



Joint Intelligence Center (JIOC) Watch Officer Support

Solicitation Number: HSCEMD-11-Q-00002A

Agency: Department of Homeland Security

Office: Immigration & Customs Enforcement

Location: Dallas Administrative Center

Notice Details

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Note: There have been modifications to this notice. To view the most recent modification/amendment, [click here](#)

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[Original Synopsis](#)

Combined

Synopsis/Solicitation

Apr 08, 2011

3:40 pm

[Changed](#)

Apr 12, 2011

9:54 am

[Changed](#)

Apr 22, 2011

4:11 pm

[Changed](#)

Apr 22, 2011

4:14 pm

[Changed](#)

Apr 26, 2011

1:18 pm

[Changed](#)

Apr 27, 2011

12:06 pm

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Solicitation Number:

HSCEMD-11-Q-00002A

Notice Type:

Combined Synopsis/Solicitation

Synopsis:

Added: Apr 08, 2011 3:40 pm Modified: Apr 27, 2011 12:06 pm [Track Changes](#)

This is a combined synopsis /solicitation for commercial items prepared in accordance with the format in Federal Acquisition (FAR) Subpart 12.6, as supplemented with additional information included in this notice. This announcement constitutes the only solicitation; proposals are being requested and a written solicitation will not be issued. The solicitation number is HSCEMD-11-Q-00002 and is issued as a Request for Quote (RFQ) under FAR 13.5. This solicitation document and incorporated provisions and clauses are those in effect through Federal Acquisition Circular 2005-49. This procurement is a Total SBA

ALL FILES

[PWS](#)

Apr 08, 2011

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[Questions & Answers](#)

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GENERAL INFORMATION

Notice Type:

Combined

Synopsis/Solicitation

Original Posted Date:

April 8, 2011

Posted Date:

April 22, 2011

Response Date:

certified-HUBZone Small-Business set-aside. The associated North American Industry Classification System (NAICS) code is 541690. The size standard is _7 million.

The US Department of Homeland Security (DHS), Immigration and Customs Enforcement (ICE), has a requirement for watch officer support for the Joint Intelligence Operations Center (JIOC) in Washington DC in accordance with the attached Performance Work Statement (PWS). The current estimated period of performance is for a 12 month base year and a 12 month option year period. The government intends to transition these positions to federal employees through insourcing and will notify contractor in writing prior to occurrence.

Provisions

The provision at FAR 52.212-2, Evaluation - Commercial Items applies to this acquisition.

Evaluation -- Commercial Items (Jan 1999)

(a) The Government will award a contract resulting from this solicitation to the responsible offeror whose offer conforming to the solicitation will be most advantageous to the Government, price and other factors considered. The following factors in descending order of importance shall be used to evaluate offers:

- (1) Technical Capability
- (2) Past Performance;
- (3) Price

Technical Capability and past performance, when combined, are significantly more important than price.

May 09, 2011 3:00 pm Central

Original Response Date:

Apr 29, 2011 3:00 pm Central

Archiving Policy:

Automatic, 15 days after response date

Original Archive Date:

May 14, 2011

Archive Date:

May 24, 2011

Original Set Aside:

HUBZone

Set Aside:

HUBZone

Classification Code:

R -- Professional, administrative, and management support services

NAICS Code:

541 -- Professional, Scientific, and Technical Services/541690 -- Other Scientific and Technical Consulting Services

(b) Options. The Government will evaluate offers for award purposes by adding the total price for all options to the total price for the basic requirement. The Government may determine that an offer is unacceptable if the option prices are significantly unbalanced. Evaluation of options shall not obligate the Government to exercise the option(s).

(c) A written notice of award or acceptance of an offer, mailed or otherwise furnished to the successful offeror within the time for acceptance specified in the offer, shall result in a binding contract without further action by either party. Before the offer's specified expiration time, the Government may accept an offer (or part of an offer), whether or not there are negotiations after its receipt, unless a written notice of withdrawal is received before award.

Instructions

The provision at FAR 52.212-1, Instructions to Offerors - Commercial Items, applies to this acquisition with the following ADDENDUM:

All responses shall include two separate volumes:

Volume 1 - Technical Quotation

Volume 2 - Price Quotation

Volume 1 Page Limitation:

Excluding cover pages, the key personnel resume, any certificates and quality recognitions/awards; the technical quote is limited to 30 one-sided pages with a maximum of three pages of tables included. A front and back side of a page will count as two pages. Quotation contents that exceed the stated page limitation will be removed from the quote by the Contracting Officer prior to turning the quote over to the Government evaluation team and will not

be considered in the evaluation. Volume 2 does not have a page limitation.

Volume 1

Technical Capability

Offerors are required to describe their approach or plan to accomplish the Performance Work Statement (PWS). The plan should describe existing capability to meet the PWS task requirements and describe how the offeror will manage and implement effectively the tasks required to accomplish the PWS. Include an overview of the corporate organizational structure in the description and describe roles/responsibilities if any team members or subcontractors are included. Describe the corporate quality control plan and performance measurement approach to cover how performance standards will be monitored, evaluated, and reported. A draft QASP is provided with the solicitation recognizing that the successful Offeror's quality control plan may impact the Government's QASP. The QASP will be finalized within 30 days after award.

Provide a staffing plan describing how the staffing required under the PWS will be filled. The staffing plan should include the timeline from receipt of order to the fill of all positions. The contractor shall describe the education and experience qualifications on the proposed personnel in relation to the personnel requirements in the PWS. Include a resume for the On-site Contract Project Manager (CPM), which is considered a key personnel position. The resume should reflect the ability to perform the complexity of the work required in the PWS. The personnel will be evaluated according to the relevant work experience and qualifications to accomplish the PWS.

The offered capability must present sufficient information to reflect a thorough understanding of the work requirements and a detailed plan for achieving the PWS with minimal risk to the Government. Lack of specificity or a general offer to perform the PWS may result in a quote being considered unacceptable and eliminated from further consideration for award. Offers are evaluated on the feasibility and completeness of the technical capability to integrate tasking and achieve the PWS with minimal risk to the Government.

