

U. S. Department of Homeland Security

EAGLE

Enterprise Acquisition Gateway for Leading Edge Solutions

INFORMATION TECHNOLOGY SUPPORT SERVICES



CONTRACT MANAGEMENT PLAN

Department of Homeland Security
Office of Procurement Operations
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EAGLE Contract Management Plan

1. Introduction

The purpose of this Contract Management Plan (CMP) is to provide guidance for the successful management of the Enterprise Acquisition Gateway for Leading Edge Solutions (EAGLE) contracts. The guidance is applicable to all who are involved with the use, management, and administration of the basic contracts as well as the awarded task orders (TO). The CMP focuses on the following areas:

- a. Provides an overview of the EAGLE Multiple Award Indefinite Delivery, Indefinite Quantity (MA/IDIQ) Contract.
- b. Identifies key contract management team members, including authorities and limitations.
- c. Identifies the processes for managing the EAGLE Contracts.
- d. Identifies the performance risk areas that require surveillance.
- e. Provides a checklist for surveillance.

The CMP is a living document and an important risk management tool to ensure that DHS is proactive in identifying and addressing all relevant issues throughout the life of the contract.

2. Contract Summary

2.1 EAGLE Contract Scope

EAGLE is a Multiple Award Indefinite Delivery, Indefinite Quantity (MA/IDIQ) contract vehicle, specifically designed to be mandatory for consideration for information technology (IT) services and is intended to be a vehicle that meets a majority of the enterprise, infrastructure and initiatives for the Department of Homeland Security (DHS). EAGLE is comprised of five comprehensive functional service categories. Specific requirements will be further identified and defined at the task order level.

This MA/IDIQ vehicle consists of two pools of contractors, the large business and small business tracks. Each pool provides the full range of IT services, technical and management expertise, and solution-based products in one or more of five functional categories to meet the mission needs of the DHS. Products can be a part of a requirement provided it is a services and solution based effort. The Contractors are to furnish the necessary personnel, materials, equipment, facilities, travel, and other services required to satisfy the ordered IT capabilities and solutions. The Contractors provide solutions for one or more of the following functional categories (FC) with specific requirements to be set forth in the TOs:

- FC1 - Infrastructure Engineering Design, Development, Implementation, and Integration
- FC2 - Operations and Maintenance
- FC3 - Independent Test, Validation, Verification, and Evaluation
- FC4 - Software Development
- FC5 - Management Support Services

The EAGLE contracts are identified below:

2.2 Contractor Identification

2.2.1 Unrestricted Track Contractors

Contractor Name	Contract Number
Accenture LLP	HSHQDC-06-D-00029
AT&T Government Solutions	HSHQDC-06-D-00040
BAE Systems Info Technology Solutions	HSHQDC-06-D-00028
Bearing Point Inc.	HSHQDC-06-D-00041
Booz Allen Hamilton	HSHQDC-06-D-00031
CACI, Inc. Federal	HSHQDC-06-D-00020
Computer Sciences Corporation	HSHQDC-06-D-00021
Dynamics Research One Source LLC	HSHQDC-06-D-00033
Electronic Data Systems	HSHQDC-06-D-00032
General Dynamics One Source	HSHQDC-06-D-00024
IBM – International Business Machines Corporation	HSHQDC-06-D-00019
Keane Federal Systems, Inc.	HSHQDC-06-D-00025
Lockheed Martin Int. Systems & Solutions	HSHQDC-06-D-00018
Lockheed Martin Services, Inc.	HSHQDC-06-D-00047
McDonald Bradley, Inc.	HSHQDC-06-D-00039
Northrop Grumman Information Technology	HSHQDC-06-D-00022
Nortel Government Solutions	HSHQDC-06-D-00034
Perot Systems Government Solutions, Inc.	HSHQDC-06-D-00037
Kforce Government Solutions	HSHQDC-06-D-00036
Pragmatics, Inc.	HSHQDC-06-D-00035
QSS Group, Inc.	HSHQDC-06-D-00027
Raytheon Company	HSHQDC-06-D-00030
SAIC – Science Applications International Corp.	HSHQDC-06-D-00026
SRA – Systems Research & Application Corp.	HSHQDC-06-D-00038
Unisys Corporation	HSHQDC-06-D-00023

