



Project

1

[Serco, Inc. (Awarded Dec. 20, 2017). \$610000000 PA-TAC FEMA Region 09, Fed. Proj. Sol. No. HSFE80-17-R-0004-DHS-FEMA. GovTribe.]

Projects / PUBLIC ASSISTANCE (PA) TECHNICAL ASSISTANCE CONTRACTS (TAC)...

PUBLIC ASSISTANCE (PA) TECHNICAL ASSISTANCE CONTRACTS (TAC) IV

Federal Project

Award \$610M
No Due Date
🕒 Last active 4 months ago

🏠 Overview
🕒 Activity 1

Wed, Dec 20, 2017 1:22 PM Daisy Joseph Awarded

Added a synopsis:

The Department of Homeland Security (DHS) Federal Emergency Management Agency (FEMA), Recovery Directorate, Public Assistance Division requirement includes professional and non-professional services in an Advisory and Assistance Services capacity. DHS/FEMA is awarding a Hybrid type Indefinite Delivery-Indefinite Quantity Contract with a ceiling of \$610M under a five (5) year period of performance.

Added a solicitation number:

HSFE80-17-R-0004

Added a notice type:

Award Notice

Awarded to:

- Serco Inc. (\$610,000,000.00)



Projects ▾



1

Projects / Public Assistance (PA) Technical Assistance Contracts (TAC)...

Public Assistance (PA) Technical Assistance Contracts (TAC) IV Federal Project

Add Pursuit



Solicitation

Past Due

Last active 11 months ago

Overview

Activity 11

Federal contract opportunity **HSFE80-17-R-0004** for administrative management and general management consulting services at Federal Emergency Management Agency Region IX, response was due Jun 1, 2017.

Due

6/1/17

Solicitation Number

HSFE80-17-R-0004

Contract Number(s)

None listed

Additional Info Link

None listed

Set-Aside

No Set-Aside Used

Contact(s)

Daisy Joseph

Category

Administrative Management and General Management Consulting Services

Agency

Department of Homeland Security

Office

Federal Emergency Management Agency

Location

Region IX

Synopses Thu, May 25, 2017 3:35 PM

Amendment 0005

Wed, May 24, 2017 7:31 PM

Mon, May 22, 2017 8:03 PM

Thu, May 18, 2017 11:28 AM

Wed, May 17, 2017 4:14 PM

Wed, May 17, 2017 2:32 PM

Mon, May 1, 2017 4:11 PM

Mon, May 1, 2017 3:51 PM

Wed, Mar 15, 2017 5:00 PM

Wed, Mar 1, 2017 8:20 PM

Package	File	Description
Amendment 5	Amendment_0005.pdf	Amd 0005
Amendment 5	Attachment_J008_-_Pricing_Schedule_(5-25-2017).xlsx	Attachment J008 - Pricing Schedule
Amendment 4	Amendment_0004.pdf	Amd 0004
Amendment 4	HSFE80-17-R-0004_(5-24-2017).pdf	Request for Proposal
Amendment 4	Attachment_J008_-_Pricing_Schedule_(5-24-2017)_v2.xlsx	Attachment J008 - Pricing Schedule
Amendment 3	Amendment_0003.pdf	Amendment 0003
Amendment 3	PA_TAC_IV_Final_Questions_&_Answers_5-22-2017.pdf	Final Q&A
Amendment 3	HSFE80-17-R-0004_(5-22-2017).pdf	Request for Proposal
Amendment 3	Attachment_J001_-_Performance_Work_Statement_(5-18-2017).pdf	Attachment J001 - PWS
Amendment 3	Attachment_J008_-_Pricing_Schedule_(5-22-2017).xlsx	Attachment J008 - Pricing Schedule

Federal Emergency Management Agency (FEMA)
Recovery Directorate
Public Assistance Division

PERFORMANCE WORK STATEMENT (PWS)

for

Public Assistance - Technical Assistance Contracts IV (PA-TAC IV)