Past Performance

Offeror's quote shall provide a summary of at least three current or past contracts for the same or similar services, within the last three years. This information should demonstrate how the Offeror has successfully performed work similar to what is described in the PWS. This summary shall also contain sufficient information for the Government to verify contractor past performance and customer satisfaction as follows.

1. project title and contract number
2. start and end dates
3. contract value
4. any awards or quality demonstrators of performance achieved
5. respective primary Point of Contact for the customer (name, agency or firm affiliation, city and state, phone number and e-mail)

Successful completion of work activities similar in terms of size, complexity, type of work, as well as receipt of awards/recognition and lack of adverse contractual actions, will result in a higher rating than more narrow experience. If an Offeror has no record of relevant past performance or information on performance is not available, the Offeror will receive a "Neutral" rating, which is neither favorable nor unfavorable.

The Government is seeking to determine whether the offeror has past performance that will enhance its technical capability to perform and whether the offeror consistently delivers quality services in a timely manner. In evaluating past performance, the Government may supplement the information Offerors provide with performance information it may obtain from any source including its own experience with the Offeror and government agency databases.

The contractor shall, as part of its proposal, present a high-level transition plan (no more than two pages long) including major milestones for adding resources and transitioning support responsibilities.

Volume 2

Price

Offerors shall quote a Time and Materials (T&M) or labor hour type of pricing structure. Travel will be funded as a NTE CLIN (currently est. @ \$25,000). The Government will add the est. \$25,000 per year to each proposal for total price evaluation purposes. Travel requirements must be preapproved prior to being taken. The offer must submit proposed price by year and include a summary for the base period and the option period. For evaluation purposes, the following anticipated distribution of labor hours by labor categories shall be used by offerors in preparing their price quote.

BASE YEAR (12 Months)

Line Item	EST QTY	UNIT
Hourly Rate Extended Amount		
0001		
Contract Project Manager		
(1)	2,080	Hrs \$ _____

\$ _____

0002

Contract Watch Officer (8) 16,640 Hrs

\$ _____ \$ _____

0003

Contract Technical Officer (2) 4,160 Hrs

\$ _____ \$ _____

0004

TRAVEL (1) Lot

NTE est.: \$25,000.00

Total (Base Year)

\$ _____

ONE YEAR OPTION

Line Item EST QTY UNIT

Hourly Rate Extended Amount

1001

Contract Project Manager (1) 2,080 Hrs

\$ _____ \$ _____

1002

Contract Watch Officer (8) 16,640 Hrs

\$ _____ \$ _____

1003

Contract Technical Officer (2) 4,160 Hrs

\$ _____ \$ _____

0004

TRAVEL (1) Lot

NTE est.: \$25,000.00

Total (Option
Year) \$ _____

Total (All years)
\$ _____

Reps/Certs

Offerors shall provide a completed copy of the provision at FAR 52.212-3, Offeror Representations and Certification Commercial Items (March 2011), with its offer (for the full text please see <https://www.acquisition.gov/far/index.html>).

Clauses

The clause at FAR 52.212-4 Contract Terms and Conditions, Commercial Items (Jun 2010) and 52.212-4 Alt I (Oct 2008) applies to this acquisition. Addenda clauses below are incorporated by reference:

FAR 52.217-8 Option to Extend Services (Nov 1999): Fill in: 30 days notice

FAR 52.217-9 Option to Extend the Term of the Contract (Mar 2000): Fill Ins: prior to expiration; 30 days before the contract expires; 2 years, 6 months.

The clause at FAR 52.212-5 Contract Terms and Conditions Required to Implement Statutes or Executive Orders (MAR 2011), applies to this acquisition.

The following clauses are applicable under paragraph (a):

52.233-3, Protest After Award (Aug 1996)

52.233-4, Applicable Law for Breach of Contract

Claim (Oct 2004)

The following clauses are applicable under paragraph (b):

- 52.203-6, Restrictions on Subcontractor Sales to the Government (Sept 2006)
- 52.204-10, Reporting Executive compensation and First-Tier Subcontract Awards (Jul 2010)
- 52.209-6, Protecting the Government' Interest When Subcontracting with Contractors Debarred, Suspended, or Proposed for Debarment (Dec 2010)
- 52.219-3, Notice of Total HUBZone Set-Aside or Sole-Source Award (Jan 2011)
- 52.219-8, Utilization of Small Business Concerns (Jan 2011)
- 52.219-14, Limitations on Subcontracting (Dec 1996)
- 52.219-28, Post Award Small Business Program Representation (Apr 2009)
- 52.222-3, Convict Labor (June 2003)
- 52.222-21, Prohibition of Segregated Facilities (Feb 1999)
- 52.222-26, Equal Opportunity (Mar 2007)
- 52.222-35, Equal Opportunity for Veterans (Sep 2010)
- 52.222-36, Affirmative Action for Workers with Disabilities (Oct 2010)
- 52.222-37, Employment Reports on Veterans (Sep 2010)
- 52.222-40, Notification of Employee Rights Under the National Labor Relations Act (Dec 2010)
- 52.222-54, Employment Eligibility Verification (Jan 2009)
- 52.227-14, Rights in Data - General
- 52.227-16, Additional Data Requirements
- 52.227-17, Rights in Data - Special Works
- 52.223-18, Contractor Policy to Ban Text Messaging while Driving (Sep 2010)
- 52.232-33, Payment by Electronic Funds Transfer-Central Contractor Registration (Oct. 2003)

The following HSAR clauses are applicable:

3052.204-71 CONTRACTOR EMPLOYEE
ACCESS (JUN 2006)

(a) Sensitive Information, as used in this Chapter, means any information, the loss, misuse, disclosure, or unauthorized access to or modification of which could adversely affect the national or homeland security interest, or the conduct of Federal programs, or the privacy to which individuals are entitled under section 552a of title 5, United States Code (the Privacy Act), but which has not been specifically authorized under criteria established by an Executive Order or an Act of Congress to be kept secret in the interest of national defense, homeland security or foreign policy. This definition includes the following categories of information:

- (1) Protected Critical Infrastructure Information (PCII) as set out in the Critical Infrastructure Information Act of 2002 (Title II, Subtitle B, of the Homeland Security Act, Public Law 107-296, 196 Stat. 2135), as amended, the implementing regulations thereto (Title 6, Code of Federal Regulations, Part 29) as amended, the applicable PCII Procedures Manual, as amended, and any supplementary guidance officially communicated by an authorized official of the Department of Homeland Security (including the PCII Program Manager or his/her designee);
- (2) Sensitive Security Information (SSI), as defined in Title 49, Code of Federal Regulations, Part 1520, as amended, "Policies and Procedures of Safeguarding and Control of S SI," as amended, and any supplementary guidance officially communicated by an authorized official of the Department of Homeland Security (including the Assistant Secretary for the Transportation Security Administration or his/her designee);
- (3) Information designated as "For Official Use

Only," which is unclassified information of a sensitive nature and the unauthorized disclosure of which could adversely impact a person's privacy or welfare, the conduct of Federal programs, or other programs or operations essential to the national or homeland security interest; and

(4) Any information that is designated "sensitive" or subject to other controls, safeguards or protections in accordance with subsequently adopted homeland security information handling procedures.

(b) "Information Technology Resources" include, but are not limited to, computer equipment, networking equipment, telecommunications equipment, cabling, network drives, computer drives, network software, computer software, software programs, intranet sites, and internet sites.

(c) Contractor employees working on this contract must complete such forms as may be necessary for security or other reasons, including the conduct of background investigations to determine suitability. Completed forms shall be submitted as directed by the Contracting Officer. Upon the Contracting Officer's request, the Contractor's employees shall be fingerprinted, or subject to other investigations as required. All contractor employees requiring recurring access to Government facilities or access to sensitive information or IT resources are required to have a favorably adjudicated background investigation prior to commencing work on this contract unless this requirement is waived under Departmental procedures.

(d) The Contracting Officer may require the contractor to prohibit individuals from working on the contract if the government deems their initial or continued employment contrary to the public interest for any reason, including, but not limited to, carelessness, insubordination, incompetence, or security concerns.

(e) Work under this contract may involve access

to sensitive information. Therefore, the Contractor shall not disclose, orally or in writing, any sensitive information to any person unless authorized in writing by the Contracting Officer. For those contractor employees authorized access to sensitive information, the contractor shall ensure that these persons receive training concerning the protection and disclosure of sensitive information both during and after contract performance.

(f) The Contractor shall include the substance of this clause in all subcontracts at any tier where the subcontractor may have access to Government facilities, sensitive information, or resources.

ALTERNATE I

(JUN 2006)

When the contract will require contractor employees to have access to Information Technology (IT) resources, add the following paragraphs:

(g) Before receiving access to IT resources under this contract the individual must receive a security briefing, which the Contracting Officer's Technical Representative (COTR) will arrange, and complete any nondisclosure agreement furnished by DHS.

(h) The contractor shall have access only to those areas of DHS information technology resources explicitly stated in this contract or approved by the COTR in writing as necessary for performance of the work under this contract. Any attempts by contractor personnel to gain access to any information technology resources not expressly authorized by the statement of work, other terms and conditions in this contract, or as approved in writing by the COTR, is strictly prohibited. In the event of violation of this provision, DHS will take appropriate actions with regard to the contract and the individual(s) involved.

(i) Contractor access to DHS networks from a remote location is a temporary privilege for mutual convenience while the contractor performs business for the DHS Component. It is not a right, a guarantee of access, a condition of the contract, or Government Furnished Equipment (GFE).

(j) Contractor access will be terminated for unauthorized use. The contractor agrees to hold and save DHS harmless from any unauthorized use and agrees not to request additional time or money under the contract for any delays resulting from unauthorized use or access.

(k) Non-U.S. citizens shall not be authorized to access or assist in the development, operation, management or maintenance of Department IT systems under the contract, unless a waiver has been granted by the Head of the Component or designee, with the concurrence of both the Department's Chief Security Officer (CSO) and the Chief Information Officer (CIO) or their designees. Within DHS Headquarters, the waiver may be granted only with the approval of both the CSO and the CIO or their designees. In order for a waiver to be granted:

(1) The individual must be a legal permanent resident of the U. S. or a citizen of Ireland, Israel, the Republic of the Philippines, or any nation on the Allied Nations List maintained by the Department of State;

(2) There must be a compelling reason for using this individual as opposed to a U. S. citizen; and

(3) The waiver must be in the best interest of the Government.

(l) Contractors shall identify in their proposals the names and citizenship of all non-U.S. citizens proposed to work under the contract. Any additions or deletions of non-U.S. citizens after contract award shall also be reported to the contracting officer.

The following clauses are incorporated by

reference (full text can be accessed at:
<http://www.dhs.gov/xopnbiz/regulations/>)
3052.242-71 Dissemination of contract information
(Dec 2003)
3052.242-72 Contracting Officer's Technical
Representative (Dec 2003).
3052.215-70 Key Personnel (Dec 2003).
3052.242-72 Contracting Officer's Technical
Representative (Dec 2003)

Point of Contact for this Solicitation
Please email questions and quotes to:
Tasha Wang
Tasha.wang@dhs.gov

Quotes must be submitted prior to closing,
Monday, May 9 at 3:00pm CST to be considered.

All future information about this acquisition,
including solicitation and/or amendments will be
distributed solely through the Federal Business
Opportunities website at www.fedbizopps.gov.
Interested parties are responsible for monitoring
this site to ensure receipt of the most-up-to-date
information regarding any future acquisition. All
Contractors doing business with the Federal
Government must be registered in the Central
Contractor Registration (CCR) database. The
website for this registration is www.ccr.gov.

Please consult the list of [document viewers](#)
if you cannot open a file.

PWS

Type: Other (Draft RFPs/RFIs, Responses to
Questions, etc..)

Posted Date: April 8, 2011

[SCIF PWS 2011 Apr 11 Final.docx](#) (45.19

Kb)

Description: Performance Work Statement

QASP

Type: Other (Draft RFPs/RFIs, Responses to Questions, etc..)