2.2.2 Small Business Track Contractors

Contractor Name	Contract Number
3H Technology LLC	HSHQDC-06-D-00046
Abacus	HSHQDC-06-D-00068
Access Systems, Inc.	HSHQDC-06-D-00067
Aerient LLC	HSHQDC-06-D-00063
CACI Technology Insights, Inc.	HSHQDC-06-D-00050
Analytical Services and Materials, Inc.	HSHQDC-06-D-00043
Arrowhead Global Solutions	HSHQDC-06-D-00057
Base One Technologies	HSHQDC-06-D-00049
Burke Consortium	HSHQDC-06-D-00065
Catapult Technology Limited	HSHQDC-06-D-00053
Creative Computing Solutions	HSHQDC-06-D-00044
Digital Solutions	HSHQDC-06-D-00042
EAGLE Enterprise JV LLC	HSHQDC-06-D-00058
Electronic Consulting Services, Inc.	HSHQDC-06-D-00061
Energy Enterprise Solutions (EES)	HSHQDC-06-D-00062
G&B Solutions Inc.	HSHQDC-06-D-00052
Kadix Systems	HSHQDC-06-D-00047
Metters Industries Inc.	HSHQDC-06-D-00066
Multimax Array EAGLE	HSHQDC-06-D-00045
Optimal Solutions and Technologies, Inc.	HSHQDC-06-D-00064
Pragmatics, Inc.	HSHQDC-06-D-00060
QSS Group, Inc.	HSHQDC-06-D-00054
SCI Consulting, Inc.	HSHQDC-06-D-00056
STG, Inc.	HSHQDC-06-D-00051
The CENTECH Group	HSHQDC-06-D-00069
Trawick	HSHQDC-06-D-00059
TWD	HSHQDC-06-D-00048
Visionary Integration Professional LLC	HSHQDC-06-D-00045

3. Contract Management Approach

The key areas are divided into three primary areas and are identified below. A complete list of the key areas is identified in Section 7. The monitoring procedures for the key areas are included in Section 8:

3.1 Task Order Development and Placement

The CMP provides guidance and procedures for ensuring that: (i) orders are within the scope of EAGLE; (ii) competition requirements are followed; (iii) required justifications are completed; (iv) funding is applied in accordance with appropriation limitations; and (v) a COTR is designated in accordance with regulations and DHS policy.

3.2 Task Order Administration

The Task Order Contracting Officer (TO CO) administers the task order, ensures timely delivery and payment, and performs close out. Each TO CO is responsible for and expected to perform timely close out of the task order. The Contracting Officer’s Technical Representative (COTR) monitors the contractor’s performance from a technical perspective.

3.3 Basic Contract Administration

The contract administration staff must implement, update and enforce the terms and conditions of the EAGLE contracts including issue resolution.

4. Key Contract Management Team Members

4.1 Key Contract Management Members

The key contract management team members include the EAGLE Contracting Officer (CO), the Large Business Administrative Contracting Officer (ACO), the Small Business ACO, the EAGLE Program Manager/COTR, the Acquisition Project Managers (APM), the Task Order Contracting Officers (TO COs), and the Task Order Contracting Officer Technical Representatives (TO COTRs), and other members as required.

Member	Organization
EAGLE Contracting Officer	OPO/ITAC/CMB
EAGLE ACO (large business)	OPO/ITAC/CMB
EAGLE ACO (small business)	OPO/ITAC/CMB
Program Manager/COTR	OPO/ESO
EAGLE Acquisition Project Managers	OPO/ESO
Task Order Contracting Officer (TO CO)	Various
Task Order Contracting Officer Technical Representatives (TO COTR)	Various

The responsibilities for each of the key contract management team members are identified below:

Contract-Level Contracting Officer – The EAGLE CO has the overall responsibility for the contract. The CO, along with the ACOs, are the only individuals authorized to take actions on behalf of the Government to negotiate and modify the terms and conditions of the contracts.

Administrative Contracting Officer – The ACO has the overall responsibility for the day-to-day administration of the large and small business tracks. The ACOs, along with the Contract-level CO, are the only individuals authorized to take actions on behalf of the Government to negotiate and modify the terms and conditions of the contracts.

Program Manager/COTR – The ESO Director serves as the EAGLE PM and the Contract Level COTR. The EAGLE PM/COTR is the Government’s central point of contact to the

EAGLE contractors for all technical matters arising at the contract level. The EAGLE PM/COTR will also serve as the liaison between the Contract level CO and the DHS Components' IT program offices for technical issues related to the EAGLE contracts.

Acquisition Project Manager – The Acquisition Project Manager (APM) is the ESO staff that is available to work directly with Component TO CO and TO COTR and EAGLE prime contractors, throughout the pre-award process, to provide assistance and support. The APM is also responsible for receiving and reviewing all “fair opportunity” exceptions. Upon request of the TO CO, the APM will assist with the creation of the Task Order Request Package (TORP) or review a TORP if developed by the ordering activity. The APM can offer advice regarding the followings:

- applicability of the SOW/PWS/SOO with respect to scope, adequacy of the evaluation criteria;
- realism of the Independent Government Cost Estimate (IGCE);
- appropriateness of the selected task order type; and
- adequacy of the justification used for the exception to the requirements for Fair Opportunity.

