

PACTS III
STATEMENT OF WORK
October 17, 2023

1.0 General

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 U.S. Department of Homeland Security (DHS) to accomplish its mission objectives. This vehicle does not provide any Information Technology (IT) services, except as defined in Section 4.0 Other Direct Costs / Ancillary Support Services and Products. The acquisition and resulting multiple award contracts will collectively be referred to as Program Management, Administrative, 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.

1.2 Scope

PACTS III is composed of the following three comprehensive Functional Categories (FCs) of services that each have a primary NAICS code that further describes the scope of work that can be procured under each FC:

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

The contractor shall provide DHS with the full range of services that are within scope of each FC. Specific requirements will be further identified at the Task Order (TO) level per the specific requirements of the ordering activity. The services provided under PACTS III will support DHS within the 50 United States, the District of Columbia, and outlying areas as defined within Federal Acquisition Regulation Part 2. 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.

All prime contractors awarded IDIQ contracts under PACTS III must have small business size status in one of the following four socio-economic categories: Service-Disabled Veteran-Owned (SDVOSB), Women-Owned Small Business (WOSB), Historically Underutilized Business Zone (HUBZone), and 8(a) program.

2.0 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.

3.0 Functional Categories

The contractor shall furnish the full range of solutions necessary to meet the scope of the contract and the individual TOs, as related to the Functional Categories (FC) outlined below. The predominant service to be provided under a task order must be within scope of the NAICS code associated with the respective FC. All solutions and services must meet DHS policies, standards, and procedures identified in the contract and individual TOs.

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. Physical Distribution and Logistics
 - f. Management Advisory Services
 - g. General Management Consultants (including administrative, or management consulting services)
2. Program Management:
 - a. Contractor shall provide program management support to government personnel.

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.

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

4.0 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, commercial services/products, equipment

(leased or purchased), IT services and/or components, administrative support, data entry, and subject matter expertise. The contractor may include ODCs and ancillary support services only if the ODCs and ancillary support services directly support the base requirement that is within scope of PACTS III.

5.0 Standardized Labor Categories

The PACTS III Master Contract provides for standardized labor categories for utilization at the task order level and are set forth in Attachment 4, Bureau of Labor Statistics Standard Occupational Classifications.

Standardized labor categories are encouraged but not mandatory for use at the task order level. The Ordering Contracting Officer will 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-standard labor categories are used at the task order level, the contractor is required to map or cross-walk the non-standard labor categories to the standardized labor categories when reporting.

6.0 Specialized Labor Categories

Specialized labor is defined as any labor for which the expertise required, or duties performed, are within the scope of the PACTS III Master Contract but are so specialized that they are not identified in the standardized labor category list. In these situations, or when ancillary support is required, the contractor may propose, or the Ordering Contracting Officer may direct, non-standard custom or specialized labor categories at the TO level. These non-standard custom or specialized services proposed by the contractor shall comply with all applicable contract clauses and labor laws, including the Service Contract Labor Standards. Labor categories and rates approved under a single task order, but not specified in the Contractor's IDIQ contract, shall apply to the specific task order only.

7.0 Reporting Requirements

7.1 Transactional Data Report

DHS may require transactional data from the contractor on a recurring basis via a "Transactional Data Report (TDR)." The TDR will provide DHS and OMB, item-level information to support Federal Government category management initiatives. This report shall be provided when DHS makes a data call request and in the format specified at the time of request.

An example template is provided as Attachment 5, Transactional Data Report Template. All fields in the Transactional Data Report Template shall be completed by the contractor to be considered an acceptable and complete deliverable. Failure to submit the TDR accurately and on-time will impact contract performance assessment ratings. Instructions will be provided to the contractor in advance of a data call and will outline the reporting period and due date for any report.

7.2 Other Deliverables and Reports

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 direct cost 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 Federal Government holiday, the deliverable or report is due the following business day.

8.0 Security Requirements

The contractor, team members, and subcontractors shall provide support services to the security level specified by the contract and requirements of individual TOs.

9.0 Meetings/ Conferences

9.1 Post Award Conference

The Contractor shall participate in a post award conference. The exact day, time, and location of the conference is to be determined, but contractors will be notified at least 14 calendar days in advance of the scheduled conference. The purpose of the post award conference is to aid both the Contractor and the Government in achieving a clear and mutual understanding of all contract requirements and identify and resolve potential problems.