Revision #03 dated May 18, 2017

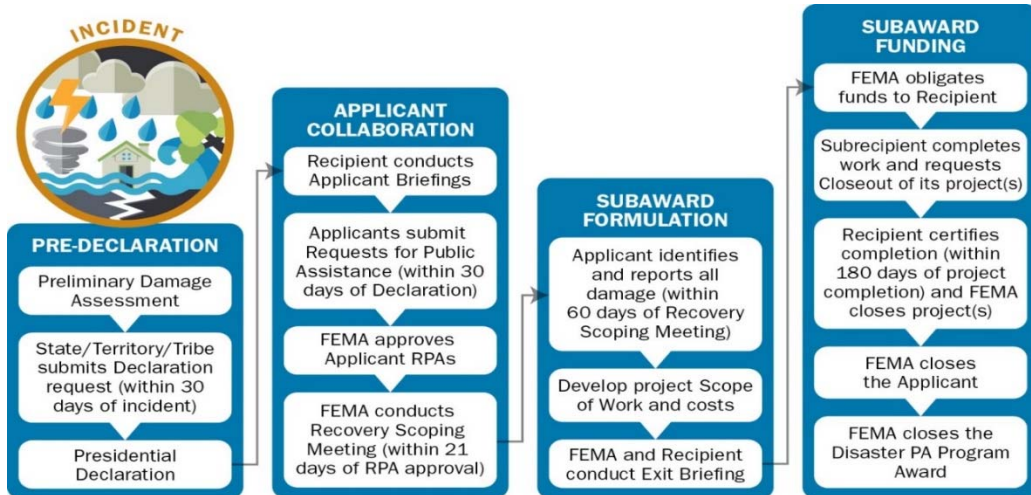
Part 1

1. General

FEMA’s mission is to support citizens and first responders to ensure that as a nation we work together to build, sustain and improve our capability to prepare for, protect against, respond to, recover from and mitigate all hazards. Within FEMA, the Office of Response and Recovery (ORR) provides guidance, leadership and oversight to build, sustain, and improve the coordination and delivery of support to citizens and State, local, Tribal and Territorial governments to save lives, reduce suffering, protect property and recover from all hazards. As part of ORR, the Recovery Directorate provides survivors and communities recovering from disasters with grants and resources that are easy to access, simple to understand, and outstanding in their helpfulness. The Recovery Directorate’s Public Assistance (PA) Division has the specific mission of providing assistance to applicants (State, Tribal and local governments) and certain types of Private Nonprofit (PNP) organizations so that communities can quickly respond to and recover from major disasters or emergencies declared by the President.

1.1. Description of Services/Introduction

Through the PA Program, as authorized under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, 42 U.S.C. §5121-5207 (Stafford Act), FEMA provides supplemental Federal disaster grant assistance for debris removal, emergency protective measures, and the repair, replacement, and restoration of disaster-damaged, publicly owned facilities and the facilities of certain PNP organizations. The PA Program also encourages protection of these damaged facilities from future events by providing assistance for hazard mitigation measures during the recovery process. The PA program implementation process is shown below.



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FEMA is seeking support of this mission through the procurement of necessary professional and non-professional services for the delivery of the PA Program. This acquisition is a continuation of the need for the Recovery Directorate, PA Division's Technical Assistance Contracts III (PA-TAC III). The new contract vehicle, the PA Division's Technical Assistance Contracts IV (PA-TAC IV) shall provide professional and non-professional services in an Advisory and Assistance Services (A&AS) capacity.

1.2. Background

The PA program is supported with federal employees from all ten FEMA Regions and FEMA Headquarters (HQ), to include Federal Reservist Cadres, Cadre of Response Employees (COREs), and Incident Management (IM) COREs. However, there is a need for professionals (technical in an A&AS capacity) and non-professionals to supplement and support FEMA staff in delivering the PA Program. This is currently (and historically has been) provided through contracting services, namely the Public Assistance - Technical Assistance Contracts (PA-TAC). These contracts have been a vital part of the PA program and have allowed FEMA to successfully provide disaster assistance through thousands of state, local government, tribe, and private non-profit PA projects after hundreds of disasters since 1997. The latest iteration of contracts are the PA-TAC III contract, which are scheduled to expire on August 26, 2017.

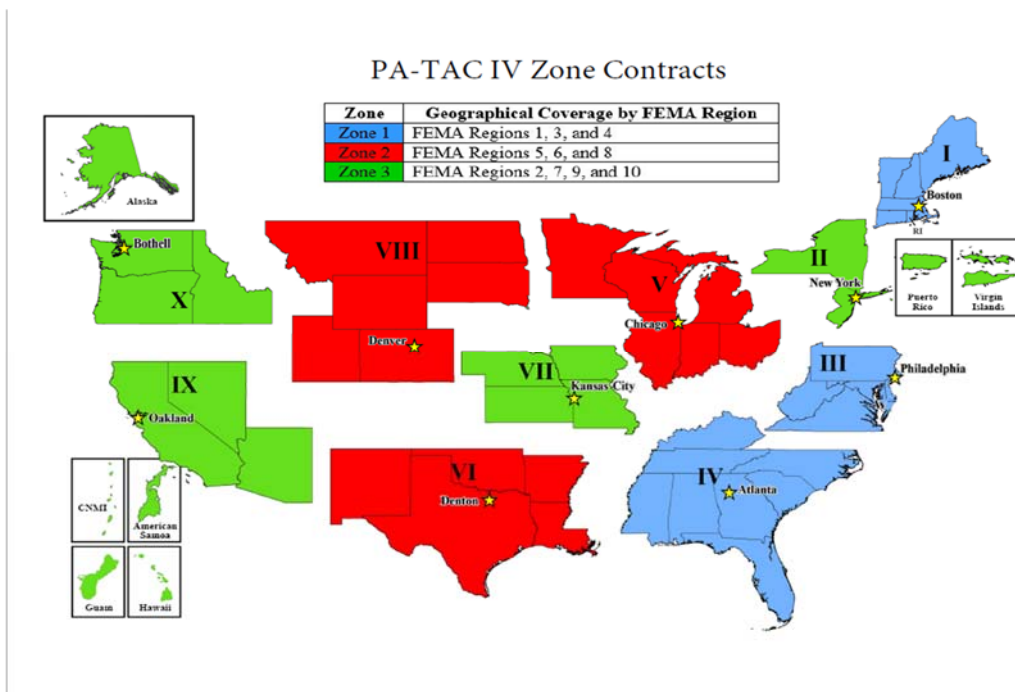
1.3. Locations

Zones

The goal of PA-TAC IV is to efficiently and expeditiously provide supplemental resources needed to implement the PA program in major disasters and emergencies. Currently, all PA-TAC III Contractors have a nation-wide span of operation. However, the added time it takes to compete all resource requests on a task order by task order basis delays provision of necessary resources to disaster field operations. In order to more effectively provide resource support, FEMA proposes to identify three geographical zones based on a historical workload assessment. FEMA's acquisition strategy is to solicit and award on a competitive basis three single IDIQ contracts, one for each geographical zone. Individual awardees will then be responsible for the resource requirements for major disasters and emergencies declared within that geographic zone. The geographical zones are as follows:

Zone	Geographical Coverage by FEMA Region
Zone 1	FEMA Regions 1, 3, and 4
Zone 2	FEMA Regions 5, 6, and 8
Zone 3	FEMA Regions 2, 7, 9, and 10

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In accordance with FAR 16.505(b)(1), *Fair opportunity*, with the exception of HQ task orders, only the Contractor selected for a particular zone will have the opportunity to be considered for task orders issued within their awarded zone. The geographic zone strategy will enable FEMA to provide resource support faster, improve coordination between FEMA and Contractors within each zone, and improve cost savings. In order to meet resource needs in a catastrophic disaster that may overwhelm the capabilities of a single Contractor in a specific zone, FEMA reserves the right to solicit support from other PA-TAC IV zoned Contractors to supplement the capabilities of an awarded Contractor. A number of factors may be used in determining the need for supplemental capabilities to include but not limited to adjudicated personnel available to the contractor, magnitude of the disaster, and taking into consideration limitations spelled out in Section I.3 52.216-19 Order Limitations

Consolidated Resource Centers (CRC)

In addition to disaster field operation resource requirements within each geographic zone, FEMA may also solicit support from PA-TAC IV Contractors to provide resources at FEMA Consolidated Resource Centers (CRCs) located in Winchester, VA; Denton, TX; or any additional facilities designated as a CRCs by FEMA. The CRCs house the specialized staff required to support scoping and costing, document validation, and project review for disasters nationwide. The CRCs are identified as work locations for FEMA, and do not fall under the jurisdiction of any one Contractor. The Contractors, if deployed to CRCs, shall provide support on disasters declared within their awarded zones only, not declared disasters from the other zones. Contractor support may be requested from any of the labor categories listed in Attachment 2, PWS – Labor Categories, Qualifications, and Tasks. If Contractor support is needed at a CRC, the government will identify the specific CRC work location(s) during the Task Order Proposal Request (TOPR) process.

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Washington, DC

FEMA Headquarters (HQ) also requires technical assistance for national-level PA mission support tasks, such as training, planning, project management, updating equipment rates, and providing services that involve or relate to analyses, feasibility studies, and strategy options to be used by FEMA personnel in developing policy. All HQ task orders will be awarded based on competition among the awardees of the PA-TAC IV contracts.

1.4. Tasks

Each Contractor shall have the capability and capacity to support the requirements as stated in this PWS. The PWS requires the Contractor to perform at a level necessary to successfully achieve the following performance objectives.

1.4.1. Objective 1 - Readiness Management and Administration (M&A) Services: The Contractor shall provide M&A of the overall project and mission to maintain the capability to support FEMA's objective of delivering the PA Program in a timely, efficient, effective, and consistent manner. As a measure of readiness, the Contractor shall train, badge, and maintain a deployment-ready workforce listed in Attachment 2 of this PWS (Attachment J003 - Labor Categories, Qualifications, and Tasks). As a measure of the Contractor's overall effectiveness FEMA will monitor the Contractor's deployment-ready workforce to meet the objectives of this PWS and as described in Contractor's Readiness and Staffing Plans submitted in accordance with the performance requirements summary (PRS), Attachment 3 to this PWS (Attachment J004 – PRS). The Contractor's M&A Services will be described in the Contractor's Management Plan and submitted in accordance with the PRS. Readiness M&A consist of the functions, tasks, and associated labor categories listed under the following sections: Readiness M&A and PMO Support Staff, Background Checks / Badging, Training, Management & Staff Availability, and Reporting.

Readiness M&A and PMO Support Staff

Contractors must have a Program Manager, Deputy Program Manager, Contract Manager and Deployment/Readiness Manager as key personnel in addition to PMO support staff to manage all aspects of this PWS to include all sections listed below. PMO support staff consist of a General Planner, Administrative Assistant, and a Trainer (for train-the-trainer). The Contractor's readiness approach and technical understanding will be conveyed to FEMA in its Readiness Plan which shall be submitted to FEMA in accordance with the PRS.

The minimum qualifications for key personnel and PMO support staff are identified below:

- ***Program Manager:*** Responsible for establishing and implementing objectives for business or technical endeavors; ensuring that all work is being completed correctly and in a timely manner; monitoring how projects are progressing; and reporting the details to the Government. The Program manager should have excellent written and oral communication skills and have the ability to both lead and function as a member of a team. They must have attention to detail, great organizational skills, as well as the ability to multi-task and work well under pressure. ***Must have a minimum of a bachelor's degree in Business or a related technical field. Must also have a minimum of 15 years of experience performing program management functions.***

