AmeriCorps

Meeting and Conference Planning/Facilitation and Logistics Services

Master Blanket Purchase Agreement (BPA)

Performance Work Statement (PWS)

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Meeting and Conference Planning/Facilitation and Logistics Services BPA

PART 1: GENERAL INFORMATION

1.1 STATEMENT OF NEED

The purpose of this Multiple Award Blanket Purchase Agreement (BPA) is to procure Meeting and Conference Planning/Facilitation and Logistics Services to support the agency and its stakeholders with several services/tasks in various subject areas and under various Call orders.

BACKGROUND

For nearly three decades, AmeriCorps — the federal Agency for national service and volunteering — has strengthened America's culture of service, tapping the time and talents of the American people to meet our toughest challenges. Through AmeriCorps, AmeriCorps Seniors, and other programs, AmeriCorps engages more than 250,000 individuals in helping communities tackle their most pressing challenges, preparing students for success, combating the opioid epidemic, responding to natural disasters, supporting veterans and military families, preserving public lands, fostering economic opportunity, and more. AmeriCorps has a broad set of stakeholder audiences, including national service grantees and sponsors, projects, and project staff, veterans, persons with disabilities, volunteers, and non-profit staff involved in national service. Organizational partners include non-profit and community-based organizations, educational and academic institutions, Tribal organizations, foundations, federal agencies, and local and state Governments.

AmeriCorps uses a hybrid workplace model with a mixture of telework, remote work, and in-person/onsite work. Employees (approximately 400 full-time employees) work agreement designations fall into the following categories:

- Approximately 63% of the workforce are designated as remote and work from an alternate site (most likely their home).
- Approximately 37% of the workforce follows a situational telework or telework eligible agreement and work from their duty station at least 8 days/pay period.

AmeriCorps continues to reduce its physical footprint over the coming years; as of June 2026, AmeriCorps facilities will be reduced to three total – 1 office in Washington, DC (its headquarters office) and two AmeriCorps National Civilian Community Corps (NCCC campus) locations (Sacramento CA, and Aurora CO).

Offices are expected to plan and execute convenings both internal and external (such as grantee training and technical assistance, grantee monitoring, staff-related business meetings, cross-office collaboration, problem solving with stakeholders, strategic planning, employee recognition, and other projects) with purpose and a cadence as is supported by the agency's annual appropriations. The high number of remote employees spread throughout the country and reduction of facilities space necessitates resources put in place to support overall agency collaboration (both internally and with external stakeholders) in a variety of ways, both in-person and virtual.

1.2 OBJECTIVES

AmeriCorps engages with grantees, staff, and other stakeholders in various types of off-site, on-site, and virtual events and meetings to further its mission and goals, therefore the support of a Meeting and Conference Planning/Facilitation and Logistics Service BPA is required. The duration of AmeriCorps meetings and events can last anywhere between one (1) and five (5)

days. Off-site and virtual event attendance can range from five (5) to fifteen hundred (1,500) attendees.

1.3 SCOPE

The Contractor shall furnish all the necessary services, qualified personnel, material, equipment, and facilities, not otherwise provided by the Government as needed to perform the tasks outlined in this statement of work.

In general, the support services required under this BPA include event planning, coordination, and execution of virtual and in-person meetings/convenings/events (to include retreats, trainings, council/board meetings, summits and conferences), facilitation services, and general logistical support including lodging and travel assistance, attainment of registration platform for development and management, materials development and distribution, onsite meeting coordination (in-person support for meetings), and post-event wrap-up. Meetings/convenings/events provide a variety of modes of learning through subject matter expert sessions, panels, innovative hands-on or virtual learning labs, workshops and/or facilitated stakeholder feedback/sharing.

Offices are expected to plan and execute convenings both internal and external (such as grantee training and technical assistance, grantee monitoring, staff-related business meetings, cross-office collaboration, problem solving with stakeholders, strategic planning, employee recognition, and other projects) with purpose and a cadence as is supported by the agency's annual appropriations. The high number of remote employees spread throughout the country and reduction of facilities space necessitates resources put in place to support overall agency collaboration (both internally and with external stakeholders) in a variety of ways, both in-person and virtual.