9.2 Program Management Review (PMR) Meetings

The PACTS III Program Office anticipates hosting PMRs on at least an annual basis. The details of the PMR structure, location, content, and timing are to be determined; however, all PACTS III contractors shall participate in scheduled PMRs unless otherwise excused by the PACTS III COR. Contractors will be notified at least 30 calendar days in advance of a scheduled PMR. The purpose of the PMR is to ensure all PACTS III stakeholders have a continued mutual understanding of the objectives and scope of the solution; review progress, metrics, and deliverables to date; and discuss any performance or contractual issues. All costs associated with attendance and participation at PMRs shall be at no direct cost to the Government. The Government may hold these meetings in person or virtually.

10.0. PACTS III Contractor Webpage

The PACTS III Contractor Webpage is a material contract requirement that, for the life of the contract, directs each Contractor to design, deploy, operate, maintain, update and manage a 24x7, Section 508 compliant informational webpage (or pages). All costs associated with developing and maintaining this webpage shall be at no direct cost to the Government. The specific taxonomy and aesthetics of the web content remains at the discretion of the Contractor. The website content shall be deployable and operational within sixty (60) calendar days after the start date of the Contract performance period. An email notification shall be sent to the PACTS III COR when the website is operational and when any changes to the website are made.

The purpose of the webpage is for the Contractor to communicate with potential customers regarding the ability to provide world-class services under PACTS III. The webpage should demonstrate the functional capability associated with different products or business areas awarded under PACTS III. Each Contractor shall provide a prominent hyperlink to the PACTS III webpage on their internet home page. This PACTS III webpage at a minimum must include the following information:

- 1) A current conformed copy of the contract, including any modifications, all terms and conditions, and excluding prices;
- 2) A list of all team members/subcontractors and their capability/area of expertise;
- 3) A description of the functional category/categories awarded under PACTS III; and
- 4) Corporate points of contact.

11.0 PACTS III Contractor Solicitation Email

The ordering procedures for PACTS III requires that each Contractor within one functional category and selected socio-economic track be provided a fair opportunity to be considered for an individual task order exceeding the micro-purchase threshold, unless one of the exceptions at FAR 16.505(b)(2) applies. Ordering Guidance will require that Ordering Contracting Officers utilize an email distribution list for sending solicitations. Each PACTS III contract shall have its own unique email address for solicitation purposes only. Upon award, each contractor is required to establish and provide a specific PACTS III solicitation email address to the PACTS III COR, to be incorporated into the PACTS III Ordering Guidance. In order to ensure a company does not miss an opportunity to respond to a solicitation, this email address shall not change over the period of performance of PACTS III. This email shall not be the same as an individual's email address (e.g., john.doe@abc.com). If creating a shared email address, the responsibility of managing access to that email will be the responsibility of the contractor. The username of the email address can be created at the discretion of the contractor.

///end of SOW//

Reporting Requirements Appendix A

DELIVERABLES	SECTION and/or REFERENCE	DESCRIPTION	FREQUENCY	LOCATION
Contractor Representatives	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 ACO
Transactional Data Report (TDR)	Statement of Work, Paragraph C.7.1	The Contractor shall complete the TDR template, Attachment 5 based on the instructions provided in the template, Attachment 5	Upon the DHS request.	PACTS III COR or ACO
Insurance	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 ACO and/or TOCO
Federal Awardee Performance and Integrity Information System (FAPIIS)	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 ACO
Employment Reports on Veterans	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 to Department of Labor and ACO
Mergers, Acquisitions, Novations, and Change-of- Name Agreements	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 ACO

Post Award Small Business Program Rerepresentation	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 120 days prior to the completion of the PACTS III base ordering period and any optional ordering period thereafter.</p>	PACTS III ACO
Accounting System	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 CFA, CFAO or CPA	Within five (5) calendar days of any material changes to the system or after notification of change in status from the awardee's CFA, CFAO or CPA. Provide acceptable documentation specified in the referenced section.	PACTS III ACO
Service Contract Reporting Requirements for Indefinite Delivery Contracts	FAR Clause 52.204-15	For all applicable task orders, the Contractor shall submit reports about service contracts	Annually, by October 15th.	PACTS III ACO
Work Completion Reporting	Applicable FAR Clauses and Contract No. TBD , Part III, Paragraphs 18.6	Reporting data reflects compliance with FAR clauses 52.219-3, 52.219-14, 52.219-27, 52.219-30	Report to the PACTS III IDIQ annually and Task Order Contracting Officer (TOCO) as applicable.	PACTS III ACO and TOCO