

Program Manager/Contracting Specialist (O-5)

Position Description

INTRODUCTION:

This position is located within the Department of Homeland Security (DHS), Immigration and Customs Enforcement (ICE), Enforcement and Removal Operations (ERO), ICE Health Service Corps (IHSC), Office of the Deputy Assistant Director of Administration, Health Operations Unit. The incumbent will serve as a contract specialist responsible for all aspects of the contracting transactions from initiation of a requirement to recommendation of contract award to procure supplies or services with specialized requirements such as the procurement of complex equipment, services, and/or construction. Analyzes the requirement, recommends revisions to the statement of work or specifications, and decides on the method of contracting, milestones, and procurement plan. As a program Manager your secondary responsibility will be serving as a Contracting Officer's Representative (COR), and may be required to perform clinical activities within the scope of clinical licensure in times of critical needs within the agency.

IHSC has a multi-sector, multidisciplinary workforce of more than 1100 employees, including U.S. Public Health Service (PHS) commissioned officers, federal civil servants, and contract staff. IHSC provides, public health services, on-site direct patient care to ICE detainees at 21 detention facilities throughout the country and manages the provision of off-site medical care for detainees housed in approximately 250 additional facilities, with a combined population of 34,000 detainees on a daily basis, with an average length of stay of about 30 days, and over 400,000 detainees transitioning through these facilities annually. IHSC also provides medical support during ICE enforcement operations in the air, on the ground and at sea.

MISSION:

IHSC's mission is to manage and provide medical care to maintain the health of individuals in the custody of ICE through an integrated health care delivery system, based on nationally recognized correctional and detention health care standards. The Agency is committed to providing healthcare services to protect the nation's health, reduce global disease and support the safe apprehension, enforcement and removal of detained individuals involved in immigration proceedings.

COMPETENCIES:

1. Obtain Level II COR Certification preferred or obtains within three months of hire through the Federal Acquisition Institute Training System (FAITAS).
2. Obtain Level III COR Certification through FAITAS within 24 months of hire and meet requirements to maintain Level III Certification.
3. Obtain advanced training in the area of a contract specialist within 24 months of hire.
4. If the incumbent holds a clinical license, it is the responsibility of the incumbent to fulfill the obligation(s) of their licensing or certifying body to maintain current status.
5. Demonstrates strong oral and written communication skills.
6. Demonstrates strong interpersonal skills.

7. Demonstrates strong problem solving, judgment and decision-making skills.
8. Demonstrates strong critical thinking skills.
9. Demonstrates strong conflict resolution skills.
10. Cultural competency.
11. Integrity and honesty.

DUTIES AND RESPONSIBILITIES

1. Serve as subject matter expert on assigned contract(s).
2. Prepares solicitation documents, and incorporates provisions, such as cost accounting standards, testing procedures, cost escalation factors, firm-fixed price, fixed-price-incentive, cost-plus-award-fee, cost data requirements, etc.
3. Prepares and conducts pre-proposal conferences and pre-solicitation site visits.
4. Determines the responsiveness of bids or proposals, negotiates terms and conditions when appropriate and determines the responsibility of the successful offeror based on an evaluation of financial and technical information obtained from prospective contractors or as a result of pre-award surveys.
5. Awards or recommends award of the contract.
6. Negotiates price, contract specifications, delivery dates, incentives, and other terms of conditions.
7. Conducts inspections and acceptance procedures where necessary and conducts contract administration.
8. Prepares timely responses to Congressional inquiries, Freedom of Information Act requests, or other sensitive correspondence. Prepares and coordinates case files on appeals, protests, or mistakes in the bidding procedures of assigned contracts. Provides resolution of contracting problems through investigation, and interpreting agency provisions.
9. Provides advice and guidance to management on appropriate actions. Represents the agency at contractor meetings.
10. Performs contracting work through use of negotiation techniques. Prepares a written request for proposal and/or invitation for bids, publicizes the requirement, issues the solicitation document, analyzes offers received, prepares a negotiation position, evaluates technical cost proposals, negotiates cost, fee, or profit as well as technical issues.
11. Coordinates a variety of contracts requiring the development of new or modified evaluation criteria, reporting requirements, and contractual arrangements. Decisions include forecasting labor and material costs when unknowns are involved, locating or developing sources, developing approaches for procurements lacking precedent, and resolving major differences in the interpretation of the statement of work during discussions and negotiations.
12. Coordinates a variety of contracts requiring the development of new or modified evaluation criteria, reporting requirements, and contractual arrangements. Decisions include forecasting labor and material costs when unknowns are involved, locating or developing sources, developing approaches for procurements lacking precedent, and resolving major differences in the interpretation of the statement of work during discussions and negotiations.
13. Monitors, documents and communicate contractor's compliance with the Quality Assurance Surveillance Plan (QASP) and Deliverables.