AmeriCorps' ability to fund the activities listed in this PWS are dependent on our appropriations; therefore, requirements may change **and** subject to the availability of funds. In consideration of the above, the agency typically holds regular meetings and provides a sampling of anticipated events below (data represents estimates only and are subject to change):

Event Name	Audience	Est. Frequency	Est. Total # Days	Est. Participants	Notes
State and National (ASN) Grantee Conference	External	Annual	3	500	Typically held in-person in DC area in the fall.
Seniors (ACS) Grantee Conference	External	Annual	3	1400	Typically held in-person in DMV area, with virtual attendee options.
Office of Regional Operations (ORO) All Staff Convening	Internal	Bi-Annual	3	130	Typically held in person in DC area.
ORO – Western Region Convening	Internal	Annual	2	60	In-person, location Western States.
ORO – Eastern Region Convening	Internal	Annual	2	60	In-person, location Eastern States.

AmeriCorps VISTA All Staff Meeting	Internal	Annual	3	25	In-person, location TBD.
AmeriCorps All Staff Meeting	Internal	2028	3	400	In-person, location TBD.

The Contractor shall use proven methodologies that ensure all activities and deliverables are identified, documented, and tracked so that the Contractor's performance can be continuously evaluated and monitored for timeliness and quality service.

1.4 TERM/TYPE OF CONTRACT

The Government will award up to three (3) Blanket Purchase Agreements (BPA) to the Contractor's who provide the best value to the Government. The Government anticipates issuing Labor Hour, Time & Material, Firm-Fixed-Price, or a hybrid of type at the BPA Call level.

1.5 PERIOD OF PERFORMANCE

The period of performance is a base period of 12 months from date of award, with four (4) 12-month options for an additional 48-months. The overall period of performance shall not exceed 60 months.

1.6 QUALITY CONTROL

The Contractor shall develop and maintain an effective quality control program to ensure services are performed in accordance with this PWS. The Contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The Contractor's quality control program is the means by which the Contractor assures that the work complies with the requirement of the contract.

The Contractor shall deliver the quality control plan PDF via e-mail within 30 calendar days after contract award to the COR and CO. After acceptance of the quality control plan, any proposed changes to Contractor Quality Control (QC) system shall require Contracting Officer's acceptance.

1.7 RECOGNIZED HOLIDAYS

The Contractor is not required to perform services during federal holidays. Federal law (5 U.S.C. 6103) establishes public holidays for federal employees. Please note that most federal employees work on a Monday through Friday schedule. For these employees, when a holiday falls on a non-workday – Saturday or Sunday – the holiday usually is observed on Monday (if the holiday falls on Sunday) or Friday (if the holiday falls on Saturday). Contractors shall follow these same guidelines. Direct billing/invoicing shall not be allowed for any Federal Government Holidays. Federal holidays are listed at the Office of Personnel and Management at https://www.opm.gov/policy-data-oversight/pay-leave/federal-holidays.

1.8 HOURS OF OPERATION

Contractor employees shall generally perform all work between the hours of 7:00 am and 6:00 pm (Eastern Time Zone), Monday through Friday (except Federal holidays) or when the Government facility is closed due to local or national emergencies, administrative closings, or similar Government directed facility closings. However, there may be occasions when Contractor employees shall be required to work other than normal business hours, including weekends, to fulfill requirements under this PWS. The Contractor must at all times maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS. When hiring personnel, the Contractor shall keep in mind that stability and continuity of the workforce are essential. All Federal Holidays are observed by AmeriCorps and business may not be conducted on such Holidays, unless mutually agreeable at the standard rate.

1.9 PLACE OF PERFORMANCE

In general, the work to be performed under this BPA will be performed in a combination of Contractor facilities, on-site Government facilities, and offsite event/meeting facilities. To the extent practicable, all work under this contract will be conducted virtually. If virtual delivery cannot meet requirements, on-site work may occur at the AmeriCorps' Headquarters building in Washington, D.C or one of the two NCCC campus locations (Sacramento CA, and Aurora CO). All Contractors and visitors to AmeriCorps facilities must follow agency and building health and safety protocol.

1.10 TRAVEL

All travel conducted under this SOW shall be in accordance with the current Federal Travel Regulations (FTR). All travel shall be directly related to the scope of work as defined in this SOW and tied directly to the specific task for each objective. Travel expense invoices shall be in accordance with the FTR. Expenditures that exceed the FTR and are not in the documented SOW outlined in this document shall not be reimbursed. All information regarding the place of performance will be identified in each BPA Call issued under the BPA.

