STATEMENT OF WORK

Litigation Support Technical Specialist
Wage Determination No: 2015-4047
Occupation Code: 14160 - Personal Computer Support Technician
United States Attorney's Office - District of Massachusetts

INTRODUCTION AND SCOPE

Background/Purpose

The mission of the US Attorney's Office for the District of Massachusetts (USAO) is to prosecute and defend cases on behalf of the federal government. This contract will be used to provide professional litigation support and legal assistance products and services, legal case and/or investigation-related administrative record responsibilities, and assist in the production of documents and electronic data as needed for discovery, pre-trial, and trial exhibits.

Litigation Support Customer Support and Project Management

In a developmental capacity, provides customer support services and project management services in connection with electronic discovery, litigation support projects, and litigation technology software applications. Assignments include the following:

- Provides customer support services to case team members relating to their use of litigation technology applications. Such services include basic troubleshooting, user assistance, and occasional basic training in response to case team needs.

- Regularly communicates with case team members about the status of litigation support projects (e.g., processing, production preparation, etc.) and the time and resources needed to complete projects.

- Completes litigation support projects in accordance with case team specifications, industry standards, and applicable deadlines.

- Maintains inventory and tracks litigation support equipment (e.g., external optical media readers and duplicators; specialized scanners; large format printers; etc.). Maintains litigation support equipment in good working order.

Technical Assistance with Case Presentation and Preparation

When requested and following established procedures, provides technical assistance, in a developmental capacity, to case teams presenting or filing electronic evidence or exhibits in civil or criminal legal proceedings. Assignments include the following:

- Creates electronic versions of exhibits for court filings, depositions, hearings, or trials.

- Assists with the creation of basic demonstrative exhibits.

- Loads exhibits in courtroom presentation software.

- Sets up and tests courtroom presentation software or equipment.

- Trains staff on use of courtroom presentation software or equipment.

Litigation Support Responsibilities

Discovery Processing/Production. In a developmental capacity, performs routine litigation support tasks necessary to process common ESI (e.g., PDF files, Word documents, Excel spreadsheets, PowerPoint files, emails, etc.) and prepare it for review for the case team and/or production to opposing counsel. Uses specialized software applications (e.g., processing software) to perform basic processing tasks and meet the technical needs of criminal and civil case teams. Assignments include the following:

- In consultation with the Litigation Technology Specialists, reviews the case team's technical requirements and develops a plan for processing electronic files consistent with those requirements.
- Maintains accurate and current records regarding incoming electronic case materials, adhering to office tracking protocols, such as by completing standardized inventory or tracking forms.

- Uses software applications to extract electronic case materials from storage devices or download electronic case materials from secure file transfer sites. Routes and stores electronic case materials in compliance with office policies and procedures (e.g., adhering to common folder structure or naming conventions). Ensures proper security is maintained over case and litigation support project materials, in accordance with office policies and procedures.

- Organizes and prepares electronic files for processing. In a developmental capacity, uses specialized software applications to perform basic processing of common electronic files. Performs quality control on processed files and addresses any identified issues.

- When requested, organizes, and prepares hard copy documents for scanning. Scans hard copy documents making appropriate determinations about equipment, unitization, resolution, and format.

- In consultation with a Litigation Technology Specialists, reviews case team's technical requirements and develops a plan for production of common electronic files consistent with those requirements.

- In a developmental capacity, generates basic electronic discovery productions (e.g., Bates-numbered images with redactions and searchable text) that comply with production

specifications and deadlines, including productions from document review databases. Performs quality control on electronic discovery productions and addresses any identified issues.

- When requested and following established procedures, maintains accurate and current records regarding outgoing discovery productions.

- When requested and following established procedures, prepares electronic discovery productions for transmittal to opposing parties. Uses software applications to copy electronic discovery productions to external media or file transfer systems. Performs quality control on copies and addresses any identified issues. Uses software applications to secure electronic files contained in discovery productions (i.e., encrypts external media, uses secure file-sharing system, password protects files, etc.).

- In a developmental capacity, uses software applications to edit audio and video files consistent with case team requirements. Including, clipping, audio redacting, video blurring, filetype conversions.

Discovery Review. In a developmental capacity, performs routine litigation support tasks relating to case teams' review of common ESI. Uses specialized software applications (e.g., document review databases) to perform these tasks. Assignments include the following:

- In consultation with a Litigation Technology Specialists, reviews case team's technical requirements, and develops a plan for review of common electronic files consistent with those requirements.

- In a developmental capacity, builds and maintains document review databases for case team use. Loads image, native, and text files into document review databases; performs quality control on loaded files and addresses any identified issues.