Posted Date: April 8, 2011

[Attachment D QASP - SCIF.doc](#) (62.00

Kb)

Description: Quality Assurance Plan

Questions & Answers

Type: Other (Draft RFPs/RFIs, Responses to Questions, etc..)

Posted Date: April 12, 2011

[Questions and Answers.doc](#) (25.50 Kb)

Description: Questions & Answers

Questions and Answers #2

Type: Other (Draft RFPs/RFIs, Responses to Questions, etc..)

Posted Date: April 22, 2011

[Questions and Answers #2.doc](#) (40.00

Kb)

Description: Questions and Answers #2

Revised PWS

Type: Other (Draft RFPs/RFIs, Responses to Questions, etc..)

Posted Date: April 22, 2011

[SCIF PWS 2011 Apr 11 Revised.docx](#)

(51.34 Kb)

Description: The PWS has been revised to change the number of personnel required: CWO to 8; CTO to 2; CPM remains 1.

Contracting Office Address:

7701 N. Stemmons Freeway
8th Floor
Dallas, Texas 75247

Place of Performance:

HSI Intel Headquarters, ICE Headquarters, 500
12th Street SW, Washington DC 20536
Washington, District of Columbia 20536
United States

Primary Point of Contact.:

Tasha Wang,
Contract Specialist
tasha.wang@dhs.gov
Phone: 214-905-5427

Secondary Point of Contact:

Jill Thomas,
Contracting Officer
jill.thomas@dhs.gov
Phone: 214-905-8334

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PERFORMANCE WORK STATEMENT

Department of Homeland Security, U.S. Immigration and Customs Enforcement (ICE) Joint Intelligence Operations Center (JIOC) Support

1. BACKGROUND

The Joint Intelligence Operations Center (JIOC) project provides a professional cadre of Contract Watch Officers and staff to support mission-essential requirements of ICE's 24 hour a day, 7 day a week, operations center and associated continuity programs. This is a national security program.

The purpose of the JIOC is to synchronize operations and intelligence capabilities, streamline situational awareness, and facilitate rapid and responsible information sharing at all echelons, locations, and classification levels in support of ICE and Department missions.

The JIOC will meet information challenges more rapidly by consolidating existing capabilities under a single chain of command, provide a single point of service for senior leadership, and employ all sources of information to ensure seamless situational awareness. Consistent with assigned missions, the JIOC will synchronize reporting and support ICE operations by joining existing and emerging event, action, and threat information in real-time. The JIOC requires an integrated staff which supports a cradle-to-grave event situational awareness concept for ICE senior leaders and field managers. Specifically, the JIOC shall:

- Gain and maintain global situational awareness through the operation of a single 24x7 watch that receives, coordinates, and disseminates classified and unclassified information and facilitates the exchange of law enforcement and national intelligence between ICE directorates, leadership, and the Department.
- Serve as the Director's information clearinghouse by obtaining and providing timely, accurate, and relevant information concerning current events, enforcement actions, and threats in near real-time through event tracking, situation monitoring, and information management.
- Serve as a decision support platform during significant events, threats, and crises by seamlessly integrating operational information and intelligence in support of senior leadership.
- Execute contingency operations, continuity plans, and provide crisis support services during national, international, or global crises.

2. SCOPE/OBJECTIVES

This Performance Work Statement (PWS) defines the contractor's tasks and responsibilities for providing ICE JIOC support. The scope of the work is characterized by complex and highly technical mission support activities of ICE, and the position bears responsibility for key collection and timely reporting of potential information affecting ICE's enforcement mission. The effect of the work directly facilitates ICE's accomplishment of its primary mission, i.e., to protect America and uphold public safety. Successful performance of the contractor's responsibilities is critical to preserving national security and public safety in the face of terrorist and other criminal threats to the country.

ICE intends to insource these services, the contract will be down scoped as the positions are filled by federal government employees.

Personnel Requirements

On-site Contract Project Manager (CPM):

The CPM serves as the operational and administrative supervisor and team lead of the contracting staff, and provides administrative and managerial oversight as needed by the contractor. The CPM tracks events, coordinates with JIOC executive management to ensure JIOC processes and procedures are followed, and oversees the execution of JIOC contract staff responsibilities. The CPM ensures effective contract JIOC support for ICE participation in interagency operations.

There will be one (1) CPM position.

Minimum Education/Experience: Bachelor's degree and 7 to 10 years experience in intelligence and threat analysis, or master's degree and 4 to 6 years of related intelligence experience. Prior management and supervisory experience required for the CPM. CPM applicants subject to security investigation and must currently have an active Top Secret security clearance, with eligibility for access to SCI information.

Contract Watch Officer Requirement:

Contract Watch Officers (CWO) are responsible for executing the JIOC functions during their assigned shift and are responsible for monitoring world events, conducting current intelligence and operational impact assessments, responding to internal and external inquiries related to agency enforcement operations and actions, and assisting with incident management and operational needs associated with the JIOC mission. The JIOC Contract Watch Officer must identify, assess, communicate, and coordinate with senior leadership, other federal agencies, the Intelligence Community, ICE component programs, and the Department of Homeland Security (DHS).

The CWO requires excellent written and oral communication skills, emergency management experience, operational experience in a national command center/operations center environment, and the ability to interact with senior leaders in a professional manner.

There will be eight (8) CWO positions.

Minimum Education/Experience: Bachelor's degree and 5 years experience in intelligence and threat analysis, or master's degree and 3 years of related intelligence experience. CWO applicants are subject to security investigation and must currently have an active Top Secret security clearance, with eligibility for access to SCI information.

Contract Technical Officer Requirement:

JIOC Contract Technical Officers (CTOs) ensure the seamless integration of technology with workflow requirements. The CTO will perform all aspects of JIOC facility management, to include classified systems, information technology (IT) resources, and GIS integration.

There will be two (2) CTO position.

Minimum Education/Experience: Bachelor's degree in IT or similar field and 5 years experience in classified network operations, intelligence technology, or classified technology program management, or master's degree in a related field and 3 years of related experience. Applicants subject to security investigation and must meet eligibility requirements for access to classified information up to TS/SCI.