14. Receives direction from the Contract Officer/Office of Acquisition and Quality to ensure contractor compliance with Federal Acquisition Regulations (FAR) and the Federal Travel Regulations (FTR) for all contracts where delegated authority is given.
15. Maintains training and login frequency for uninterrupted username and password access to Webview /FFMS/FAITAS and other systems as required.
16. Reviews and accepts/rejects all invoices and vouchers in a timely manner in accordance with the Prompt Payment Act.
17. Completes annual Webview/FFMS financial documents audit. Authors a variety of technical and contractual documents to include but not limited to
 - a. Statements of Work/Performance Based Statements of Work
 - b. Position Descriptions
 - c. Quality Assurance Surveillance Plans
 - d. Market Research
 - e. Balanced Workforce Statements
 - f. Independent Government Cost Estimates
 - g. Staffing Matrix
18. Reports technical or contractual difficulties encountered during vendor performance to supervisor and CO as appropriate.
19. Maintain COR Contract Files in accordance with DHS Contracting Officer's Representative Essential Element Guidebook or Appointment Letter.
20. Serves as Technical Monitor for COR Administrative Assistant.
21. Provides guidance and direction to Technical Monitors in the field on contract implementation and compliance.
22. Serves as liaison between vendor and agency within scope of delegated authority as stipulated in COR appointment letter.
23. Collaborates with the Chief of Health Operations, Regional Health Services Administrator (RHSA) and local Health Services Administrators (HSA), regarding resolutions of complex contractual personnel and operational issues.
24. Maintains awareness of operational issues within Health Operations Unit impacting contract performance.
25. Collaborates with the Regional Clinical Director (RCD) and the on-site Clinical Director to support compliance of ICE/IHSC policy.
26. Reviews and audits health care unit staffing schedules to ensure staffing shifts are filled and appropriate to the mission.
27. Provides management reports as required, to include monthly health care unit activity reports.
28. Participates in scheduled HSA meetings and other meetings as necessary.
29. Assists HSA in reviewing contract employee files for compliance with IHSC policy and current accreditation requirements.
30. Monitors incidents, sentinel events and other situations that may represent risk, providing documentation of corrective actions accordingly.
31. Provides assistance to the HSAs to support the establishment of appropriate program activities and monitored as needed.
32. Receives, reviews and forwards investigations and problem resolutions as per policy.

33. Maintains a working relationship with mission stakeholders such as Field Officer Directors (FOD), Assistant Field Office Directors (AFOD), Vendor Key Personnel, and outside agencies as applicable.
34. Follows supervisory chain of command.
35. Maintains current CPR/BLS certification.
36. Maintains basic readiness status
37. Other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

1. Knowledge of ICE and IHSC, program policies and guidelines, operating procedures, and various departmental initiatives.
2. Preferred COR Level II/Level III Certification Level.
3. Ability to exercise a high degree of independence, initiative, judgment, and follow-through on a broad range of sensitive, complex administrative tasks.
4. Ability to adapt to sudden changes in schedules and work requirements.
5. Knowledge and skill in all Microsoft Office programs to include Microsoft Project, Visio, Excel, and SharePoint.
6. Ability to establish and maintain positive working relationships in a multidisciplinary environment.

PHYSICAL DEMANDS:

1. Able to climb ladders and stairs.
2. Able to carry 50 lbs. of medical equipment 100 yards.
3. Sitting and/or standing for extended periods of time [6-8 Hours].
4. Performing repeated bending motion.
5. Average manual dexterity for computer operation.
6. Phone use for extended periods of time.

DHS SUPERVISORY CONTROLS:

1. DHS
2. ICE
3. ERO

HHS ADMINISTRATIVE CONTROLS:

1. DHHS
2. USPHS CC

SUPERVISORY CONTROLS

The Program Manager/Contracting Officer's Representative within Health Operations works under the direct supervision of the Chief of Health Operations Unit.