Travel expenses (including per diem) will be reimbursed if authorized in a BPA Call. The reimbursement of travel expenses is subject to the following limitations:

a. Any subsistence allowance (i.e., meals and lodging) is limited by a per diem allowance prescribed by the General Services Administration (GSA);

b. Expenses incurred as a result of travel using a personal automobile are reimbursed as prescribed by the GSA;

c. Reimbursement of air and train travel is limited to the most economical rate and reasonably traveled route as prescribed by the GSA; and

d. Each out-of-pocket travel and allowable miscellaneous administrative expense exceeding $75.00 requires a receipt that is to be attached to the invoice that must be approved prior to disbursement of payment.

1.10.1 PHYSICAL SECURITY

The Contractor shall be responsible for safeguarding all Government equipment, information and property provided for Contractor use. At the close of each work period, Government facilities, equipment, and materials shall be secured.

1.11 POST AWARD CONFERENCE

The Contractor shall attend a post award conference – of the first BPA Call - convened by the contracting activity or contract administration office in accordance with Federal Acquisition Regulation Subpart 42.5.

1.12 CONTRACTING OFFICER REPRESENTIATIVE (COR)

The Government will appoint a COR to monitor all technical aspects of the contract and assist in contract administration. The CO will identify the COR by separate designation letters. The letter of designation states the responsibilities and limitations of the COR, especially regarding changes in cost or price, estimates or changes in delivery dates. The COR is authorized to perform the following functions: assure that the Contractor performs the technical requirements of the contract; perform inspections necessary in connection with contract performance; maintain written and oral communications with the Contractor concerning technical aspects of the contract; issue written interpretations of technical requirements, including Government drawings, designs, specifications; monitor Contractor's performance and notifies both the Contracting Officer and Contractor of any deficiencies; coordinate availability of Government furnished property; and provide site entry of Contractor personnel. The COR is not authorized to change any of the terms and conditions of the resulting order.

1.13 IDENTIFICATION OF CONTRACTOR EMPLOYEES

All contract personnel attending meetings, answering Government telephones, and working in other situations where their contractor status is not obvious to third parties are required to identify themselves as such to avoid creating an impression in the minds of members of the public that they are Government officials. Contractor personnel are required to identify themselves and/or be required to obtain and wear badges. They must also ensure that all documents or reports produced by Contractor personnel are suitably marked as Contractor products or that Contractor participation is appropriately disclosed.

1.14 DATA RIGHTS

The Government has unlimited rights to all documents/material produced under this contract. For intellectual property developed under contract to AmeriCorps, the Government retains a non-exclusive, paid-up, royalty-free, irrevocable license throughout the world, allowing the

Government to (a) use, disclose and reproduce the work in any medium of expression now known or subsequently developed, or (b) use the invention for Government purposes.

1.15 ORGANIZATIONAL CONFLICT OF INTEREST

Contractor and subcontractor personnel performing work under this contract may receive, have access to or participate in the development of proprietary or source selection information (e.g., cost or pricing information, budget information or analyses, specifications or work statements, etc.) or perform evaluation services which may create a current or subsequent Organizational Conflict of Interests (OCI) as defined in FAR Subpart 9.5. The Contractor shall notify the Contracting Officer immediately whenever it becomes aware that such access or participation may result in any actual or potential OCI and shall promptly submit a plan to the Contracting Officer to avoid or mitigate any such OCI. The Contractor's mitigation plan will be determined to be acceptable solely at the discretion of the Contracting Officer and in the event the Contracting Officer unilaterally determines that any such OCI cannot be satisfactorily avoided or mitigated, the Contracting Officer may affect other remedies as he or she deems necessary, including prohibiting the Contractor from participation in subsequent contracted requirements which may be affected by the OCI.

1.16 KEY PERSONNEL:

1.16.1 Key personnel are those individuals essential to the successful performance of the contract. The following requirements related to personnel must be met:

- The Contractor shall assign those persons whose résumés are submitted with its proposal and who are identified in the Contractor's proposal as Key Personnel. Not all Contractor employees assigned to the contract will be Key Personnel.
- The personnel set forth below as proposed by the Contractor for this contract, or identified in the Contractor's proposals as Key Personnel, shall comprise the minimum list of Key Personnel required to perform under this contract.

1.16.2 The following personnel are considered key personnel by the Government:

	Experience and qualification
Program Manager	The Program Manager (PM) is the program lead, providing oversight and leadership to the team. PMs are senior-level key staff, with significant experience implementing and managing programs/projects. The programs/projects must be of similar size, complexity, duration, and scope, must use similar methodology, and must be in a similar or related social or behavioral science field. PMs have extensive experience in developing research and evaluation plans; analyzing data; providing policy recommendations; writing technical reports; and presenting results to executive-level decision makers. In many organizations, the PM is an executive-level staff member with professional experience, and advanced or professional degrees.