3. SERVICE PROVIDER – NON-PERSONAL SERVICES

DHS retains the authority to make all decisions regarding the DHS mission, and the execution or interpretation of laws of the United States. Contractor services defined are not considered to be inherently Governmental in nature, as defined by Federal Acquisition Regulation (FAR) Subpart 7.5. This is a Non-Personal services contract as defined by FAR Subpart 37.101. Contractor personnel rendering services under this order are not subject to supervision or control by Government personnel. The Contractor will be responsible for the supervision of the Contractor employees at all duty locations. The Contractor is expected to work independently to accomplish the requirements of this order. The Contractor must generate reports and other deliverables as specified by the Performance Work Statement.

4. CONTRACTOR REQUIRED TASKS

Contract Watch Officers will have a demonstrated knowledge of command center or watch center operations that involve national events and activities, possess experience handling classified information up to TS/SCI, and have experience interacting with senior leadership and managers. Contract Watch Officers will have a demonstrated knowledge of national security issues, current/world events, drug trafficking, and human smuggling. The contractor shall provide one person to serve as the administrative supervisor of the contracting staff, providing administrative oversight as needed by the contractor. The contractor shall initially provide 8 Contract Watch Officers, 2 Contract Technical Officer and 1 On-Site Contract Project Manager to perform the following duties and possess the following requisite experience for work in a 24x7 SCI cleared facility.

4.1 On-Site Contract Project Manager (CPM):

Under the purview of the ICE Unit Chief and Senior Operations Officer, the CPM will:

- Serve as the primary JIOC Contract Watch Officer point of contact for all activities related to the support of information review, dissemination and monitoring of significant incidents involving ICE personnel or operations.
- Maintain global operational and situational awareness of current threats and ensure significant event notification requirements are followed.
- The CPM's operational responsibilities include: monitor workflow by prioritizing tasks as needed by the situation; alert and brief the ICE Unit Chief, Senior Operations Officer and JIOC Leadership on significant, fast-breaking events; and ensure contract watch officers support team actions within the JIOC and other ICE components.
- Ensure Contract Watch Officers have the appropriate training and experience to accurately and timely report all significant events and emerging situations to high-level ICE officials and DHS personnel, and contribute to briefings for senior ICE leaders on emerging operational, intelligence, and emergency management issues deriving from or affecting ICE operations.
- Through subordinate Contract Watch Officers and staff, the Contract Program Manager directs, plans, assigns, and reviews the Contract Watch Officer staffing and support to the operation of the JIOC in accordance with program objectives and policies established by ICE Headquarters and the HSI Intelligence Collections and Requirements Division Deputy Assistant Director. The CPM ensures Contract Watch Officers are familiar with and cognizant of policies and guidelines related to JIOC operations; interacts with senior HSI Intelligence and JIOC managers to ensure Contract Watch Officers support JIOC operations in accordance with ICE policies, guidelines, and requirements; and acts as the liaison between upper management and the JIOC Contract Watch Officers.
- The CPM may also review and suggest changes to JIOC watch operations based upon best practices, contract resources and policies and procedures to ensure JIOC watch operations are current with ICE mission requirements and reflect changes in operational and technical environments; and assists in the identification and performance of other tasks and responsibilities related to JIOC watch operations as requested by the JIOC Unit Chief and Senior Operations Officer.
- Ensures Contract Watch Officers maintain continuous and effective coordination and liaison between Contract Watch Officers and JIOC leadership and federal watch officers, and colleagues in other major intelligence organizations, and personnel in assigned and related fields to include the DHS National Operations Center (NOC); Secretary of Homeland Security Briefing Staff; National Guard Bureau (NGB); United States Northern Command (USNORTHCOM); Defense Intelligence Agency (DIA); National Security Agency (NSA); Central Intelligence Agency (CIA); and other of federal, state, tribal, and local partner agencies as required.

- Assist HSI Intelligence and JIOC leadership with the execution of agency-wide emergency action plans as they pertain to JIOC contract watch operations and manage national incidents in accordance with the National Incident Management System (NIMS).
- In the event that the Contract Watch Officer staffing falls below overall minimum JIOC staffing requirements for any watch shift, the Contract Program Manager will fill the vacant Contract Watch Officer position and assume operational duties as part of his/her position until a replacement Contract Watch Officer enters on duty.

4.2 Contract Watch Officer Requirement: Contract Watch Officers monitor world events, conduct current intelligence and operational impact assessments, respond to enforcement operations, and assist with incident management and operational needs associated with the JIOC mission. The JIOC Contract Watch Officer must identify, assess, communicate, and coordinate with senior leadership, other federal agencies, the Intelligence Community, ICE component programs, and DHS.

Specifically, Contract Watch Officers assist in gaining, maintaining, and communicating global situational awareness of law enforcement, intelligence, and emergency management on a 24x7 basis. Contract Watch Officers function as the eyes and ears of ICE and require excellent written and oral communication skills, organization skills, and the ability to interact with senior leaders and interagency partners in a professional manner. The position requires the contract staff to:

- Monitor worldwide law enforcement operations, intelligence collection, and disaster information, maintaining a common operating picture of ICE equities.
- Gather, review, and collate unclassified and classified information from message traffic, email, RSS feeds, telephone, and other communication systems.
- Recognize critical, time-sensitive information from the flow of routine information, and take immediate action to alert the Senior Contract Watch Officer, Senior Operations Officer, and other personnel at the agency and department levels and promptly inform leadership of significant or unusual incidents.
- Execute tasks as needed by the situation; alert and brief the Senior Watch Officer on significant fast-breaking events.
- Prepare, coordinate, and push crisis situation reports, assessments, and intelligence appraisals to customers and ensure ICE significant event notification requirements are met.
- Receive, analyze, and respond to Requests for Information and review JIOC information for releasability to ICE operational programs and field offices.
- Provide ICE-centric support to the DHS NOC.

- Maintain continuous and effective coordination and liaison with counterparts and colleagues in other major intelligence organizations and with personnel in assigned and related fields to include the DHS NOC, Secretary of Homeland Security Briefing Staff, NGB, USNORTHCOM, DIA, NSA, CIA, and other of federal, state, tribal, and local partner agencies as required.