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- ***Deputy Program Manager:*** Responsible for establishing and implementing objectives for business or technical endeavors; ensuring that all work is being completed correctly and in a timely manner; monitoring how projects are progressing; and reporting the details to the Government. The Program manager should have excellent written and oral communication skills and have the ability to both lead and function as a member of a team. They must have attention to detail, great organizational skills, as well as the ability to multi-task and work well under pressure. ***Must have a minimum of a bachelor's degree in Business or a related technical field. Must also have a minimum of 10 years of experience performing program management functions.***
- ***Contract Manager:*** Responsible for administrative activities associated with handling of contracts, such as (1) invitation to bid, (2) bid evaluation, (3) award of contract, (4) contract implementation, (5) measurement of work completed, and (6) computation of payments. It also includes monitoring contract relationship, addressing related problems, incorporating necessary changes or modifications in the contract, ensuring both parties meet or exceed each other's expectations, and actively interacting with the contractor to achieve the contract's objective(s). Also called contract administration. The Contract Manager should: have a four (4) year course of study leading to a bachelor's degree, that included or was supplemented by at least 24 semester hours in any combination of the following fields: accounting, business, finance, law, contracts, purchasing, economics, industrial management, marketing, quantitative methods, or organization and management; at least five (5) years of experience in contract management and/or a related field; and a minimum of 120 hours of continuing professional education.
- ***Deployment/Readiness Manager:*** Shall ensure that the labor of the organization will be continuously in an optimal relation to government's requirements and the contractor's organizational structure. Maintaining both quantitative and qualitative side (i.e. match both the number, qualifications and government requirements). Prepare for deployment operations by establishing processes to manage contractor and subcontractor deployment requirements and determine personnel deployment readiness status; help assigned personnel prepare and process for deployments. Coordinate any required training (if applicable). ***Must have a four (4) year degree in business management or business administration or a related technical field.***
- ***General Planner:*** Perform professional work related to a variety of planning assignments. This would include managing complex planning studies; reviewing and processing comprehensive plans; performing site inspections to gather data; scheduling and conducting meetings as appropriate; and presenting reports and findings. Must have knowledge and experience in construction processes; principles, methodology, practices of research and data collection; effective writing techniques; and computer hardware and software programs, which may include Microsoft Office, Internet applications, and GIS. Must have excellent oral and written communication skills required for preparing and presenting planning reports and projects; excellent interpersonal skills for facilitating relationships with senior officials or other decision-makers; ability to work on several projects or issues simultaneously; ability to provide effective supervision and staff management; and the ability to manage projects effectively and meet firm deadlines. The General Planner must have a four (4) year degree in a related technical field and at least 5 years of experience.
- ***Administrative Assistant:*** Capable of executing and leading tasks and providing general administrative support in all facets of administration, to include travel, correspondence, meetings, communication of policy and training. Ability to work independently or lead teams to solve problems.

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Must have 5-10 years of administrative support experience. Must also be proficient with MS Office Suite of Programs: Microsoft Outlook, Excel, Power Point, and Word.

- ***Train the Trainer:*** Responsible for: devising technical training programs according to requirements in order to meet the Government's needs; producing training schedules and classroom agenda; preparing presentation materials; executing training sessions, webinars, workshops etc. in groups or individually; keeping and reporting data on completed courses, issues, etc.; and observing and evaluating the results of the programs in order to make improvements. The trainers should have proven experience as a technical trainer and be knowledgeable of modern training techniques and tools in technical subjects. They should have outstanding communication skills, be comfortable speaking to crowds, and have excellent organizational and time-management abilities. Should have a degree in a relevant technical field and a least five (5) years of related experience.

Background Checks / Badging

Contractors shall create a plan to vet and have their staff successfully pass a FEMA security background investigation (BI) to obtain a FEMA badge at an authorized facility as described in Attachment 1 of the PWS (Attachment J002 – Security). The Contractor's key personnel performing work under this contract must have a Moderate Risk Background Investigation and must maintain the level of security for the life of the contract. All key personnel must submit all required security documents as identified in attachment J002 – Security, within five (5) calendar days of the start of the transition period. All other contractor staff supporting work under this contract must have a Moderate Risk background investigation according to the timeframes listed in the PWS section Background Check / Badging. Badges must be issued and remain current without causing deployment delays. The Contractor shall have thirty percent (30%) of their staff submit all required security documents as identified in attachment 1- Security within 30 calendar days after the transition period begins. Thereafter, the Contractor shall have the remaining staff submit all required security documents within two (2) months. In total, the Contractor shall complete all security document submissions for all their staff three (3) months after the transition period begins. The Contractor shall, to the highest extent practicable, propose staff that can pass a FEMA BI. The Contractor's planned approach shall be described and submitted to FEMA with the Management Plan deliverable.

Training

The Contractor shall develop a training plan within its Management Plan deliverable and deliver training to all necessary Contractor personnel to support the PA Program.

The training plan shall cover the method by which the contractor will assure FEMA that their staff are trained and certified in the recommended training courses listed in Attachment 2 of the PWS – Labor Categories, Qualifications, and Tasks. The contractor shall maintain records of all training and certifications on all their staff and make them available to FEMA upon request. The training plan details will be covered in further detail during the kick-off meeting.

FEMA will provide train-the-trainer training to the Contractor and estimates that up to two Contractor staff will be needed as trainers. FEMA will provide the required programmatic training materials to the trainers. FEMA's expectations is to have the trainers' trained and ready to train their remaining staff by the end of the transition period. The specified PA courses are identified by the position and labor category in Attachment 2 of the PWS (Attachment J003- Labor Categories, Qualifications, and Tasks).

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FEMA expects that the Contractor's trainers will train their remaining staff to be deployment ready at the time of Task Order assignment. FEMA will finalize the details of the training during the base contract kick off meeting.

Management & Staff Availability Deployment Readiness

The Contractor's Program Manager or alternate shall be accessible to the Contracting Officer (CO) / Contracting Officer Representative (COR) 24 hours a day, seven (7) days per week to plan for and begin deploying personnel to field locations. The Contractor shall identify, train, and maintain staff that shall be available for deployment. The Contractor shall have the capability to provide **30%** of their resources capable to perform under this requirement by the *start of the* base period of performance. The Contractor shall prepare a readiness staffing and deployment report in accordance with the requirements identified in the PRS. For disaster task orders, half of the Contractor's proposed personnel (on a TOPR) shall be available to deploy within two (2) calendar days of CO notification and the other half within seven (7) calendar days.