	Experience and qualification
	The Program Manager shall possess the following minimum education and experience: • Bachelor's Degree plus 10-15 years of experience relevant to the requirements of this solicitation.
Project Manager	The Project Manager is a senior-level key staff, providing day-to-day management of the project. Project managers have significant project and team management skills, can make recommendations and decisions independently, and are expected to be in regular communication with AmeriCorps staff. These individuals usually report to the PM. Similar organizational titles include Task Manager or Senior Researcher. Project Managers must have significant levels of professional experience, advanced or professional degrees, and previous experience as a principal investigator, task manager, or senior staff on projects. Projects must be of similar size, complexity, duration, and scope, must use similar methodology, and must be in a similar or related social or behavioral science field. The Project Manager shall be a single point of contact for the COR. It is anticipated that the Project Manager shall be one of the senior level employees provided by the Contractor for this work effort. During any absence of the Project Manager, only one alternate shall have full authority to act for the Contractor on all matters relating to work performed under this contract. The Project Manager and all designated alternates shall be able to read, write, speak, and understand English. The Project Manager shall be available to the COR between 9:00am – 5:00pm EST, Monday thru Friday except Federal holidays or when the Government facility is closed for administrative reasons. The Project Manager shall respond to a request for discussion or resolution of technical problems within 24 hours of notification. The Project Manager shall possess the following minimum education and experience: • Bachelor's Degree plus 5-10 years of experience relevant to the requirements of this solicitation. • PMP certification or equivalent.

1.16.3 Key Personnel Replacement Process

Key personnel may, with the consent of the contracting parties, be amended from time to time during the course of the Master BPA and subsequent Calls to add or remove key personnel. A formal modification is only required when the key personnel are specifically named in the contract. This process only applies to the extent that the contract does not otherwise specify notice or personnel replacement obligations. Government Request:

The Government may require replacement of key personnel in the instance of non-performance, misconduct, or alleged misconduct whose continued use under a BPA is contrary to the best interests of the Government. Circumstances that support a request for replacement include but are not limited to performance that is inconsistent with the BPA performance standards, terms and conditions, or violations of Federal laws, regulations, or agency conduct standards. The Contracting Officer's Representative (COR) will give written notice to the Contractor of the need for substitution, including the circumstances surrounding the request for replacement. In accordance with FAR Part 1.602-2(b), the CO will ensure the Contractor receives impartial, fair, and equitable treatment; however, the CO is not required to investigate or validate allegations or wait until a final resolution of the circumstances surrounding the request for replacement before requiring substitution of key personnel.

Within twenty-four (24) hours of receiving notice, the Contractor shall respond to the Government's request to replace key personnel and provide a plan for key personnel replacement. The Contractor shall provide key personnel replacement resume(s) to the COR(s) within Ten (10) business-days from receiving the Government's request to replace key personnel. The resume(s) shall demonstrate that the qualifications of proposed replacement key personnel meet the qualifications stated in the SWS. The COR will notify the Contractor, in writing, within forty-eight (48) hours of receiving key personnel replacement resume(s) if the Contractor provided replacement personnel is acceptable. The Government reserves the right to disapprove of the proposed substitute(s) and negotiate with the Contractor for other key personnel replacement(s). Any Contractor replacement of key personnel must be done in consultation with the COR. The process for replacing key personnel as described above does not suspend the Contractor's obligation to continue performance under the BPA.

1.16.4 Contractor Request

If the Contractor must substitute key personnel, the Contractor shall provide written notice to the COR and the CO two (2) calendar weeks before the proposed replacement date, whenever possible. At a minimum, the Contractor shall provide the Government with notice forty-eight (48) hours before replacement. The only exception to the forty-eight (48) hour notice is death, incapacitation, abrupt termination, or resignation from employment of key personnel where the Contractor's notice was less than forty-eight (48) hours. If the deadline for providing notice falls on Friday after 5:00 pm, a weekend, or on a Federal Holiday, the Contractor shall provide notice the next business day if more than forty-eight (48) hours. The notice shall state the circumstances necessitating the proposed substitution of the key personnel and shall provide resume(s) of proposed replacement key personnel for review and consultation. The Contractor shall demonstrate that the qualifications of the proposed substitute(s) meet the qualifications stated in the Performance Work Statement. The Government reserves the right to disapprove of the proposed substitute(s) and negotiate with the Contractor for other key personnel replacement(s). Assignment of key personnel must be done in consultation with the COR.

