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# Introduction and Overview

*The SOO is a government prepared document incorporated into the RFP that states the overall solicitation objectives. It can be used in those solicitations where the intent is to provide the maximum flexibility to each Offeror to propose an innovative approach.*

*The SOO expresses the basic, top-level objectives of the contract and is provided in the Request for Proposal (RFP) to have the Offeror write a Performance Work Statement in response to the SOO. The SOO gives potential Offerors the flexibility to develop cost effective solutions with the opportunity to propose innovative alternatives that meet those objectives. The SOO reduces the instructions to Offerors regarding "how to" accomplish the procured work typically found in a Statement of Work. The PWS provided in response to the SOO should include performance metrics, a measurement plan, and a quality assurance plan.*

*The SOO typically shall be developed when a variety of approaches should be considered in order to satisfy the Government’s needs, or when procuring a new item/service that requires research and development by potential Offerors or is experimental in nature.*

*Overview Example: This effort will support training for Transportation Security Administration (TSA) Field Operations division. Field Operations is responsible for providing direction, leadership and supervision to 20 Federal Air Marshal Service Field Offices located throughout the United States. Ensuring policy and procedures are carried out as intended and developing, fostering and administering programs. The division provides guidance and policy to effectively and efficiently carry out the mission of the Federal Air Marshal Service.*

# Scope or Mission

***Product or Service Needed:***

*This section includes a broad overview of the SOO and a description of the desired result.*

*Example: TSA Field Operations must provide timely policy updates and training to Air Marshal Field Offices. Efforts under this contract will support current and new training needs, development and deploying training to the 300 Federal Air Marshals located within the United States. It will also be responsible for maintaining the TSA Air Marshal Learning Management System (LMS). The LMS is a COTS product from FREELY Incorporated.*

***Provide a short scope to present the size and range of services needed.***

***Example text: The training will be delivered to 300 Federal Air Marshals located within the United States and territories at approximately 78 airports.***

# Background

*Provide relevant background information that will be useful to contractors in understanding the need for the services and to assist the contractors in understanding how TSA past practices or current policies could impact future efforts. Also provide background for the effort including procurement history or federal law which influenced the need for the contract.*

*Example: TSA has provided ad hoc training to Federal Air Marshals since its inception, but as part of the 2020 National Strategy for Transportation Security the Air Marshal training needs to be consolidated and a uniform holistic approach must be developed. Previously contracts were put in place to either develop a training course, or manage the learning management system. These separate contracts met independent goals but did not support the goal of a uniform department wide training process. Now the training system must be unified so it synchronizes with the training needs of field offices and the 2020 National Strategy for Transportation Security.*

# Technical Requirements

*Include technical requirements if procuring IT items/ services.*

## **Performance Objectives**

*List any basic requirements or expectations of the item/ service to be provided. These should be in the form of Objectives the vendor is expected to achieve during the contract period. Objectives should be stated in terms of outcomes. They should be specific, measurable, attainable, relevant and time bound.*

*Requirement: Develop new training which is responsive to new regulations or policies in a timely fashion and deploy to field officers.*

*Objective 1.1: Ensure that new training classes are developed and ready for deployment (insert date).*

*Objective 1.2: Provide Tier 1 (7x24x365) support* to field officers trying to access the training tools.

## **Deliverable**s

List any required deliverables.

## Special Delivery Instructions

Specify any special instructions for delivery; Specify media, format and number of copies of all deliverables if not previously explained*]*

## Performance/Delivery Period

*[State the period of performance for the contract. If there are key milestones that must be completed by specific dates, also state that here]*

*. It is expected TSA will award a one-year base and four optional periods.*

## Place/Location of Performance/Delivery

*[State the place or location where the service is to be performed, or where goods are to be delivered]*

*Example: The primary location will be the TSA Headquarters building located in Springfield VA, but training is required to be conducted virtually or in person at the 20 field offices*

## Travel Requirements

*[Specify the regulations that must be followed, as well as any reporting required regarding the travel]*

## Security Requirements

*Specify any Security requirements that may impact any possible solution*.

## Constraints/Restrictions

*Specify any constraints or restrictions that may limit the potential items/ services to be delivered]*

*Example: The TSA LMS is hosted on the IBM cloud. Prior to making any configuration changes or software updates the host services configuration help desk requires five days to conduct configuration control testing.*

*TSA cyber intrusion measures follow DHS cyber policies outlined in DHS Management Directorate Level 3 Program Guidebook. Any software required for use by TSA employees must meet the requirements in the Guidebook.*

## Special Security Requirements

[If there are any special requirements or regulations that aren’t contained in the above sections of the SOO or attachment, discuss with the contracting officer ands state them here. Special requirements may include but are not limited to ITAR language, terms required from Appendix G, privacy, data rights, release of information, security clearance requirements, building access, equipment and/ or other certifications.

# Applicable Documents