Reporting

The Contractor shall provide reports to the CO, COR, and Task Monitors (TM), to include a Readiness Staffing and Deployment Report; Monthly Contract Status Report (MCSR); Monthly Task Order Status Report (TOSR); Annual Report; and Final Report. The types of reports and specific performance requirements for each report are identified in the PRS and Delivery Schedule. The Contractor shall also be required to support other reporting needs as identified by FEMA. FEMA shall provide templates of the reports identified in the PRS to the Contractor 30 calendar days after contract award.

1.4.2. Objective 2 - Professional and Non-Professional Services: The Contractors shall provide professional and non-professional services to FEMA to support implementation of the PA Program. The specific positions, labor categories, and required quantities are listed below. Professional positions include Engineers, Accountants, Certified Public Accountants (CPA), and all labor categories identified within the Site Inspector major, and Environmental and Historical Preservation (EHP) Specialists positions. The qualifications and associated tasks are further identified in Attachment 2 of the PWS – Labor Categories, Qualifications, and Tasks. Each Contractor shall maintain a pool of 400 staff for their respective zone. Inclusive of the 400 staff FEMA will consider the use of a TAC Coordinator position to perform administrative Task Order duties during disaster deployments. The TAC Coordinator may deploy/de-mobilize on short durations to aid in Contractor staff/field personnel deployments, de-mobilizations, system/facility access, logistics/equipment coordination, and other administrative or coordination efforts. During disaster TOPRs the Contractor shall propose a suitable field labor category, i.e. first-level General Planner or first-level Project Manager, from the 400 staff to perform the TAC Coordinator functions.

POSITION (Total Quantity)

- Labor Category/Skill Set (Quantity Breakdown)
-

PROGRAM DELIVERY MANAGER (165)

- Client Liaisons (75)
- Project Managers (50)
- Construction Manager (40)

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SITE INSPECTOR - minor to medium damage (100)

- Construction or Building Inspector (60)
- Civil Engineer (40)

PUBLIC ASSISTANCE CREW LEADER (25)*

- Project Manager (25)

PROJECT SPECIALIST - minor to medium damage (60)*

- Construction or Building Inspector (40)
- Civil Engineers (20)

SITE INSPECTORS/PROJECT SPECIALIST - major damage (65)

- Civil Engineer (9)
- Electrical Engineer (8)
- Structural Engineer (8)
- Engineering Technician (7)
- Mechanical Engineer (6)
- Soil/Geotechnical Engineer (6)
- Architect (5)
- Geologist (5)
- Hydrologist (5)
- Coastal Engineer (1)
- Environmental Engineer (1)
- Hydraulic Engineer (1)
- Sanitary Engineer (1)
- Health Scientist (1)
- Industrial Hygienist (1)

CERTIFIED PUBLIC ACCOUNTANT, FINANCIAL ANALYST & ACCOUNTANT (17)

- Certified Public Accountant (3)
- Financial Analyst (13)
- Accountant (1)

COSTING SPECIALIST (6)

- Estimators (6)

MITIGATION SPECIALIST (5)

- Civil Engineer (Engineer discipline) (5)

INSURANCE SPECIALIST (4)

- Commercial Property Insurance Professional (4)

ENVIRONMENTAL & HISTORIC PRESERVATION (EHP) SPECIALIST (25)

- Environmental Planner (8)
- Biologist (5)
- Archaeologist (5)

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- Architectural Historian (1)
- Historic Architect (1)
- Certified Flood Plain Manager (1)
- Wetlands Specialist (1)
- Water Quality Specialist (1)
- Ecologist (1)
- Horticulturalist (1)

DATABASE DEVELOPER (1)

- Computer Specialist (1)

APPRAISER (2)

- Appraiser (2)

DOCUMENT & TRAINING DEVELOPMENT SPECIALIST (6)

- General Planner (2)
- Technical Writer (2)
- Graphic Artist (2)

COST ESTIMATING FORMAT (CEF) IMPLEMENTATION SPECIALIST (4)

- Technical Writer (1)
- Graphic Artist (1)
- Estimators (1)
- General Planner (1)

**The 85 labor category staff in these two positions are not counted in the total 400 staff required by each Contractor. Instead, they are shared among the PDM and Site Inspector positions.*

Additional Overarching Objectives:

- The Contractor must ensure timely deployment (in accordance with paragraph 1.4.1. of this PWS) of trained and qualified professionals and non-professionals (in accordance with the Labor Categories & Qualifications in Attachment 2 to this PWS) ; provide high quality deliverables (in accordance with the PRS); provide exceptional customer service and cost saving measures, while adhering to budget, schedule, and quality of service criteria as identified in the Quality Assurance Surveillance Plan (QASP).
- The Contractor shall develop innovative methods, approaches, ideas and guidance to support FEMA in its goal of reducing disaster losses, aiding in the recovery process, and simplifying the grant process.

1.4.3. Performance Requirement Summary (PRS) and Delivery Schedule: The Contractor must provide the listed deliverables in Attachment 3 (Attachment J004 – PRS). All deliverables will be surveilled in accordance with Exhibit 1 of the Quality Assurance Surveillance Plan (QASP).