- Uses basic document review database functions such as coding, tagging, basic searching, sorting, and filtering, and in consultation with the Litigation Technology Specialists, advises case teams on these functions' use.

Place of Performance

United States Attorney's Office
District of Massachusetts
1 Courthouse Way Suite 9200
Boston, MA 02210

Deliverables/Performance Standards

The Contractor shall prepare and deliver to the Contracting Officer (CO), or other designated government representative; weekly activity reports, which detail daily tasks, completed and

program related activities.

Contractor performance will be monitored and assessed by the CO, or other designated government representative, by periodically sampling and reviewing documentation and records for quality and timeliness of work accomplished. The CO shall inform the Contractor of any problems as they arise.

The performance standards for successfully completing the activities described above is 95 percent accuracy.

Labor Categories/Personnel Qualifications

Contract employees shall be responsible for the myriad of tasks needed to support the USAO in the area of Litigation Support. Contractors shall perform a variety of tasks related to litigation support.

LABOR CATEGORY DESCRIPTIONS

Labor Category	541611LIT - Litigation Support Solutions
Required Education	**Undergraduate degree is preferred-preferably in computer science or related field**
Required Experience	• Good communication skills, interpersonal communications and dealing with people
	• Ability to learn legal terminology • Ability to learn litigation and court proceedings • Provide word processing and data entry/retrieval • Ability to review and analyze data and information from multiple sources • Ability to establish case/project files • Ability to enter and retrieve data from databases • Ability to manipulate, transfer, compute and print information • Ability to prepare and correct reports and correspondence using word processing software • Answer inquiries regarding case-related information as maintained in the database • Answer inquiries regarding case-related status • Obtain additional information from other agencies/organizations • Maintain internal status information on the disposition of designated information, files, and assets • Assure information is accurate and perform analytical computations necessary to process data • Provide administrative information and assistance concerning case or file to other agencies or organizations

Certifications, License, Physical Requirements or Other Expertise Required

The contractor must have good communication and organizational skills, the ability to deliver highest quality work under pressure, and knowledge of software used by the USAO (or the ability to acquire knowledge about the USAO's computer systems).

The contractor must have the ability to prove U.S. citizenship and that the contractor personnel meet the Department of Justice residency requirements.

The Contractor key personnel must be screened and pass the applicable background investigation for this position and adhere to DOJ Security Clauses. Please see the attached local clause for more information.

Operational Hours

Work will be performed on a 40 hours per week basis as applicable over a five-day workweek, 7:00am – 6:00pm, Monday – Friday, except those days where a Federal Holiday is observed. A list of holidays observed by the Government is as follows:

1. New Year's Day;
2. Martin Luther King's Birthday;
3. Presidents' Day;
4. Memorial Day;
5. Juneteenth
6. Independence Day;
7. Labor Day;
8. Columbus Day;
9. Veteran's Day;
10. Thanksgiving Day;
11. Christmas Day

Evening and weekend work may be required at times. Overtime is authorized only with prior written approval from a CO and the Contractor.

Holidays and other non-workdays are not billable unless work is requested by the Government and performed on these days. No work shall be performed by the Contractor personnel in Government facilities on Federal holidays or other non-workdays without prior written approval. Work performed on holidays, weekends or other non-workdays shall be billable at regular approved rates.

This position is intended as an in-person role within our office location. Telework is not scheduled on an on-going regular basis for this position. Instead, telework maybe permitted on occasion to support contingency planning and in support of continuing work, such as during inclement weather conditions.

There are certain types of irregularly occurring circumstances that prompt the Government to

close its offices where Contractor personnel are working, either on a national or local basis (i.e., bomb threats, inclement weather, power outages, death of a national figure, or funding lapses).

Contractor staff shall not work if the Government is closed. Non-work due to the Government closing its facility is not an expense directly reimbursable to the Contractor. However, in those rare instances when the Government operations are curtailed for the balance of a workday that has already commenced, the Contractor may bill for the balance of the scheduled workday with the written acknowledgement of the Contracting Officer's Representative (COR) and the final approval of the CO. Employees of the Contractor will not be paid by the Department of Justice for times when, prior to the employee arriving at the workplace, the operations of the Federal agency have been shut-down or curtailed due to unusually severe weather, other Acts of God, budgetary reasons, or other unforeseeable circumstances. The Contractor's Management Plan shall address how the contract employees will be compensated during these periods of time.

Confidentiality Requirements – Signature of a Nondisclosure Agreement is required of all contractor employees. This Agreement must be signed the first day of employment. All signed forms shall be retained in the official file by the CO.