The APM is responsible for ensuring that Components are aware of their responsibilities and of the scope of the EAGLE contract, addressing and satisfying the needs of all participants in the process, maintaining a level of program integrity that prevents contractual or programmatic problems, and soliciting feedback and providing continuous process improvement.

Task Order Contracting Officer - The TO CO's role is to prepare, execute, and administer task orders in accordance with their warranted authority. The TO CO's responsibilities are to: find legal acquisition methodology to meet program/project needs; solicit, award, administer, and close out task orders; ensure contractor compliance with contract and task order requirements; interpret procurement policy and requirements; comply with procurement laws, regulations, and policy; direct and authorize the Contractor to accomplish task order objectives. The TO CO has the authority to enter into, administer, and/or terminate task orders, and document related determinations and findings, waivers, and deviations.

Task Order Level Contracting Officer's Technical Representative - The TO COTR has primary responsibility for providing technical direction to the Contractor and performing oversight at the task order level. The TO COTR shall perform duties as assigned in his or her designation letter.

4.2 Other Contract Administration Parties

The Defense Contract Audit Agency (DCAA) can provide audit support and Defense Contract Management Agency (DCMA) can provide contract administration support. The Task Order CO, in consultation with their supervisor and the Component's Head of Contracting Activity (HCA), as needed, will determine if these support services are required.

The DCAA, under the authority, direction, and control of the Under Secretary of Defense (Comptroller), is responsible for performing contract audits for the DHS, and providing accounting and financial advisory services regarding contracts and subcontracts for contract administration activities. These services are provided in connection with negotiation, administration, and settlement of contracts and subcontracts.

The DCMA, within the Department of Defense, may be delegated certain contract administration responsibilities, in accordance with FAR Part 42.

5. Contract Communication Process

All formal direction to the Contractor must be in writing and issued by the EAGLE CO, the ACO, or the TO CO.

Informal communications can occur between a member of the EAGLE staff, the customer, the TO CO and the Contractor. This type of communication is non-binding for both the Government and the Contractor and does not constitute contract direction (i.e., formal communication).

Informal communications between the EAGLE staff, the customer, the TO CO and the Contractor are needed for proper oversight coordination. This communication should be constructive in nature. In informal communications, care should be taken to avoid the impression that the communications are formal. Particularly when someone other than the CO is engaging in informal communications, care must be taken to identify those communications as non-binding. Informal communications to the Contractor must not be construed as contractual direction to change the scope or terms and conditions of the contract. It is expected that these interactions will be fully documented and coordinated with the appropriate CO or COTR.

6. Contract Management Activities

This section provides a general description of contract management activities required to ensure contract requirements are being met. It does not capture every action that DHS will need to complete in order to successfully manage the contract and the TOs. It does, however, set forth the higher-level requirements and describes the overall process within which the tasks are performed. These activities are the responsibility of the EAGLE CO and/or the TO CO with support from appropriate DHS staff and include oversight of the Contractor's implementation of all basic contract requirements.

6.1 Contract Administration Activities

The FAR Subpart 42.3 concentrates on post award contract administration activities; therefore, a review was performed of the regulation to determine which sections should be included in this plan that are specific to the EAGLE contracts.

Those sections are identified below and are of equal level of importance within contract administration.

6.1.1 Contract Modifications

The regulations governing contract modifications are found within FAR Part 43. Some examples of actions which would require contract modifications include changes to the FAR or DHS clauses, adding a skill category, changing an address, etc. The objective of the following procedures is to assure timely and efficient processing of modifications to the EAGLE Contracts.

For modifications that will change all contracts, the numbering structure will be prefixed with an “A”, for example the first modification will be A00001. For modifications that will be unique to one contractor, the prefix will be with a “P”, the first modification in this category will be P00001.

At contract award, all contracts included the same terms and conditions, the only differences were contractor-unique information; specifically, contractor address, identification of awarded FCs, labor category descriptions and rates, travel/material markups and key personnel contact information. Therefore, a “generic” copy of the contract has been posted on the intranet so that customers can view one document versus many.

6.1.1.1 Procedures for Contract Level Modifications:

Any party may initiate a request for modification to the contract(s), i.e., contractor or Government. The request must be forwarded to the EAGLE CO who will review the request with the ACOs and the ESO.

If a modification is deemed necessary, then the EAGLE CO will execute the modification.