1.17 OTHER PERSONNEL:

The personnel positions specified below may be required at the BPA Call Level

Other Personnel	Description of Services, Education and Expertise
Senior Conference/Events Planner	Senior Conference/Event Planner staff have significant experience and/or education in areas related to the work. They usually have advanced or professional degrees and work experience in a field related to the work. Some staff may serve as the lead for individual tasks or sub-tasks. Staff in this labor category report to and require occasional supervision from senior management staff.
Systems Administrator	The Systems Administrator duties and experience include content, design, testing, implementation/posting, and management of web registration pages; daily organization; and including web site registration production, registration data entry, organizing online registrations, database organization and management, and conference logistics communication.
Training Specialist	The Training Specialist undertakes training needs assessments for clients' businesses and organizations. Identifies trainers, training elements, courses, observational tours, etc. Participate in trainee selection. Supports budgetary and administrative aspects of training programs, including required documentation and logistics.
Writer/Editor/Proof-Reader	The Writer/Editor/Proof-Reader prepares and reviews technical documentation. Translates requirements into written material to produce such products as but not limited to written documentation, online documentation, and training course material.
Graphic Designer	The Graphic Designer produces graphic design artwork for all materials. Creates layouts and designs of logos, packaging, advertising, marketing collateral, and other published materials in print and online. Selects and arranges photos, types, illustrations, and color.
Audio/Visual (AV) Specialist	The AV Specialist is responsible for assisting with sound and presentations for planned events. Personnel must be knowledgeable in operating IT/AV equipment.
Meeting Assistant	The Meeting Assistant is responsible for names badges, venue signage, tent cards, thank you notes, securing attendees feedback forms and other duties as instructed by the program manager or director.
Support Staff	Support Staff provide administrative, clerical, and logistical support to the staff on the project. Their responsibilities include office management, proofreading and editing reports, designing, or assisting with report layout, and assisting with administrative, clerical, and/or logistical support. There are no educational requirements at this level.

PART 2: GOVERNMENT FURNISHED MATERIALS, EQUIPMENT, AND SERVICES

2.1 GOVERNMENT EQUIPMENT

The Government will not provide any equipment for the performance of the tasks in this contract.

2.2 SERVICES

If access to AmeriCorps space is required, the Government may provide the Contractor with an AmeriCorps-issued Visitor badge, as necessary.

2.3 MATERIALS

The Government anticipates that the work to be performed may involve access to sensitive but unclassified materials (otherwise known as "Controlled Unclassified Information") and non-sensitive materials, sensitive materials. Sensitive materials must be shared in a secure manner that ensure the protection of Privacy Act information, personally Identifiable Information (PII), and AmeriCorps' proprietary information.

In addition to the above, the Government will provide reference material and documents relating to the existing contracts and other information as may be required to successfully complete this work.

PART 3: CONTRACTOR FURNISHED ITEMS AND SERVICES

3.1 GENERAL

The Government anticipates that the work to be performed under this contract will be completed using Contractor-furnished equipment (such as laptops, mobile phones, etc.) and in Contractor facilities.

The Contractor shall furnish all supplies, equipment, facilities, materials and services required to perform work under this contract that are not listed under Section 2 of this PWS.

The Contractor shall provide all necessary personnel, administrative, financial, managerial, and non-personal services necessary to meet the service requirements as defined in the PWS, except for items specified as Government furnished property, systems, and/or services. Contractors shall execute all requirements as defined by the Government.

All contract personnel shall possess proficiency in computer usage and expertise in the Microsoft Office Suite of tools. Personnel should possess strong verbal and written communication skills. Personnel not possessing these minimum requirements are deemed ineligible for nomination on this contract.

Utilization of Small Businesses – The Contractor shall provide the maximum practicable opportunity for Small Business (including Alaska Native Corporations (ANCs) and Indian Tribes) (including Small Disadvantaged Businesses (which also includes ANCs and Indian Tribes), Women Owned Small Businesses, Economically Disadvantaged Women Owned Small Business, HUBZone, Veteran Owned, Service Disabled Veteran Owned Small Business, and ANCs and Indian Tribes that are not Small Disadvantaged Businesses or Small Businesses) to participate in contract/order performance.

