

PACTS PRESOLICITATION NOTICE

The Department of Homeland Security (DHS) is seeking qualified contractors to provide Program Management, Administrative, Clerical and Technical Services (PACTS). This acquisition and resulting contracts **will collectively be referred to as PACTS** and will support DHS-wide cross-organizational missions. The types of services to be acquired through PACTS makes up a significant portion of requirements currently being acquired through various procurement vehicles across the Department. A draft Statement of Work indicating the type of services to be acquired through PACTS has been included as Attachment A to this Presolicitation Notice.

The major goal of this acquisition is to create a streamlined portfolio of contract vehicles accessible DHS-wide. In support of Executive Order 13360, PACTS will be a Service Disabled Veteran Owned Small Business (SDVOSB) set-aside.

The strategic goals and objectives for this acquisition include:

- (1) Providing a comprehensive range of support services for use throughout the Department.
- (2) Providing a continuous alignment between business strategy, business processes, and various management support services while maintaining an acquisition approach based on flexibility and efficiency.
- (3) Acquiring essential support services in an effective, economical, and expedient manner consistent with the DHS mission.
- (4) Supplementing current DHS-Wide Procurement Vehicles.
- (5) Promoting and supporting DHS small business goals and initiatives.
- (6) Providing opportunities for Service-Disabled Veteran-Owned Small Businesses (SDVOSBs).

PACTS will consist of multiple award Indefinite Delivery Indefinite Quantity (IDIQ) contracts with a combined ceiling of approximately \$1.5 billion. PACTS will contain four functional categories (FC) which are as follows: Program Management (FC1), Administrative (FC2), Clerical (FC3), and Technical Services (FC4). Attachment B has been included to provide a detailed description of the PACTS North American Industrial Classification System (NAICS) Codes per functional category. The period of performance for the IDIQ contracts will be for a 2-year base period with three 1-year option periods to be exercised at the sole discretion of the Government. The resulting contract(s) will be structured to allow for the issuance of Firm Fixed Price, Time and Material and Labor Hour task orders.

The Interested Vendors List (IVL) feature will be activated on the Vendors portal to FedBizOpps, and firms are encouraged to provide their contact information to help maximize teaming and subcontracting arrangements.

This acquisition will be conducted utilizing a formal down-select process. Further explanation of the down-select process will be provided upon release of the Request for Proposal (RFP). DHS expects the RFP to be issued on or around fifteen days after this notice is posted. **A pre-proposal conference will be scheduled with details and instructions for attendance to be posted on www.fedbizopps.gov.** Updates and/or changes to any posted information will be available at www.fedbizopps.gov.

Any questions regarding this Presolicitation Notice must be submitted electronically to the address: pacts@dhs.gov. The subject line must read: “Questions – PACTS Presolicitation Notice.” Responses or questions are not required. Due to the interest in this acquisition the Government will not be responding individually to questions but will consolidate a list of Frequently Asked Questions (FAQ). Responses to the FAQs will be posted on www.fedbizopps.gov.

The Government does not intend to issue an award on the basis of the responses generated as a result of this Presolicitation Notice nor otherwise pay for the preparation of any information submitted or for the Governments use of such information. No basis for claims against the Government shall arise as a result of a response to this notice or the Governments use of such information as either part of our evaluation process or in developing specifications for the RFP. Responses will be held in confidential manner.

PACTS DRAFT STATEMENT OF WORK

C.1 General

C.1.1 Objective

Various support services represent a significant portion of the Department of Homeland Security's (DHS) budget and procurement actions. The primary goal of this acquisition is to establish a suite of indefinite-delivery indefinite-quantity contracts for differing support services that will enable DHS business and program units to accomplish their mission objectives. The acquisition and resulting multiple award contracts will collectively be referred to as PACTS (Program Management, Administrative, Clerical, and Technical Services) and are designed to offer a broad range of services, solutions and contract types to fulfill departmental support services needs. This Statement of Work is comprised of four comprehensive functional categories (FC): Program Management – FC1, Administrative – FC2, Clerical – FC3 and Technical Services – FC4. Specific requirements will be further identified and defined at the task order level.

C.1.2 Scope

The Contractor shall provide the full range of program management, administrative, clerical and technical services in one or more of the functional categories to meet the mission needs of the Department of Homeland Security (DHS). As identified in individual Task Orders, the services provided under PACTS will support DHS on a world-wide basis. The Contractors shall furnish the necessary personnel, materials, equipment, facilities, travel, and other services required to satisfy the ordered capabilities and solutions. While the Statement of Work (SOW) identifies four functional categories, the suite of resulting contracts are intended to satisfy a full range of related requirements. The scope of each individual IDIQ contract will be based upon the functional categories for which the Contractor proposed and is selected. With the pace of change it is impossible to anticipate how requirements and individual programs will evolve over the life of the contracts. It is intended that the PACTS contracts remain current and continues to provide a full range of capabilities as indicated by the functional categories. The Contractor shall provide solutions for one or more of the following functional categories with specific tasks to be set forth in the TOs:

- (1) Program Management
- (2) Administrative
- (3) Clerical
- (4) Technical Services

C.1.3 Contract and Task Order (TO) Management

Contract and TO management is a mandatory element for all task orders placed under the PACTS contract. The objective of contract and TO management is to provide the program management, project control and contract administration necessary to manage a high volume, multiple contract type TO process for a large, diversified team so that the cost, schedule and quality requirements of each order are tracked, communicated to the government, and ultimately attained. The use of commercially available automated tools and the application of expertise on processes and metrics that support task order management are encouraged to achieve the above objectives. The objective of the tools is to provide quicker access, improved accuracy, and enhanced accessibility for Contractors/clients, real-time monitoring of

status/deliverables, tracking the quality of work products and gauging overall customer satisfaction.

C.2 Functional Categories

The Contractor shall furnish the full range of solutions and services necessary to meet requirements of this contract and individual TOs as related to the functional categories as described in this section. All solutions and services must meet DHS policies, standards, and procedures as identified by individual TOs.

C.2.1 Functional Category 1 – Program Management

The Contractor shall provide operating advisory and assistance services on administrative management issues, such as financial planning and budgeting, equity and asset management, records management, office planning, strategic and organizational planning, site selection, new business startup and business process improvement. Services under this functional category may also include but are not limited to that of general management consultants that provide a full range of administrative; human resource; marketing; process, physical distribution and logistics; or other management consulting services.

C.2.2 Functional Category 2 – Administrative

The Contractor shall provide day-to-day office administrative support services, such as financial planning; billing and recordkeeping; personnel; and physical distribution and logistics

C.2.3 Functional Category 3 – Clerical

The Contractor shall provide the full range of clerical services to include 1) letter writing; (2) document editing or proofreading; (3) typing word processing or desktop publishing; and (4) stenography (except court reporting or stenotype recording), transcription and other secretarial services, (5) answering telephone calls and relaying messages to clients, (6) postal and mailing services and (7) one or more other office support services, such as facsimile services, and word processing services.

C.2.4 Functional Category 4 – Technical Services

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.

ATTACHMENT B
Functional Category 1: Program Management

APPLICABLE NAICS: 541611

Administrative Management and General Management Consulting Services. Provides operating advice and assistance to businesses and other organizations on administrative management issues, such as financial planning and budgeting, equity and asset management, records management, office planning, strategic and organizational planning, site selection, new business startup and business process improvement. This industry also includes establishment of general management consultants that provide a full range of administrative; human resource; marketing; process, physical distribution and logistics; or other management consulting services.

Size Standard is \$6.5M

Anticipated services under this functional category include but are not limited to:

Program management support	Analytical support for DHS programs
Business, technical studies and analysis	Procurement planning and support
Complex business assessment	Documentation / Reports / Plans
Risk analysis and recommendations	IPT support / DHS advisory assistance
Cost benefit analysis	Life cycle support analysis
Strategic planning	Business support and improvement
Program goals / milestones	Program control oversight EVM
Accounting & financial	

Functional Category 2: Administrative Support

APPLICABLE NAICS: 561110

Provides day-to-day office administrative services, such as billing and recordkeeping; personnel; and physical distribution and logistics. These tasks do not provide operating staff to carry out the complete operations of a business.

Size Standard is \$6.5M

Anticipated services under this functional category include but are not limited to:

Administrative, overseeing and supporting government programs or projects	Documentation / Reports / Plans
Business, technical studies and analysis	Administrative Specialist Support

Functional Category 3: Clerical Support

APPLICABLE NAICS: 561410, 561421, 561431

Provides the following services: (1) letter or resume writing; (2) document editing or proofreading; (3) typing, word processing, or desktop publishing; and (4) stenography (except court reporting or stenotype recording), transcription, and other secretarial services, (5) answering telephone calls and relaying messages to clients, (6) postal and mailing services and (7) one or more other office support services, such as facsimile services, and word processing services.

Size Standard is \$6.5M

Anticipated services under this functional category include but are not limited to:

Typing	Files / Records Maintenance
Document Reproduction	Scheduling Meetings
Mail processing	

Functional Category 4: Technical Services

APPLICABLE NAICS: 541330

Provides 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.

Size Standard is \$4.5M

Anticipated services under this functional category include but are not limited to:

Strategic planning for technology programs	Concept development / requirements analysis
Technical studies and analysis	Systems engineering assessments
Technology assessments	Documentation / Reports / Plans
Risk analysis and recommendations	IPT support and DHS technical assistance
Logistics engineering assessments	Commodity-specific engineering support
System specification development	Modeling and simulation support
Acquisition engineering (e.g., reviews / audits / DHS Handbook compliance)	Test and evaluation support
Process assessments	Integration of systems / subsystems

Design trades and cost benefit analysis	Life cycle support analysis
Training and human factors support	