4.3 Contract Technical Officer Requirement: JIOC CTOs ensure the seamless integration of technology with workflow requirements. CTOs perform all aspects of JIOC facility management, to include:

- Planning and coordinating the installation, integration, testing, operation, troubleshooting, and maintenance of the Homeland Secure Data Network (HSDN)/Secret Internet Protocol Router Network (SIPRNET) and Joint Worldwide Intelligence Communications System (JWICS)/C-LAN networks.
- Coordinating information technology security regulations and requirements as described in appropriate security publications and handbooks. Ensures that security requirements for the HSDN and C-LAN networks are being met.
- Provides analysis and advice and recommends solutions to solve issues and problems associated with agency-wide classified information technology programs and systems.
- Participates in the planning, use, scheduling, installation, integration, testing, operation, troubleshooting, and maintenance of HSDN/C-LAN systems Secure Video Tele-Conference (SVTC) equipment and voice communications.
- Ensures that the guidelines outlined in 1) The Director of Central Intelligence Directive (DCID) 6/9, “Physical Security Standards for Sensitive Compartmented Information Facilities,” 2) DHS Management Directive 11043, “Sensitive Compartmented Information Program Management,” and 3) the “Sensitive Compartmented Information Facility Standard Construction and Design Package/Handbook” are met and adhered to.
- Recommends policies, guidelines, and standards for the planning, development, integration, implementation, and evaluation of information technology systems and subsystems to meet the overall information and mission needs. Provides guidance on classification matters involving the sanitization, downgrading, decompartmentation, destruction and operational use.
- Consults with customers to identify and specify requirements, and recommend overall functional and systems requirements. Performs work involving the analysis, documentation, modification, testing, implementation, and support of classified systems. Participates in evaluation, selection, and configuration of commercial off-the-shelf (COTS) software or assists in the development of customized applications.
- At the discretion of the Government, the JIOC CTO may assist in the development of requirements, execute JIOC GeoSpatial (GIS) systems, and provide expert advice in the use of GIS technology in support of the JIOC mission.

5. CONTRACTOR EMPLOYEE TURNOVER

In the event a contractor employee submits their resignation, the contractor will notify the Government within 24 hours of being notified or as soon as possible if departure occurs sooner, and submit a security packet for their replacement within 5 days of being notified of the employees departure. The new applicant must have had a favorable SSBI conducted within the last two years and an (Active) DISCO TS/SCI Granted within five years of EOD.

6. DELIVERABLES

6.1 The Contractor shall provide the following deliverables:

Task/Deliverable Requirement	Performance Standard	Acceptable Quality Level (AQL)
Start Work Meeting	Due within 7 calendar days after award	Provided by the 5 th working day
Weekly Reports	Due by the 2nd workday following the reporting period.	Accurate, complete received 98% on time.
Monthly Report	Due by the 10 th workday of the Month.	Accurate, complete received 98% on time.
Quarterly Report	Due by the 10 th workday following the Calendar Year Quarter.	Accurate, complete received 98% on time.
Ad Hoc Reports	As Required within 2 calendar days	Accurate and complete report received on time 95% of the time. Any required corrections are minor.
Final Inquiry Reports and Combination Change Requests	Due within 15 working days from assignment.	Accurate and complete report received on time 95% of the time. Any required corrections are minor.
Assist in Conducting Declassification Reviews	Complete within 7 working days from requested date.	No more than 3 complaints per year on minor problems for which corrective actions taken by the contractor appear or were satisfactory.
Management/ Business Relations on all tasks	Customer Input	No more than 3 complaints per year on minor problems for which corrective actions taken by the contractor appear or were satisfactory.

Logging in Database Requests for Access. Submitting Requests for C-LAN.	Within 2 business days from day of request/receipt.	Accurate, complete received 95% on time.
Daily Reports	Complete by end of business day.	Accurate, complete received 95% on time.
Collect, review, interpret, evaluate, and integrate data from multiple sources in assessing the relevance and significance of national security and law enforcement developments world wide	As Required	Accurate, complete received 95% on time.
Provide senior leaders and managers with complete situational awareness of threats related to national security, enforcement of immigration laws, contraband and illicit drugs, and emergency response within the Homeland and abroad	Daily	Accurate, complete received 98% on time.
Prepare new or revise previous analyses, assessments or other products to include briefings, reports, automated and manual data bases, studies, and estimates	As Required	Accurate, complete received 98% on time.
Ensure that new ICE users are trained in applicable IS security requirements, responsibilities and procedures	As Required	Accurate, complete received 98% on time.
Coordinate with ICE components/departments physical and personnel security offices to delete users from physical and IS authorized user lists, locks, tokens and access cards each time a user is terminated.	Bi-Weekly	Accurate, complete received 95% on time.
Review inventory list regularly to keep abreast of IS component changes or relocation.	Monthly	Accurate, complete received 95% on time.
Setup and coordinate meetings and conferences as required.	As Required	Accurate, complete received 95% on time.
Create and modify documents using Microsoft Office based products.	As Required	Accurate, complete received 95% on time.

7. GOVERNMENT-FURNISHED EQUIPMENT

The Government will provide contractor personnel with adequate equipment and supplies to perform their assigned tasks. Any equipment furnished by the Government to the contractor to perform the work under this contract will be returned to the Government at the termination of the contract. Any training materials, policies, procedures, timelines, or other documentation or electronic work product first produced under this contract shall be delivered to the Government upon contract expiration. The contractor will not copyright or own exclusive rights to products developed by contractor employees for DHS.

8. TRAVEL

Contractors may perform travel in the accomplishment of this task. This includes travel in support of emergency operations functions and related exercises, travel to attend conferences and meetings as required, provide status reports to senior Government leadership, and local travel between contractor and ICE offices.

All travel will be conducted in accordance with the provisions of the Federal Travel Regulations, with appropriate pre-travel cost estimates approved prior to travel in writing by the COTR and written travel claims processed in a timely manner through contractor.