6.1.2 Guaranteed Minimums and Maximum under EAGLE

a) Minimums. The minimum of \$250 was met for large businesses in June 2007. For small business, the minimums were met in September 2007.

(b) Maximum. The maximum cumulative dollar ceiling value of all EAGLE contracts is established at \$45 Billion.

6.1.3 Disputes

The EAGLE CO and the ACOs will attempt to resolve issues in controversy; if not successful, the procedures as described in FAR Part 33.2 entitled Alternate Disputes Resolution will be followed when appropriate.

6.1.4 Novation and Change of Name

The EAGLE ACO will process and execute novation and change of name agreements in accordance with the FAR Part 42.12.

6.1.5 Subcontract Consent

The EAGLE contract at Section H.19 describes the requirements for Contactors to request consent. Consent to subcontract is required at the task order level by the TO CO.

6.1.6 Timely Submission of Reports

Attachment 2 of this plan is a list of contract level deliverables and other requirements. The checklist included as Attachment 2 will be used for surveillance by the EAGLE ACO.

6.1.7 Contract Level Performance Evaluation

Contractor Performance Evaluation under the EAGLE contract will be conducted annually using the NIH Contractor Performance System (CPS). The link to the NIH website is <https://cps.nih.gov>. Since ordering under the EAGLE contracts is de-centralized, performance evaluation at the contract level will not include task orders. Task Order performance evaluation will be conducted by the individual TO CO. See Section 6.1.9.4 of this CMP entitled Task Order Performance Evaluation.

6.1.8 Contract Close Out

Contract closeout includes resolution of unresolved claims, release of the Government from continuing liabilities, other legal activities needed to end the contractual relationship, and final fee determination. Contract closeout shall conform to the requirements of FAR 4.804, Closeout of Contract Files. All TOs are required to be closed out by the TO CO promptly upon physical completion and prior to contract close out.

6.1.9 Task Order Level Administration

6.1.9.1 Task/Delivery Order Contract Ombudsman

The Contractor has the ability to contact the Ombudsman (Director, Office of Acquisition Policy and Oversight within DHS CPO) to respond to complaints regarding compliance and award procedures as identified in the EAGLE contract at Section G.4.10 entitled Task/Delivery Order Contract Ombudsman.

6.1.9.2 Invoice Review and Approval

It is the TO COTR's responsibility to timely review the invoices for payments in compliance with the Task Order requirements and the Prompt Payment Act. Approval of the invoices shall be processed through the TO CO.

6.1.9.3 Inspection and Acceptance Process

The Task Order CO in coordination with the TO COTR will review and accept/reject deliverables in accordance with E.5 of the EAGLE contracts entitled Review of Deliverables and E.6 entitled written Acceptance/Rejection by the Government.

For all performance-based task orders, a Quality Assurance Surveillance Plan (QASP) shall be developed that establishes the processes the Government will use to verify Contractor performance in accordance with the performance standards and expectations specified in task order. The QASP summarizes the performance standards, expectations and acceptable quality levels for each task and describes how performance is to be monitored and measured. A QASP template is available as part of the EAGLE Ordering Guide.

6.1.9.4 Task Order Contractor Performance Evaluation

Contractor Performance Evaluation under task orders will be conducted annually by the TO CO using the NIH Contractor Performance System. The link to the NIH website is <https://cps.nih.gov>. Performance evaluations will be conducted in accordance with FAR 42.1503. Each component's Task Order CO is required to ensure timely submission of the report.

6.1.9.5 Task Order and Contract Close Out

When the Contractor has completed the task order, the process of verification of task order completion and initiation of task order closeout should commence by the TO CO.

Periodically, (e.g., annually) and prior to the expiration of the EAGLE contract, the EAGLE CO will meet with each component to ensure task order close outs are being conducted in accordance with FAR 4.804. The EAGLE CO will initiate close out at the contract level after verifying all task orders have been closed out at the task order level.

6.1.9.6 Contract/Task Order Records

All records acquired or generated by the contractor in performing task orders are the property of the Government. These records must be made available to the Government in accordance with contract Clause 52.215-2 entitled Audit and Records--Negotiation.

6.2 Monitoring Contracts and Task Orders

Contract management includes those actions not specifically called out in the FAR, but that are necessary to carry out the Government's commitments under the contracts. Of major importance in contract management is the coordination and monitoring of the contracts and task orders to ensure that the Contractor performs to the terms and conditions as agreed upon. The following subsections highlight these management and administration activities and represent some of the more critical areas in the execution of the contracts. The EAGLE CO relies on the concerted effort of all parties to successfully help manage the contracts and TOs.