PART 4: SPECIFIC TASKS

Performance Work Statement (PWS)

Meeting and Conference Planning/Facilitation and Logistics Services BPA

The Contractor shall provide a full range of Meeting and Conference Planning/Facilitation and Logistics Services to support AmeriCorps. Specific services to be provided for each BPA Call (both in-person and virtually) may include:

a. **Meeting Design/Facilitation Services -** The Contractor shall provide meeting design and facilitation services in support of large meetings/convenings and small internal workgroups/meetings with as few as 5 participants and as many as 1,500 participants. The Contractor shall follow the attached reporting schedule (timelines below reflect minimums requirements for mid-level events; the Contractor shall increase timelines based upon industry standards for lead times for large events):

Lead Times/Milestones			
Large Events (1,000+ participants)	**Medium Events (300 to 1,000 participants)**	**Small Events (<300 participants)**	**Tasks**
-365 calendar days before the event	-180 calendar days before the event	-60 calendar days before the event	Meeting POC submits detailed requirement to COR.
-350 calendar days	-165 calendar days	-50 calendar days	COR/Contractor Q & A Contractor to begin Market Research
-325 calendar days	-145 calendar days	-40 calendar days	Market Research to be completed by Contractor
-310 calendar days	-135 calendar days	-40 calendar days	Contractor submits initial Site Selection Report to COR to provide to meeting space point of contact. Meeting set up between COR/Meeting space POC and Contractor if needed. If requirements did not lead to three acceptable sites, Contractor shall request COR revise requirements (if proposed sites are not suitable). Revised requirements are submitted by COR 3 to 10 days later, depending on size of event. Revised Site Selection Report submitted to COR/Meeting Space POC 5 to 30 days later, depending on size of event.
-295 calendar days	-115 calendar days	-30 calendar days	COR/Meeting POC selects site (or submits revised requirements). COR

			provides site selection to Contractor in writing via email
-270 to 295 calendar days	-100 to 115 calendar days	-25 to -20 calendar days	Agreement/reservation is completed by Contractor. Details of venue are provided COR/Meeting POC following completion of contract documents.
-250 to 270 calendar days	-90 to 100 calendar days	-19 to -14 calendar days	Contractor to communicate and coordinate with venue, as needed.
-30 calendar days	-30 calendar days	-14 calendar days	Invitational Travel arranged (if applicable) by Contractor.
-0 calendar days	-0 calendar days	-0 calendar days	Event begins at selected venue.
+30 calendar days	+20 calendar days	+10 calendar days (days after the event)	Close-out and final event report complete.

b. **Conference/Event Support, Planning and Production** - The Contractor shall provide conference/event support, planning, and production, as required for a variety of purposes and objectives in a variety of formats, for example: orientations, institutes, workshops, banquets, networking meetings, virtual conferencing, a variety of distance learning media (podcasts, webinar, live streams, etc.), and special events.

c. **Management Tools and Technology** - The Contractor shall provide and execute all necessary digital, online, and virtual conference management tools and technology needed for any event.

d. **Curriculum Design/Management** - The Contractor shall design conference and meeting management training curricula, lesson or session plans, resource manuals, and toolkits, as appropriate (for both in-person and virtual environments).

e. **Project Management** - The Contractor shall organize, perform, and manage tasks necessary to support AmeriCorps programs and its personnel to meet event requirements and objectives.

f. **Rules, Regulations, etc.** - The Contractor shall follow all rules and regulations that apply to conferencing activities and deliverables for the federal Government to include:

1. AmeriCorps Security and Privacy Compliance Requirements (as appropriate).
2. Ensuring access to all deliverables and events for persons with disabilities in accordance with the Americans with Disabilities Act and section 508 of the Rehabilitation Act (http://section508.gov/). Contractor shall provide evidence via testing (or work with AmeriCorps to verify via testing) that access to all events and deliverables are compliant in accordance with the ICT Accessibility Requirements Statement.
3. Ability to provide language translation support if/as needed.