Air travel will be accomplished on regularly scheduled commercial flights in the most economical manner possible. Reimbursement for the cost of lodging and incidental expenses will be considered reasonable and allowable to the extent that costs submitted for reimbursement do not exceed the rates and amounts allowed by the Federal Travel Regulation as applies to civilian employees of the U.S. Government.

9. PLACE OF PERFORMANCE.

HSI Intel Headquarters, ICE Headquarters, 500 12th Street SW, Washington DC 20536.

Travel for temporary duty may be required. Contractor employees are required to travel to Charleston, SC for an ICE unique six (6) week training course. Travel will also be required for Continuity of Operations Program (COOP) exercises and 2-3 day events related to emergency relocation, emergency response and incident management and supporting coordination meetings. It is estimated 20 – 25 days of travel will be required per year in addition to the six (6) week training.

10. PERIOD OF PERFORMANCE

The base year period of performance will be for a period of 12 months from date of award. The option year, if exercised, will be for a period of 1 year. The Government may exercise the option year in accordance with the clauses herein. As ICE intends to insource these services, during this period of performance the contract will be down scoped as the positions are filled by federal government employees.

11. DUTY HOURS

The contractor shall provide employee(s) to occupy the JIOC on a 24/7/365 basis (**post never unmanned**).

The current period of work consist of three (3) 8-hour shifts - Days (6am – 2pm), Evenings (2pm – 10pm) and Midnights (10pm – 6am). The shifts currently rotate to the successive shift every three pay periods (42 days), on the Sunday of the first administrative work week.

Each Contract Watch Officer works a 40-hour administrative work week, and works 5 days on duty, two days off. In order to accommodate the 24/7/365 coverage, watch officers will have modified weekends as the designated two days off (ie. Friday/Saturday or Sunday/Monday).

The Contract Watch Officers will be assigned to a team based upon the needs of the JIOC at the time the Contract Watch Officer enters on duty at ICE Headquarters, and will be assigned to a JIOC watch shift that is comprised of both federal and contract watch officers.

Shifts are subject to change and may slide to an alternate rotational time based on the needs of the agency.

12. TRANSITION

The contractor shall, as part of its proposal, present a high-level transition plan (no more than two pages long) including major milestones for adding resources and transitioning support responsibilities. The contractor shall complete the transition plan within 10 days of the Task Order award. The activities included as part of the transition are as follows:

- Inventory and orderly transfer of all Government-furnished equipment/property, software, and licenses,
- Transfer of documentation currently in process,
- Transfer of all software coding in process, and
- Coordinating the work with the current contractor.

The contractor's transition plan shall be approved by DHS ICE and shall contain a milestone schedule of events and system turnovers. The transition plan shall transition all work with no disruption in operational services. The contractor shall provide the detailed transition plan 10 days after Task Order award. To ensure the necessary continuity of services and to maintain the current level of support, ICE will retain services of the incumbent contractor for the transition period, if required.

13. SECURITY REQUIREMENTS

GENERAL

The Department of Homeland Security (DHS) has determined that performance of the task as described in this PWS, requires that the Contractor, subcontractor(s), vendor(s), etc. (herein known as Contractor) access classified National Security Information (herein known as classified information). Classified information is Government information which requires protection in

accordance with Executive Order 13526, Classified National Security Information, and supplementing directives.

52.204-2 Security Clause Requirements.

This clause applies to the extent that this contract involves access to information classified TS/SCI.

The Contractor shall comply with—

(1) The Security Agreement (DD Form 441), including the *National Industrial Security Program Operating Manual* (DOD 5220.22-M); and

(2) Any revisions to that manual, notice of which has been furnished to the Contractor.

(a) If, subsequent to the date of this contract, the security classification or security requirements under this contract are changed by the Government and if the changes cause an increase or decrease in security costs or otherwise affect any other term or condition of this contract, the contract shall be subject to an equitable adjustment as if the changes were directed under the Changes clause of this contract.

(b) The Contractor agrees to insert terms that conform substantially to the language of this clause, including this paragraph (d) but excluding any reference to the Changes clause of this contract, in all subcontracts under this contract that involve access to classified information.

The Contractor will abide by the requirements set forth in the DD Form 254, Contract Security Classification Specification, included in the contract, and the National Industrial Security Program Operating Manual (NISPOM) for the protection of classified information at its cleared facility, if applicable, as directed by the Defense Security Service. If the Contractor has access to classified information at a DHS or other Government Facility, it will abide by the requirements set by the agency.

SUITABILITY DETERMINATION

DHS shall have and exercise full control over granting, denying, withholding or terminating unescorted government facility and/or sensitive Government information access for Contractor employees, based upon the results of a background investigation. DHS may, as it deems appropriate, authorize and make a favorable entry on duty (EOD) decision based on preliminary security checks. The favorable EOD decision would allow the employees to commence work temporarily prior to the completion of the full investigation. The granting of a favorable EOD decision shall not be considered as assurance that a full employment suitability authorization will follow as a result thereof. The granting of a favorable EOD decision or a full employment suitability determination shall in no way prevent, preclude, or bar the withdrawal or termination of any such access by DHS, at any time during the term of the contract. No employee of the Contractor shall be allowed to EOD and/or access sensitive information or systems without a favorable EOD decision or suitability determination by the Office of Professional Responsibility, Personnel Security Unit (OPR-PSU). No employee of the Contractor shall be allowed unescorted access to a Government facility without a favorable EOD decision or suitability determination by the OPR-PSU. Contract employees assigned to the contract not needing access

to sensitive DHS information or recurring access to DHS ' facilities will not be subject to security suitability screening.