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1.5. Period of Performance & Place of Performance: Each awarded PA TAC IV contract will have a 1 year base period of performance with four- 1 year option periods. However, each individual task order requirement will determine the period of performance.

The Period of Performance reads as follows:

Transition Period: Date of Award to 30 Nov 2017

Ordering Periods of Performance:

Base Year: 01 Dec 2017 to 30 Nov 2018

Option Year I: 01 Dec 2018 to 30 Nov 2019

Option Year II: 01 Dec 2019 to 30 Nov 2020

Option Year III: 01 Dec 2020 to 30 Nov 2021

Option Year IV: 01 Dec 2021 to 30 Nov 2022

The place of performance may include the Contractor's headquarters, area field offices, FEMA offices or other remote locations as designated. The specific locations will be dependent upon the services required and the specific disaster area (zone) supported. The specific place of performance will be determined in each individual task order requirement specified in each TOPR.

1.6. General Information

Quality Control Plan (QCP): The Contractor shall develop and maintain an effective QCP tailored for performance relevant to the PWS. The QCP shall include a self-inspection plan, an internal staffing plan, and an outline of the procedures that the contractor will use to maintain quality, timeliness, responsiveness, customer satisfaction, and any other requirements set forth by a Task Order. The offeror shall submit a plan that details management of services to include: staffing, how work will be accepted/issued, procedures followed to ensure services are performed in a timely manner and of high quality. The plan shall describe measures taken for corrective actions if work is not performed in accordance with the contract terms and conditions. The quality control plan shall describe the monitoring system/methods that will be used for all aspects of this contract. If the Contractor determines changes are required to the QCP after contract award, the Contractor will be required to submit a comprehensive written QCP within five (5) calendar days, highlighting the desired changes, for the CO and COR's review. The CO's written acceptance is required before the Contractor may implement changes to the QCP.

The Contractor shall prepare and adhere to a QCP for use on all task orders in accordance with the PRS. The QCP shall document how the Contractor will meet and comply with the quality standards established in this requirement document. At a minimum, the QCP shall include a self-inspection plan, an internal staffing plan, and an outline of the procedures that the Contractor will use to maintain quality, timeliness, responsiveness, customer satisfaction, and any other requirements set forth in the Task Order.

Quality Assurance: The government shall evaluate the Contractor's performance under this contract in accordance with the QASP. This plan is primarily focused on what the Government must do to ensure the Contractor has performed in accordance with the performance standards set forth in the PRS. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable defect rate(s).

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Hours of Operation: The Contractor is responsible for conducting business based upon the hours of operation specified in each task order except Federal holidays. When the Government facility is closed due to local or national emergencies, administrative closings, or similar Government directed facility closings, FEMA employees have directed work locations. The Contractor must receive approval from the CO/COR to work from an alternate location. For other than firm fixed price contracts, the Contractor will not be reimbursed when the government facility is closed for the above reasons. The Contractor must at all times maintain an adequate workforce for the uninterrupted performance of all tasks defined within this contract when the Government facility is not closed for the above reasons. When hiring personnel, the Contractor shall keep in mind that the stability and continuity of the workforce are essential.

Additionally, the Contractor must provide the FEMA Contracting Officer's Representative/Task Monitor with a list of all holidays observed by the Contractor. This information will be provided at the beginning of an operation. In the event there is a holiday that is observed by DHS FEMA, but not by the Contractor, the Contractor must arrange with the Contracting Officer's Representative/Task Monitor, a plan for how to ensure that the full weekly work commitment is met (i.e. work 4/10 hour days, work at their hotel rooms, or at a Contractor facility, etc.) The Contractor must provide the plan to the Contracting Officer's Representative/Task Monitor as far in advance as possible, but under no circumstances shall it be less than one week prior to the holiday. The DHS FEMA Contracting Officer's Representative/Task Monitor will make every effort to accommodate the Contractor's plan.

Type of Contract: The government will award a hybrid Indefinitely Delivery/Indefinitely Quantity (IDIQ) type contract with Firm Fixed Price (FFP), Time and Material (T&M), and/or Cost Reimbursement (CR) type contract line item numbers (CLINs) on the task orders.

Kick-Off/Post Award Conference/Periodic Partnering Meetings: The Contractor shall participate in a kick-off meeting with the Government no later than five (5) business days after contract award. The Contractor shall provide key personnel with authority to make decisions and take responsibility of any actionable items as a result of the meeting. The Contractor agrees to attend any post award meetings convened by the contracting activity or contract administration office in accordance with Federal Acquisition Regulation Subpart 42.5. The contracting officer, Contracting Officers Representative (COR), and other Government personnel, as appropriate, may meet periodically with the Contractor to review the Contractor's performance. At these meetings the contracting officer will apprise the Contractor of how the Government views the Contractor's performance and the Contractor will apprise the Government of problems, if any. Partnering meetings may be held at the Government's discretion. Types of partnering meetings include Senior Partnering, Operational Partnering, and Individual Partnering. As part of these partnering meetings, the Contractor may be asked to present a quarterly briefings to the COR and other interested FEMA personnel on the status of tasking under the contract. Partnering meetings may be held at either FEMA or the Contractor's office. These meetings shall be at no additional cost to the Government and shall be included as M&A.