Within Section 8 of the CMP is the Monitoring Plan which focuses on the areas of greatest risk. DHS’s tailored approach to monitoring and evaluation is based on the need to surveil basic contract compliance as well as performance of each task order.

Increased monitoring and evaluation efforts are placed on those areas where there are indications of poor or suspect Contractor performance indicated by the Contractor’s self-assessment or by the DHS surveillance and analysis. The level of monitoring and review is reduced when there are indications that the Contractor’s performance is strong and the Contractor’s self-assessment and corrective action programs are effective.

The specific methods employed to permit effective and systematic evaluations of the Contractor’s performance will vary according to the DHS organizational level of surveillance. The EAGLE TO COs will determine the most effective manner of evaluating individual task orders. The EAGLE staff will have primary responsibility for surveillance of the contractors’ compliance with the basic contracts.

7. Key Areas to be Monitored

This CMP concentrates on the surveillance of the key areas of the EAGLE contracts. The primary key areas to be monitored are in the matrix below. The matrix will be updated as required.

Key Area	Responsible Agent	Citation	Consequences	EAGLE Staff Mitigating Actions
TASK ORDER DEVELOPMENT AND PLACEMENT				
Economy Act requirements	TO CO	FAR Part 17.5	Violation of FAR	Include in Ordering Guide and in EAGLE training venues
Ensure Fair Opportunity and justification for exception	TO CO	Contract Section G.4.1 and G.4.2	Violation of FAR 16.505(a)(3) Results in undermining of the Fair Opportunity process and restricting competition	Post requirement on website; training to customers and communications through email and phone calls; include in Ordering guide
Processes in Ordering Guide followed	TO CO	Contract Section G.4.4	Integrity of process undermined if not followed/ adhere to	Training to customers and communication through email and phone calls

Key Area	Responsible Agent	Citation	Consequences	EAGLE Staff Mitigating Actions
Task Orders within scope of functional area	TO CO	Contract Section G.3.2	Violation of FAR 16.505(a)(2)	Include in Ordering Guide; Coordination between ESO APM and user
Contractor was authorized to perform without funding	TO CO	Contract Section G.4.6	Violation of Appropriations Law and Anti-Deficiency	Training to customers and communications through email and phone calls
Use of T&M contracts	TO CO	FAR 16.601(c)(1)	Excessive costs and lack of efficient performance	Training to customers and communications through email and phone calls
Unauthorized Task Order Action	TO CO	DHS Agency Procedures	Possible Ratification	Corrective action for each incident; training for prevention
Use of performance-based requirements when appropriate	TO CO	Contract Section H.9 & H.10 and FAR 37.601	Contractor not motivated by incentives or disincentives without this method of procurement	Include in Ordering Guide; posting on the intranet; and Coordination with APM and user
Small business set aside "50% rule"	EAGLE CO Ombudsman	FAR Part 52.215-11	Small Business program integrity jeopardized	Coordination with the small business office, EAGLE CO to ensure compliance
Contractors use First Source as a "Mandatory for Consideration" requirement	TO CO	Contract Section H.3	Possible increased costs and delays	Include in Ordering Guide; Coordination with APM and user
Earned Value Management	TO CO EVM	Contract Section H.32	Cost control and work efficiency reduced and ability to assess contractor progress reduced	Include in EAGLE training venues

Key Area	Responsible Agent	Citation	Consequences	EAGLE Staff Mitigating Actions
TASK ORDER ADMINISTRATION				
Task order documentation	TO CO	Ordering Guide and FAR 4.8	Violation of the FAR and Contract; Best Practices jeopardized	Include in Ordering Guide
COTR certification	TO CO	Ordering Guide 2.5 and MD 0780.1	Best Practices of Contract jeopardized and risk of ratification	Coordination with COTR certification liaison
Inspection and Acceptance of deliverables	TO CO TO COTR	Contract Sections E.2 & E.3	Deliverable does not meet the requirements and jeopardizes payment of invoice	Coordination between APM and user for inclusion into SOW
T&M task order invoices reflecting costs incurred and hours worked	TO CO TO COTR	FAR 52.232-7	Improper payment of invoice and increased risk for audit	Reinforce through training on invoice processing
Contractor Performance Review	TO CO TO COTR	Contract Section H.11 and FAR 42.1503	Lack of DHS past performance input that would otherwise aid the TO CO in future awards.	EAGLE CO to reinforce annually as a reminder.
EAGLE BASIC CONTRACT ADMINISTRATION				
Large business subcontracting goals	EAGLE CO Ombudsman	Contract Section H.19	Contractor performance issues and DHS subcontracting goals not met	Coordination with small business office in the review of EAGLE contractors deliverable reports