Provide additional services, as defined in a BPA Call, which may include but are not limited to the following:

a. **Site selection, reservation, negotiation, and subcontract ability**.

   i. Site selection: The Contractor shall research and offer the Government, at a minimum, three (3) potential sites that meet the Government's physical and technical requirements for each event, meeting, or convening. The Government and Contractor will jointly perform a site visit (site visits may be conducted virtually) and the Government will make the final decision on the location. The Government will advise the Contractor on the location in which the event will take place.

   ii. Lodging room blocks and meals/breaks: Should the meeting or conference require overnight accommodations and or meals/breaks, the Contractor shall negotiate and secure a lodging room block as deemed necessary, including accessible rooms. All Government attendees shall be lodged at the current Government per-diem rates (unless otherwise noted); meals and break costs should follow current Government per-diem rates (unless otherwise noted). It is important to note that specific requirements will be outlined at the individual BPA Call level

b. **Registration Services Management** - The Contractor shall manage registration services to include online, mobile, mail-in, and on-site registration services. Required registration capacities will be identified during the planning meeting and/or at the time the Call is placed.

c. **Budget/Financial Management** - The Contractor shall provide budget development and financial management for the BPA Call and contracted meeting/event.

d. **Virtual Event Management** - The Contractor shall provide web page, mobile application and virtual event design, content development and management for contracted events (508 compliant). Subject to individual BPA Calls, as virtual event management may not be required.

e. **Subject Matter Expertise** - The Contractor shall provide secure and subcontract with subject content experts as may be required by the type of meeting or target audience, to include those subject areas and special populations outlined in this PWS.

f. **Graphic Design and Production** - The Contractor shall provide production and/or graphic design of event materials and information (both electronic and hard copy as well as for publication) directly related to contracted event, to include providing reasonable accommodation, upon request, to ensure full access (and in advance of meeting or as required in the BPA Call /contracted event).

g. **Marketing/Publicity** - The Contractor shall provide event marketing, publicity, and promotion.

h. **Registration/Speaker Management** - The Contractor shall provide database development, management, and maintenance for registration/speaker system.

i. The Contractor shall provide Exhibit Management (if it is identified as part of the conference or meeting program).

j. The Contractor shall provide On-site and virtual supervision, coordination, and support.

k. **Customer Service** - The Contractor shall provide customer support to resolve all technical and logistical participant/speaker challenges within negotiated Service Level Agreement of the individual BPA Call.

l. **Communication Support** - The Contractor shall provide communication support (to include the use of social media) with stakeholders, individuals or groups as speakers, exhibitors, lecturers, and/or subject matter experts, to include such activities as: confirming participation, completing registration, and providing ongoing communication, as needed.

m. **Travel Support/Management** - The Contractor shall manage/make travel arrangements for, as needed, federally sponsored AmeriCorps members and/or identified sponsored travelers (to be identified by the Contracting Officer's Representative/COR).

    i. Contractor shall coordinate lodging and travel arrangements for sponsored travelers in accordance with Federal Travel Regulations. When it comes to support for members, the most cost-efficient modes of travel may be required – specific requirements around member travel will be identified at the time of the BPA Call and in coordination with the COR and if identified, agency Technical Point of Contact (TPOC), (a TPOC is a subject matter expert and/or program representative appointed by the agency Contracting Officer to work with the COR).

n. **Audio-Visual Management** - The Contractor shall provide audio and video capability services, to include laptops, projectors, audio recording equipment and supplies, staging, lighting, visual and sound support, podiums, microphones, and coordinating access to internet at event locations (if required at BPA call level).

    i. Capacity to provide interactive technology to facilitate, document and analyze multi-stakeholder face-to-face, telephonic, electronic, and virtual engagement and collaboration processes (all online/virtual tools must be 508 compliant).

o. **Pre/Post Test Support** - The Contractor shall provide design, administration, and analysis of pre and post-test knowledge gains, and other quality measures related to training, learning outcomes, and specific outcomes identified at the BPA call level.

p. **Data Collection** - The Contractor shall provide event data collection, coordination, analysis, and preparation.

q. **Conference Attendee Evaluation** - The Contractor shall provide conference attendee evaluation (and analysis) to be delivered by email and postal service within 30 days following completion of the event.

r. **Data Entry/Reporting** - The Contractor shall provide data entry and reports surrounding attendee metrics, project plan tracking, and issue tracking to include progress on speaker recruitment, advertising, material development, and distribution; frequency of reports to be determined at the BPA Call Level.

    i. Data entry and reports generation indicating expense variations to budget.

s. The Contractor shall provide a Contractor and Sub-contractor Evaluation (and analysis) to include a self-evaluation report to be delivered by email and postal service within 30 days following completion of the event.

t. The Contractor shall provide a Post Event Wrap-up and Evaluation to include event performance metrics and actual costs and meeting materials/reports distribution. Please note that all payments to Contractor employees, subcontractors, speakers, and vendors shall be made by the Contractor unless otherwise specified.