Key Personnel: The following personnel are considered key personnel by the government: Program Manager, Deputy Program Manager, Contract Manager, and Deployment/Readiness Manager. The Contractor shall provide a program manager who shall be responsible for the performance of the work. The name of this person and an alternate who shall act for the Contractor when the program manager is absent shall be designated in writing to the Contracting Officer. The Contractor's Program Manager or alternate shall have full authority to act for the Contractor on all contract matters relating to daily operation of this contract. The Contractor's Program Manager or alternate shall be accessible to the Contracting Officer (CO) / Contracting Officer Representative (COR) 24 hours a day, seven (7) days per

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week to plan for and begin deploying personnel to field locations.

Staffing: The Contractor shall provide a staffing plan that describes in detail the management systems and organizational structure that will be utilized in the performance of the contract requirements, including those being performed by Subcontractors. The staffing plan shall describe in detail how the Contractor will respond to and manage all Contractor personnel for each task during multiple and/or concurrent disasters. This includes the procedures for providing the type and number of personnel needed and the deployment parameters listed in the Contractor's management plan. The plan shall also demonstrate the Contractor's procedures and capability to surge beyond their base pool of personnel in the event FEMA requests additional personnel such as for a catastrophic event. The Plan shall also be a living document that is flexible enough to adapt to changing requirements under the broader scope.

Staffing Compliance (Stafford Act): The Contractor will prepare a tracker in their TOSR that shows the labor mix on the task order. It will illustrate at least the labor category, number of personnel, monetary value, and local versus non-local firms and any other labor and/or staffing related trend as identified by the CO. In addition, upon request, the Contractor will provide an addendum to their personnel report that shows how it intends to maximize to the highest extent practicable the use of local firms to supplement its labor pool in support of this contract. The Contractor will be required to meet goals as set by the CO in regards to local versus non local firms.

Identification of Contractor Employees: All contract personnel attending meetings, answering Government telephones, and working in other situations where their Contractor status is not obvious to third parties are required to identify themselves as such to avoid creating an impression in the minds of members of the public that they are Government officials. They must also ensure that all documents or reports produced by Contractors are suitably marked as Contractor products or that Contractor participation is appropriately disclosed.

While Contractor personnel are at the Government facility, they are required to comply with all rules and regulations of the facility, specific mention being made of complying with rules and regulations governing conduct with respect to health and safety not only as they relate to themselves but also to other personnel who are Government employees or agents of the Government and to property at the site regardless of whether or not title to such property vests with the Government. Contractor personnel whose duties require their presence at a Government facility shall be clearly identifiable by the wearing of a distinctive badge obtained by the Contractor from the government. Prescribed identification for all Contractor personnel shall immediately be delivered to the installation security office for cancellation or disposition upon termination of employment with the Contractor or expiration or termination of the contract or task order authorizing such identification. Costs incurred by the Government to recover badges from Contractor's employees will be at Contractor's expense via a deduction from the final invoice. FEMA will provide the Contractor with cost information. Contractor shall inform FEMA within 18 hours of any damaged, lost, or stolen badges by completing FEMA Form 121-3-1-1 Lost/Stolen Badge Report, including a police report for stolen badges.

Contractor Travel: All travel and transportation shall be in accordance with the Federal Travel Regulation (FTR), FEMA's Travel Policy Manual 122-1-1, and the Federal Acquisition Regulation 31.205-46. The Contractor shall obtain written approval from the COR before initiating any travel arrangements. Contractor will be required to travel CONUS and within the National Capital Region (NCR) during the performance of this contract to attend meetings, conferences, and training. Contractor will be authorized travel expenses consistent with the substantive provisions of the FTR and the limitation

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of funds specified in this contract. All travel requires Government approval/authorization and notification to the COR.

Other Direct Costs: This category includes travel, reproduction, shipping expenses, and training materials. It could also entail the renting of suitable training venues. The Government will only pay for the official travel expenses essential to the transaction of official business, which includes per diem expenses and miscellaneous items in accordance with FEMA Manual 122-1-1: Travel Policy Manual.

Data Rights: The Government has unlimited rights to all documents/material produced under this contract. All documents and materials, to include the source codes of any software, produced under this contract shall be Government owned and are the property of the Government with all rights and privileges of ownership/copyright belonging exclusively to the Government. These documents and materials may not be used or sold by the Contractor without written permission from the Contracting Officer. All materials supplied to the Government shall be the sole property of the Government and may not be used for any other purpose. This right does not abrogate any other Government rights.

Organizational Conflict of Interest: Contractor and Subcontractor personnel performing work under this contract may have access to or participate in the development of proprietary or source selection information (e.g., cost or pricing information, budget information or analyses, specifications or work statements, etc.) or perform evaluation services which may create a current or subsequent Organizational Conflict of Interests (OCI) as defined in FAR Subpart 9.5. The Contractor shall notify the Contracting Officer immediately whenever it becomes aware that such access or participation may result in any actual or potential OCI and shall promptly submit a plan to the Contracting Officer to avoid or mitigate any such OCI. The Contractor's mitigation plan will be determined to be acceptable solely at the discretion of the Contracting Officer and in the event the Contracting Officer unilaterally determines that any such OCI cannot be satisfactorily avoided or mitigated, the Contracting Officer may affect other remedies as he or she deems necessary, including prohibiting the Contractor from participation in subsequent contracted requirements which may be affected by the OCI. For more information, see paragraphs H.4 and I.15 of this solicitation.

Transition/Phase-In Period: To minimize any decreases in productivity and to prevent possible negative impacts on additional services, the Contractor shall have key personnel on board during the phase in period. During the phase in period, the Contractor will become familiar with performance requirements, hire and train personnel, and submit documentation for employee background checks/badging as set out in paragraph 1.4.1 above. The Contractor will submit a Phase-in Plan in accordance with the PRS described in attachment 3. The Contractor will submit an Open Task Order Transition Plan upon request of the contracting officer or COR. The phase-in process is the Contractor's procedures to assume any tasks or work from incumbent Contractors on open disasters as stipulated in the PRS.