Key Area	Responsible Agent	Citation	Consequences	EAGLE Staff Mitigating Actions
Ombudsman availability	EAGLE CO	Contract Section G.4.10	The lack of a viable Ombudsman effort will undermine confidence in the integrity of the system	Address at quarterly Alliance Meeting
Delivery of contract status reports	EAGLE CO ESO Office	Contract Section F.9	Unable to perform timely analysis by ESO	Review of deliverables to ensure compliance
Delivery of task order status reports	TO CO	Contract Section F.10	TO CO can not perform timely analysis	Review of deliverable to ensure compliance
Contractor Disputes	TO CO EAGLE CO	FAR 52.233-1 Disputes (JUL 2002) ALT I (DEC 1991)	Disruption of task order performance	Resolve all contractual issues by mutual agreement
Rate Refreshment	TO CO TO COTR	Contract Section B.3.1.3(a)	Impede performing scope of work	Communications through phone calls and email
Subcontracting Plan Report	EAGLE CO	Contract Section F.11	Large Business may not meet goals	Coordination with contractor and small business office
Individual Subcontracting Report (ISR) – Semi-annual	EAGLE CO	Contract Section F.11.1	Violation of Contract Deliverable Requirement	Coordination with contractor and small business office
Summary Subcontract Report (SSR) - Annual	EAGLE CO	Contract Section F.11.2	Violation of Contract Deliverable Requirement	Coordination with contractor and small business office
Comprehensive Contracts Report – Within 30 days after award	EAGLE CO	Contract Section F.12	Violation of Contract Deliverable Requirement	EAGLE CO to ensure report is delivered to COTR
Purchasing System Changes	EAGLE CO	Contract Section H.4	Violation of FAR Requirement	Address at quarterly Alliance Meetings

Key Area	Responsible Agent	Citation	Consequences	EAGLE Staff Mitigating Actions
Contractor Web Page	EAGLE CO	Contract Section H.16	Violation of Contract Requirement	Address at quarterly Alliance Meetings; ESO to manage and monitor
Subcontract Consent	EAGLE CO	Contract Section H.19	Performance risk if Prime Contractor does not abide by requirement	Communication through phone calls and email
Key Personnel	EAGLE CO	Contract Sections H.22 and H.23	Level of knowledge and experience is not appropriate for the position	Coordination and review with EAGLE COTR for approval
Ownership Changes	EAGLE CO	Contract Section I.5	Competition could be affected. Small business status could be affected	Communication through phone calls and email
Contract Level Performance Evaluation	EAGLE CO	FAR 42.1503	Lack of efficient business process and relationship; resulting in possible audit issues	Reinforce at EAGLE Alliance Meetings

8. MONITORING PROCEDURES

8.1 Overview

The EAGLE MA/IDIQ contract presents a considerable management challenge given the high number of Contractors and the broad scope of work. It is imperative that procedures be in place in order to ensure the integrity of the procurement process is maintained and all regulations are followed.

The procedures will help guide the contract level administration staff in conducting the performance evaluation of the EAGLE contracts and task orders. A copy of the CMP will be furnished to the customers and the Contractors so that they will be aware of the methods that will be used when monitoring the key areas.

The purpose of the procedures is to provide a planned process for monitoring a highly complex contract vehicle in order to ensure accountability.

8.2 Process

To monitor the use of the EAGLE vehicle, periodic reviews of the contracts and task order files will be conducted to determine if their use is in accordance with the task order requirements and the contract terms and conditions.

8.3 Review Schedule

The reviews will be pre-established through a yearly schedule for the task orders issued department wide as well as the basic contracts. The schedule allows for annual review of task orders files from all components and annual review of the EAGLE contracts. Attachments 1 and 2 to this document list the items that will be reviewed. The pre-established schedule is as follows:

FY 1st Quarter: OPO, EAGLE Contracts

FY 2nd Quarter: SS, USCG, FEMA

FY 3rd Quarter: TSA, CBP, ICE

FY 4th Quarter: FLETC

8.4 File Selection for TO Review

The review of the task order files will be accomplished through a random sampling. The sample size will be a percentage of the total number of task orders issued for the preceding report period. The files chosen for review will be selected randomly from the awarded task orders at the discretion of the review team. Of the files selected, the files shall include, if available, an award that is greater than \$5M (inclusive of options); an award that was processed through unrestricted competition, an award that was processed through small business set aside, and one processed as a fair opportunity exception action.

8.4.1 Contract Level Review

The reviews of the EAGLE contract files will include all contracts.