u. **BPA Call Level Kick-off Meetings** - Meetings/conferences are hosted by different programs or offices within the agency and may vary by BPA Call. The Contractor shall be required to meet with the BPA COR (including TPOC if applicable) and the Contracting Officer to become acquainted with the internal AmeriCorps clients that issued a Call against the BPA ("Sponsoring Program"). The Sponsoring Program in coordination with the contracting office may name a unique/different COR for the BPA Call (this COR may differ from the BPA COR for the overall BPA and would be referenced as "Sponsoring Program COR" or "TPOC"). The TPOC may lead and possibly chair a committee to assist in planning the content of the meeting/conference ("Client Committee"). The Client Committee will work closely with the COR, TPOC, and the Contractor of the proposed event to discuss overall coordination and processes.

v. **BPA Call Level Planning meetings** - The Contractor shall (via virtual meeting) provide a schedule of planning meetings (to include proposed agenda) for the planning team (to include COR, TPOC and the Client Committee mentioned above) and logistics strategy within five (5) days of the initial planning meeting, unless otherwise stated in the BPA Call. Following all planning meetings, the Contractor shall send a draft copy of the notes of the meeting and an upcoming planning committee agenda to the COR and TPOC within seven (7) days of the meeting. Following the COR's/TPOC's review of the meeting notes and agenda, the Contractor will distribute final approved documents to the COR, TPOC, and Client Committee within three (3) days from receiving AmeriCorps feedback.

w. **Comprehensive event/project plan** - The Contractor shall also deliver to the COR and TPOC within seven (7) days of the initial BPA Call planning meeting (unless otherwise specified in the BPA Call), a comprehensive event plan that includes specific tasks and requirements needed to deliver the meeting or event. Included in this plan shall be a sensitivity analysis that indicates price variations by: (1) event geographic locations, (2) venues, (3) estimated attendance, and (4) various levels and types of audiovisual support.

x. **Deliverables Submission** – As required by each BPA Call, the Contractor shall submit all online and hard copy materials, publications, designs, agendas, etc. for review by COR, TPOC and Client Committee online by deadlines in project plan. Final versions shall be submitted (to include if applicable: all original documents, design files, audio files, photos, and video footage) within seven (7) days of AmeriCorps review (to include addressing any AmeriCorps provided feedback). COR and/or TPOC review, and approval must be obtained for any design and final content before production. COR and/or TPOC review, and approval must be obtained before the release of any agendas, speakers, attendees, or vendors prior to the event. Method of file delivery is to be coordinated with the COR and TPOC.

PART 6: DELIVERABLES

General quality measures, as set forth below, will be applied to each deliverable or work product received under this contract; deliverables will vary by BPA Call level and be specified at the BPA Call level.

- Accuracy – deliverables shall be accurate in presentation, technical content, and adherence to accepted elements of style.
- Consistency to Requirements – All deliverables must satisfy the requirements of the BPA Call Order(s).
- File Editing – all text and diagrammatic files shall be editable by the Government.
- Format – deliverables shall be submitted in hard copy (where applicable and requested) and in electronic format in a media mutually agreed upon prior to submission (data/video/audio for video streaming shall be multi-casted) by the Contractor and Government. Deliverables shall be 508 compliant (http://section508.gov/).
- Time-lines – deliverables shall be submitted on or before the due date(s) that will be specified in the BPA Call(s).

APPENDIX A

QUALITY ASSURANCE SURVEILLANCE PLAN

Required Services (Tasks)	Performance Standards	Acceptable Quality Levels	Methods of Surveillance	Incentive (Positive and/or Negative) (Impact on the Contractor Payments)
Overall Task Performance	Overall task performance of sufficient quality to earn a Satisfactory (or higher) rating in the COR's annual report on Contractor Performance	All performance elements rated Satisfactory (or higher)	Random Monitoring and Partial Inspection as needed by COR, Follow up to customer complaints.	**Positive or Negative CPARS Ratings**
Communication Quality	All communications are accurate, complete, and submitted on schedule to AmeriCorps.	99% of communications, briefings, or meetings are free of customer complaints	Random Monitoring and Partial Inspection as needed by COR, Follow-up to customer complaint	**Positive or Negative CPARS Ratings**
Task Deliverables	**All work products are accurate, complete, in accordance with the deliverables table in section 6, to include consistent headers, footers, fonts, tables, and formatting, are free of errors, and submitted on schedule.**	**>100% of deliverables submitted on time.** **>95% submitted without rework required.**	**Random Monitoring and Partial Inspection as needed by COR**	**Positive or Negative CPARS Ratings**