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Part 2

2. Definitions and Acronyms

2.1. Definitions:

Contractor. A supplier or vendor awarded a contract to provide specific supplies or service to the government. The term used in this contract refers to the prime.

Contracting Officer (CO). The CO has authority to enter into, administer, or terminate contracts and make related determinations and findings. COs may bind the Government only to the extent of the authority delegated to them. COs are responsible for ensuring performance of all necessary actions for effective contracting, ensuring compliance with the terms of the contract, and safeguarding the interests of the United States Federal Government in its contractual relationships. COs ensure that contract requirements have been met, and that sufficient funds are available for obligation; and ensure that Contractors receive impartial, fair, and equitable treatment. In addition, the CO is the only person authorized to approve changes to any of the requirements under this contract and subsequent task orders.

Contracting Officer's Representative (COR). The COR will be identified by separate letter. The COR monitors all technical aspects of the contract and assists in contract administration. The COR is authorized to perform the following functions: assure that the Contractor performs the technical requirements of the contract: perform inspections necessary in connection with contract performance: maintain written and oral communications with the Contractor concerning technical aspects of the contract: issue written interpretations of technical requirements, including Government drawings, designs, specifications: monitor Contractor's performance and notifies both the Contracting Officer and Contractor of any deficiencies; coordinate availability of government furnished property, and provide site entry of Contractor personnel. A letter of designation issued to the COR, a copy of which is sent to the Contractor, states the responsibilities and limitations of the COR, especially with regard to changes in cost or price, estimates or changes in delivery dates. The COR is not authorized to change any of the terms and conditions of the resulting order.

Defective Service. A service output that does not meet the standard of performance associated with the Performance Work Statement.

Deliverable. Anything that can be physically delivered, but may include non-manufactured things such as meeting minutes or reports.

Key Personnel. Contractor personnel that are evaluated in a source selection process and that may be required to be used in the performance of a contract by the Key Personnel listed in the PWS.

Physical Security. Actions that prevent the loss or damage of Government property.

Quality Assurance. The government procedures to verify that services being performed by the Contractor are performed according to acceptable standards.

Quality Assurance Surveillance Plan (QASP). An organized written document specifying the surveillance methodology to be used for surveillance of Contractor performance.

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Quality Control. All necessary measures taken by the Contractor to assure that the quality of an end product or service shall meet contract requirements.

Subcontractor. One that enters into a contract with a prime Contractor. The Government does not have privity of contract with the Subcontractor.

Task Monitor. The TM is responsible for individual project management and/or Task Order assignment administration. The TM assists the Contracting Officer Representative (COR) by performing daily oversight to ensure work is performed in accordance with the Task Order and Statement of Work, and provide any other necessary technical guidance to the Contractor. A TM does not have authority to request or authorize work to be performed outside the scope of the task order. Each TM works in conjunction with the COR; however, if any discrepancies exist between the direction given by the COR and a Task Monitor to the Contractor, the COR's direction shall take precedence. If the Contractor is unclear as to the direction provided by a TM or believe the direction to be out of the scope, the Contractor shall contact either the COR or the Contracting Officer as appropriate.

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2.2. Acronyms.

CO	Contracting Officer
COR	Contracting Officer Representative
CFR	Code of Federal Regulations
CONUS	Continental United States (excludes Alaska and Hawaii)
FAR	Federal Acquisition Regulation
OCI	Organizational Conflict of Interest
OCOUS	Outside Continental United States (includes Alaska and Hawaii)
ODC	Other Direct Costs
POC	Point of Contact
PRS	Performance Requirements Summary
PWS	Performance Work Statement
QA	Quality Assurance
QAP	Quality Assurance Program
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Program
TM	Task Monitor

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Part 3

3. Government Furnished Equipment (GFE), Information, Items and Services

3.1. Services: FEMA may supply GFE when the Contractor requires access to FEMA systems or when the Contractor is located in a field location where access is limited to Government issued equipment. FEMA will coordinate the distribution of equipment, if deemed necessary. For all other instances, the Contractor shall provide all equipment, supplies, and staff to fulfill the requirements detailed in this requirement document and accompanying Task Orders.

3.2. Government Furnished Information (GFI). The Government will provide the Contractor with applicable guidance documents, as they are issued or updated.

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Part 4

4. Applicable Publications

The Contractor must abide by all applicable regulations, publications, manuals, and local policies and procedures, including, but not limited to the following:

- A. Robert T. Stafford Disaster Relief and Emergency Assistance Act, 42 U.S.C. §5121-5207
- B. 2 Code of Federal Regulations (CFR) Part 200 – Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards
- C. 6 CFR – Domestic Security
- D. 29 CFR Part 1910 – Occupational Safety and Health Administration Standards
- E. 36 CFR—Parks, Forests, and Public Property
- F. 40 CFR Parts 1500-1508—Protection of Environment
- G. 41 CFR Part 301—Public Contracts and Property Management
- H. 44 CFR—Emergency Management and Assistance
- I. 48 CFR—Federal Acquisition Regulations System
- J. 50 CFR Part 402, Wildlife and Fisheries
- K. Public Assistance Program and Policy Guide
- L. Public Assistance Alternative Procedures Guides and Standard Operating Procedures