8.5 Process for Task Order File Review

In preparation for the task order file review, the contract level administration staff will form a team which may include a representative from the ESO, a representative from the ITAC, and others, as appropriate, for example, a small business specialist, a security specialist, etc. The team members will be assigned to review those areas of the selected files which relate to their professional area of expertise. The team members will use the checklists found on Attachment 1 to the CMP to document their findings and any appropriate comments resulting from the evaluation.

Prior to the scheduled review for the DHS Components, the contract level administrative staff team lead (hereinafter referred to as Team Lead) will provide to the HCA, or his/her designee, an introduction package, see Attachment 5, which will provide direction for the selection of task order files, introduction of the team members conducting the evaluations, sample copies of the checklists used for the evaluations, a brief synopsis of the evaluation process and an approximate schedule for the time the team will be present to review the selected files. The first part of the scheduled review will include an opening session with the HCA, and the HCA's invited guests, to give an overall summary of the process and to discuss how the review time will spent. This will fluctuate for each review as it is dependent on the number of files to be reviewed and the complexity of the selected files. After the team completes their individual evaluations, they will assemble to discuss preliminary findings. A final draft of the checklists along with recommendations for action from the team shall be submitted to the ACO within 7 days from the date of the scheduled review.

Upon receipt of the reports, the ACO will prepare a compiled report in draft to be submitted to the HCA of the Component whose files were reviewed and evaluated. The report format is included as Attachment 3 to the CMP. The report will include summary of findings, items to be corrected, recommendations for better utilization of the EAGLE contracts and improved task order processing. The draft report shall be submitted to the HCA within 30 days from the date of the scheduled review. The HCA will then have 15 days from receipt of the report to reply back to the Team Lead with any comments or concerns relating to the findings in the draft report. It will be at the discretion of the Team Lead to revise the draft report. Within 60 days from the date of the schedule review, the Team Lead will submit a final report to the Component HCA, with copies to the EAGLE CO, the ITAC Director, the ESO Director, and the review file. If corrective action was required by the Component, the Component HCA has 15 days to report back to the Team Lead with a plan to correct the items specified. It will be at the discretion of the ACO to follow-up with the Component HCA to determine if the plan was executed and corrective action completed.

8.6 Process for EAGLE Contract Review

The large business ACO or designee of the EAGLE Contract will review the small business contracts. The small business ACO will review the large business contracts to ensure proper checks and balances. The ACOs will use the report format in Attachment 4 to the CMP to document the findings and any appropriate comments resulting from the evaluation.

A draft report to include the summary of findings, items to be corrected, and recommendations for improvement shall be submitted to the EAGLE CO within 30 days from the date of the review. The EAGLE CO will then have 15 days from receipt of the report to finalize the draft report. The final report will be forwarded to the ITAC DWS Associate Director, the ITAC Director and the Program Manager/COTR for concurrence with a courtesy copy to the Director of OPO.

LIST OF ATTACHMENTS

- Attachment 1: Checklist 1: Task Order Development and Placement
Checklist 2: Task Order Administration
- Attachment 2: Checklist 3: EAGLE Basic Contract Administration
- Attachment 3: Task Order File Review Summary
- Attachment 4: EAGLE Contract File Review Summary
- Attachment 5: Introduction Package

CHECKLIST NO. 1: TASK ORDER DEVELOPMENT AND PLACEMENT					
The organization responsible for this section is the EAGLE CO					
		N/A	Yes	No	Comments
1a.	If applicable, was the Economy Act required by FAR 17.5 followed? Applicable to agencies outside of DHS that were authorized through their HCA to use EAGLE.				
1b.	Is the file properly documented as required by FAR 16.505(a)(3) for fair opportunity? Is the exception to fair opportunity properly documented?				
1c.	Was the process in the contract at Section G.4.4 followed when placing the order?				
1d.	Is the task order within the scope of EAGLE?				
1e.	Was the contractor authorized to perform work prior to receiving a funded order? (Contract Section G.4.6)				
1f.	If a time and materials order was issued is there documentation to support the appropriateness of its use?				
1g.	Was it appropriate to use Performance Based requirements? If yes, were they used?				
1h.	Did the EAGLE contractor use First Source? (Contract Section H.3) Is there documentation to support the decision?				
1i.	Was EVM used? (Contract Section H.32) If yes, EVM POC to use checklist.				

