

Program Management, Administrative, Clerical, and Technical Services for DHS (PACTS)

PACTS is a department-wide platform for acquiring non-IT service solutions and is a set-aside for service-disabled, veteran-owned small businesses (SDVOSB) in accordance with FAR 19.14. Through the multiple-award process, PACTS will provide a wide range of services for DHS through four comprehensive functional categories (FCs):

- FC1 – Program Management Support
- FC2 – Administrative Support
- FC3 – Clerical Support
- FC4 – Technical Service

The services to be acquired make up a significant portion of DHS's organizational requirements and include, but are not limited to, strategic planning, program assessment, project management, logistics support, contingency planning, resource management, change management, acquisition support, studies and analyses, space planning, clerical and secretarial support, risk assessments, etc.

Benefits

- Simplified and streamlines acquisition process for these requirements, which are currently being met through a collection of procurement methods
- Service-disabled, veteran-owned small business set-aside