BACKGROUND INVESTIGATIONS

Contract employees (to include applicants, temporaries, part-time and replacement employees) under the contract, needing access to sensitive information, shall undergo a position sensitivity analysis based on the duties each individual will perform on the contract. The results of the position sensitivity analysis shall identify the appropriate background investigation to be conducted. Background investigations will be processed through the OPR-PSU. Prospective Contractor employees with adequate security clearances issued by the Defense Industrial Security Clearance Office (DISCO) may not be required to submit complete security packages, as the clearance issued by DISCO may be accepted. Prospective Contractor employees without adequate security clearances issued by DISCO shall submit the following completed forms to the OPR-PSU through the COTR, no less than 35 days before the starting date of the contract or 35 days prior to the expected entry on duty of any employees, whether a replacement, addition, subcontractor employee, or vendor:

1. Standard Form 86, "Questionnaire for National Security Positions"
Form will be submitted via e-Qip (electronic forms submission).
2. FD Form 258, "Fingerprint Card" (2 copies)
3. Foreign National Relatives or Associates Statement
4. DHS 11000-9, "Disclosure and Authorization Pertaining to Consumer Reports Pursuant to the Fair Credit Reporting Act"
5. Optional Form 306 Declaration for Federal Employment (applies to contractors as well)
6. Authorization for Release of Medical Information

If the contract authorizes positions which do not require access to classified information: In those instances where a Prospective Contractor employee will not require access to classified information, areas or classified systems the Vendor will add to and the COTR will insure the following statement is added to the eQip Worksheet prior to submitting it to OPR PSU: "Employee will not require NSI Access to Classified Information or Classified Systems at any level".

Required forms will be provided by DHS at the time of award of the contract. Only complete packages will be accepted by the OPR-PSU. Specific instructions on submission of packages will be provided upon award of the contract.

Be advised that unless an applicant requiring access to sensitive information has resided in the US for three of the past five years, the Government may not be able to complete a satisfactory

background investigation. In such cases, DHS retains the right to deem an applicant as ineligible due to insufficient background information.

The use of Non-U.S. citizens, including Lawful Permanent Residents (LPRs), is not permitted in the performance of this contract for any position that involves access to, development of, or maintenance to any DHS IT system.

CONTINUED ELIGIBILITY

If a prospective employee is found to be ineligible for access to Government facilities or information, the COTR will advise the Contractor that the employee shall not continue to work or to be assigned to work under the contract.

The OPR-PSU may require drug screening for probable cause at any time and/ or when the contractor independently identifies, circumstances where probable cause exists.

The OPR-PSU may require reinvestigations when derogatory information is received and/or every 5 years.

DHS reserves the right and prerogative to deny and/ or restrict the facility and information access of any Contractor employee whose actions are in conflict with the standards of conduct, 5 CFR 2635 and 5 CFR 3801, or whom DHS determines to present a risk of compromising sensitive Government information to which he or she would have access under this contract.

The Contractor will report any adverse information coming to their attention concerning contract employees under the contract to the OPR-PSU through the COTR. Reports based on rumor or innuendo should not be made. The subsequent termination of employment of an employee does not obviate the requirement to submit this report. The report shall include the employees' name and social security number, along with the adverse information being reported.

The OPR-PSU must be notified of all terminations/resignations within five days of occurrence. The Contractor will return any expired DHS issued identification cards and building passes, or those of terminated employees to the COTR. If an identification card or building pass is not available to be returned, a report must be submitted to the COTR, referencing the pass or card number, name of individual to whom issued, the last known location and disposition of the pass or card. The COTR will return the identification cards and building passes to the responsible ID Unit.

EMPLOYMENT ELIGIBILITY

The contractor will agree that each employee working on this contract will successfully pass the DHS Employment Eligibility Verification (E-Verify) program operated by USCIS to establish work authorization.

The Contractor must agree that each employee working on this contract will have a Social Security Card issued and approved by the Social Security Administration. The Contractor shall be responsible to the Government for acts and omissions of his own employees and for any Subcontractor(s) and their employees.

Subject to existing law, regulations and/ or other provisions of this contract, illegal or undocumented aliens will not be employed by the Contractor, or with this contract. The Contractor will ensure that this provision is expressly incorporated into any and all Subcontracts or subordinate agreements issued in support of this contract.

SECURITY MANAGEMENT

The Contractor shall appoint a senior official to act as the Corporate Security Officer. The CSO will interface with the OPR-PSU through the COTR on all security matters, to include physical, personnel, and protection of all Government information and data accessed by the Contractor.

The COTR and the OPR-PSU shall have the right to inspect the procedures, methods, and facilities utilized by the Contractor in complying with the security requirements under this contract. Should the COTR determine that the Contractor is not complying with the security requirements of this contract; the Contractor will be informed in writing by the Contracting Officer of the proper action to be taken in order to effect compliance with such requirements.

The following computer security requirements apply to both Department of Homeland Security (DHS) operations and to the former Immigration and Naturalization Service operations (FINS). These entities are hereafter referred to as the Department.

INFORMATION TECHNOLOGY SECURITY CLEARANCE

When sensitive government information is processed on Department telecommunications and automated information systems, the Contractor agrees to provide for the administrative control of sensitive data being processed and to adhere to the procedures governing such data as outlined in *DHS MD 140-01 - Information Technology Systems Security and DHS MD 4300 Sensitive Systems Policy*. Contractor personnel must have favorably adjudicated background investigations commensurate with the defined sensitivity level.

Contractors who fail to comply with Department security policy are subject to having their access to Department IT systems and facilities terminated, whether or not the failure results in criminal prosecution. Any person who improperly discloses sensitive information is subject to criminal and civil penalties and sanctions under a variety of laws (e.g., Privacy Act).

INFORMATION TECHNOLOGY SECURITY TRAINING AND OVERSIGHT

All contractor employees using Department automated systems or processing Department sensitive data will be required to receive Security Awareness Training. This training will be provided by the appropriate component agency of DHS.

Contractors who are involved with management, use, or operation of any IT systems that handle sensitive information within or under the supervision of the Department, shall receive periodic training at least annually in security awareness and accepted security practices and systems rules of behavior. Department contractors, with significant security responsibilities, shall receive specialized training specific to their security responsibilities annually. The level of training shall be commensurate with the individual's duties and responsibilities and is intended to promote a consistent understanding of the principles and concepts of telecommunications and IT systems security.

All personnel who access Department information systems will be continually evaluated while performing these duties. Supervisors should be aware of any unusual or inappropriate behavior by personnel accessing systems. Any unauthorized access, sharing of passwords, or other questionable security procedures should be reported to the local Security Office or Information System Security Officer (ISSO).