CHECKLIST NO. 2: TASK ORDER ADMINISTRATION					
The organization responsible for this section is the EAGLE CO					
		N/A	Yes	No	Comments
2a.	Is the Task Order properly documented per FAR 4.8 entitled Government Contract Files?				
2b.	Has the TO COTR been approved per DHS MD 0780.1 and has the TO COTR been appointed?				
2c.	Has the TO CO completed the annual performance as required by FAR 42.1503?				
The organization responsible for this section is the ESO					
2d.	(i) Were specific security clauses included in the task order? (ii) Was there an inspection and acceptance provision in the task order? (iii) Were 508 requirements included in the task order? (iv) Was the task order status report delivered on time?				
2e.	For labor hour and time and materials effort, does the invoice reflect costs incurred and hours worked?				
2f.	For a cost type of task order, does the voucher reflect the appropriate costs incurred?				

CHECKLIST NO. 3: EAGLE BASIC CONTRACT ADMINISTRATION					
The organization responsible for this Section is the EAGLE CO					
		N/A	Yes	No	Comments
3a.	Were there any issues submitted to the Ombudsman and were the issues resolved? (Contract Section G.4.10)				
3b.	Were the Contract Status reports delivered on time? (Contract Section F.9)				
3c.	Were contractor disputes handled by mutual agreement without litigation? (FAR Part 33.2)				
3d.	Was there a rate refreshment request for addition of labor category? (Contract Section B.3.1.3(b). Can be submitted at any time by either party.				
3e.	Did the large business contractor submit any periodic report which shows compliance with their EAGLE subcontracting plan? (Contract Section F.11). Due periodically.				
3f.	Did the contractor submit their Individual Subcontracting Report (ISR) formerly SF294? (Contract Section F.11.1) Due: April 30 and October 30				
3g.	Did the contractor submit their Summary Subcontracting Report (SSR) formerly SF-295? (Contract Section F.11.2) Due: October 30				
3h.	Have large business subcontracting goals been met? (Contract Sections F.11.1 and F.11.2)				
3i.	Does the contractor have a webpage and is it maintained per Contract Section H.16?				

CHECKLIST NO. 3: EAGLE BASIC CONTRACT ADMINISTRATION					
3j.	Did the contractor submit their comprehensive contract report? (Contract Section F.12). Due 30 days after award as a one time deliverable.				
3k.	Did the contractor request subcontractor consent, as applicable? (Contract Section H.19)				
3l.	Did the contractor request key personnel changes as required by Contract Section H.22 and H.23?				
3m.	Did the contractor provide notification of ownership changes within 30 days of becoming aware? (Contract Section I.5)				
3n	Did the contractor receive the guaranteed minimum of \$250 prior to the expiration of the base period (Contract Section H.2)				
3o	Did the contractor notify DHS that there was any change in the status of its approved purchasing systems and provide reasons? (Contract Section H.4)				
3p	Did the Small Business Contractor abide by the 50% rule?				
3q	Did the EAGLE ACO perform the annual performance as required by both the FAR at Section 42.1503 and Contract Section H.11.				

**EAGLE CONTRACT
TASK ORDER FILE REVIEW SUMMARY**

Date of Review: _____

DHS Component: _____

Review Team: _____

Administrative Contracting Officer

Date

Concurrence – EAGLE Contracting Officer

Date

Concurrence – Director, OPO

Date

EAGLE CONTRACT
TASK ORDER REVIEW SUMMARY

The purpose of this review is to provide surveillance for the successful execution of the task order issued under EAGLE.

On (date), a review team lead by (name), to include (team members), reviewed (number goes here) task order files, in accordance with the DHS EAGLE CMP and the following summarizes the outcome of the review:

Task Order Development and Placement

Summary of Findings:

Good Practices:

Items to be Corrected:

Recommendations:

**EAGLE CONTRACT
CONTRACT FILE REVIEW SUMMARY**

Date of Review: _____

Contract Files Reviewed: _____

Review Team: _____

EAGLE CO _____ Date

Concurrence – ITAC DWS Associate Director _____ Date

Concurrence – ITAC Director _____ Date

Concurrence – ITAC Program Manager/COTR _____ Date

**EAGLE CONTRACT
CONTRACT FILE REVIEW**

The purpose of this review is to provide surveillance for the successful administration of the EAGLE contracts.

On (date), a review team lead by (name), to include (team members), reviewed (number goes here) contract files, in accordance with the DHS EAGLE CMP and the following summarizes the outcome of the review:

EAGLE Basic Contract Administration

Summary of Findings:

Good Practices:

Items to be Corrected:

Recommendations:

INTRODUCTION PACKAGE

The team lead performing the review will provide an introduction package 10 days prior to a scheduled review. The package will include a list of team members and their roles, a list of the selected files for review, copies of the review checklists used for the evaluation, the approximate schedule for the time the team will perform the review, and a brief synopsis of the evaluation process