks in this SOW.

CDRL#	Deliverable	Description	Frequency	SOW Reference	Format	Stakeholder(s)
001	Update Correspondence Tracking and Processing Plan	Compile operating procedures for correspondence tracking, workflow, approval process, Folder coordination, Broadcast Messages Process.	Tracking is maintained daily, monthly, and quarterly based on reports.	2.1, 2.2	Soft Copy	COR-Contracting Officer Representative and designee

002	Develop Various Products	Produce informational, correspondence, communication and engagement products for and about programs, such as daily broadcast email messages, bi-weekly news publication, leadership messages, fiscal year annual report, SharePoint and Office 365 information management, and task tracking mechanisms	Daily, Weekly, Monthly, Quarterly	2.1, 2.2, 2.3	Soft Copy	COR-Contracting Officer Representative and designee
003	Monthly Report	Cost, Schedule, and Performance Report	Draft: Within fourteen (14) calendar days of the start of the Period of Performance of each Task Order. Monthly: NLT than the 10th business day of the month.	2.1, 2.2, 2.3, 2.4	Soft Copy	COR-Contracting Officer Representative and designee
004	Maintain Correspondence, Communications and Engagement Templates, List of current and approved FAQs and answers	A comprehensive set of templates utilized by the OS stakeholders and customers in the development of written materials. The toolkit's purpose is to create consistency in messaging aligned	Quarterly Update as required.	2.2	Soft Copy	COR-Contracting Officer Representative and designee

		with TSA and DHS guidance. A list of questions frequently asked of the program by stakeholders and the answers to ensure consistency and reliability.				
005	FOIA Intake Log Report	FOIA Status Report on intake and tracking of the FOIA's in process	Monthly	2.1, 2.2	Soft Copy	COR-Contracting Officer and designee
006	RFI Tracking and Status	Request for Information (RFI's) Tracking and Status	Weekly	2.1, 2.2	Soft Copy	COR-Contracting Officer and designee
007	Ad-hoc and recurring reports Maintain Continuity of Correspondence SOPs	Ad-hoc reports to leadership; Various reports to transmit program information and activity to internal and external stakeholders to inform decision making. SOPs for development of and inclusion of existing and future products and service processes, to include the Executive Correspondence, Communications and Engagement process; testing and quick reference job aids. Compiling and archiving correspondence, communications and engagement products on OS iShare sites and	Weekly, Monthly, Quarterly	2.1, 2.2, 2.3	Soft Copy	COR-Contracting Officer Representative and designee

008	Program Briefs	Develop and/or maintain briefing materials used to brief stakeholders on OS topics.	Monthly	2.2 2.3	Soft Copy	COR-Contracting Officer Representative and designee
009	Correspondence Status Report	One-page document providing an update on current activity of the OS programs.	Bi-Weekly	2.1, 2.2, 2.3	Soft Copy	COR-Contracting Officer Representative and designee

The dates shown in the CDRLs table are the required initial delivery date, which initiates the Government acceptance timeline described below.

All plans and documents are intended to provide continuity with previous work performed and to provide a comprehensive set of program management guidance and reporting as well as systems development and management documentation.

All deliverables, existing plans and documents shall be used in their current form where applicable and shall be updated to accommodate deficiencies, program and development changes, as appropriate. Documents listed but not currently existing shall be created and delivered at the time specified in the frequency column above. The Contractor shall prepare and maintain all documentation in accordance with an industry standard best practice for auditable, repeatable engineering process to assure the availability and accuracy of a comprehensive, complete, and current set of plans, reports, and documents.

The Contractor shall use the TSA Systems Development Life Cycle Guidance Document, version 2.0, (or updated version) for updating of systems development documentation form and content.

The Contractor shall take all necessary precautions to ensure that all sensitive data developed under this contract are delivered to the Government in a secure manner.

The list of documents and their content and format may be refined and tailored by mutual agreement between the Government and Contractor to assure quality program management, systems development, and systems operation and management.

The Contractor shall use the TSA Style Guide when preparing all deliverables.

4 CONTRACTOR PERSONNEL

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

Before replacing any individual designated as 'Key' by the Government, the Contractor shall notify the Contracting Officer no less than thirty (30) business days in advance, 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. The Contractor shall not replace Key Contractor personnel without acknowledgment from the Contracting Officer. The following Contractor personnel are designated as "Key" for this requirement.

Note: The Government may designate additional Contractor personnel as key at the time of award. This Contract will utilize the Government-defined labor categories outlined below. The contractor's labor categories shall meet the following Contract labor categories:

a. Analyst I:

Minimum Education: Bachelor's Degree

Minimum Years of Relevant Experience: 4

Duties: Manage executive level correspondences. Design and deliver administrative services, organizational or process change efforts, and correspondence. Conduct business analysis. Develop standard operating procedures to ensure effective correspondence within the business operations of I&A. Assist in maintaining proficiency with a variety of tools such as Excel spreadsheets and/or other software applications utilized for correspondence and statistical analysis.

b. Analyst II:

Minimum Education: Bachelor's Degree

Minimum Years of Relevant Experience: 6

Duties: Compose, write, and edit presentations/deliverables. Analyze business requirements and develop recommendations. Design and develop concept of operations for shared service delivery. Provide advice and guidance to professional customers both internal and external regarding document content, presentations and interpretation of materials such as talking points, briefing memos, policies, white papers, Congressional inquiries and questions for the record.