

U.S. DEPARTMENT OF HOMELAND SECURITY

U.S. Customs and Border Protection

U.S. Border Patrol (USBP)

STATEMENT OF WORK

FOR

USBP Processing Coordinators Services

March 30, 2022

1. BACKGROUND

The primary mission of the United States Department of Homeland Security (DHS) is to protect the Nation from acts of terrorism while simultaneously ensuring the efficient flow of lawful traffic and commerce by managing, controlling, and securing the Nation's land, air, and sea borders. The U.S. Customs and Border Protection (CBP) acts as the "frontline" border security component and is the largest and most complex one within DHS. CBP is responsible for securing and facilitating trade and travel while enforcing hundreds of U.S. regulations, including immigration and drug laws.

Within CBP is the United States Border Patrol (USBP), which was officially established on May 28, 1924, by an Act Congress passed in response to increasing illegal immigration. As mandated by this Act, the small border guard, in what was then the Bureau of Immigration, was reorganized into USBP. The initial force of 450 officers was given the responsibility of combating illegal entries and the growing business of alien smuggling. Today, USBP has a workforce of more than 20,000 agents and 2,000 mission support personnel and is now the primary federal law enforcement organization responsible for preventing the entry of terrorists and their weapons from entering the United States between official CBP ports of entry. USBP is also responsible for preventing the illicit trafficking of people and contraband between the official ports of entry.

USBP is currently facing unprecedented numbers of migrants entering between the ports of entry along the southwest border. To assist with certain portions of the ongoing processing and humanitarian efforts, USBP has DHS Volunteer Force and Border Patrol Processing Coordinators (BPPC). However, adding additional Processing Coordinators to assist with data entry will greatly benefit USBP by keeping more Border Patrol Agents focused on patrolling the border and preventing transnational smuggling organizations (TSO) from exploiting gaps. As part of the overall effort to maximize processing efficiencies, USBP requires Processing Coordinators to assist with data entry and other processing efforts.

2. SCOPE

The scope of work under this Statement of Work (SOW) is to acquire processing coordinator services to supplement the ongoing processing and humanitarian efforts by DHS Volunteer Force and BPPC with additional processing related support by providing Processing Coordinators to perform the following, including but not limited to:

- Receiving migrants after they are apprehended, storing, and tracking their personal property, and providing for their security and well-being while they are detained in CBP custody.
- Drafting and maintaining administrative paperwork related to the processing of migrants in DHS/CBP custody, including reports concerning the transportation and deportation of detained migrants.
- Logging information about detained migrants into DHS/CBP information systems, including the status of welfare checks and conditions in custody.

The Processing Coordinators serve an explicitly civilian function. They are not involved in any law enforcement duties (i.e., interviewing migrants) and do not participate in surveilling the border or apprehending undocumented migrants.

Personnel required for this effort are: 860 Contractor Processing Coordinators (Admin Clerk III), 33 Shift Supervisors (PM Intermediate), and 1 Program Manager (PM Senior). The number of personnel for each labor category per site shall be outlined in Section 4.7.4.

In supporting and maintaining CBP's mission to effectively ensure the safety of our environment, enforce our laws, protect our revenue, and facilitate legitimate trade, the Contractor shall provide qualified personnel to assist USBP as outlined in Section 2.0 (Scope of Work) and Section 4.0 (Specific Tasks).

3. APPLICABLE DOCUMENTS

3.1 DHS Handbook for Safeguarding Sensitive Personally Identifiable Information

The Contractor shall ensure that all employees assigned to work on the Contract shall comply with the DHS Handbook for Safeguarding Sensitive Personally Identifiable Information, found at the link below:

http://www.dhs.gov/sites/default/files/publications/privacy/Guidance/handbookforsafeguarding-sensitive-PII_march_2012_webversion.pdf

3.2 DHS Sensitive Systems Policy Directive 4300A, Version 12.01, dated February 12, 2016

The Contractor shall comply with DHS information on security policy, standards, and guidelines, found at the link below:

<http://dhsconnect.dhs.gov/org/comp/mgmt/cio/iso/Documents/4300A%20Sensitive%20Systems%20Policy.pdf>

<http://www.gsa.gov/portal/content/102886>

3.4 Non-Disclosure Agreement (NDA)

DHS Form 1100-6, Non-Disclosure Agreement can be found at the link below:

<http://www.fas.org/sgp/othergov/dhs-nda.pdf>

3.5 Standards of Conduct

DHS U.S. Customs and Border Protection Directive No. 51735-013A, dated March 13, 2012, Standards of Conduct found at the link below:

http://www.cbp.gov/sites/default/files/documents/std_of_conduct_3.pdf

4. SPECIFIC TASKS

4.1 TASK 1: KICKOFF MEETING

No later than two (2) business days after the effective date of award, the Contractor shall meet with the Contracting Officer / Specialist, Contracting Officer Representative (COR) and other interested CBP personnel to discuss the following:

- a. Review any contractual matters, including terms and conditions and milestones & deliverables of the resultant Contract.
- b. Review and discuss Section C – Statement of Work of the resultant Contract to ensure a common understanding of the general requirements.
- c. Resolve any differences between the CBP technical approach and the Contractor's approach.
- d. Discuss questions from the Contractor concerning any part of the resultant Contract. The Contractor's questions will be resolved to the satisfaction of both the Contractor and Government.

The Contractor shall first conduct a briefing (i.e. 30–45 minutes) describing the firm's planned approach.

4.2 MONTHLY STATUS REPORTS

The Contractor shall prepare and submit Monthly Status Report (MSR) electronically to the COR and Contract Specialist (CS) no later than the 10th (calendar day) of each month. Should the 10th day of the month fall on the weekend, or Federal Holiday, the report is to be submitted the first Federal workday after the preceding weekend or Federal Holiday. The Monthly Status Report shall indicate the contract number, title, and time period. A mutually agreed upon Monthly Progress Report format will be determined thirty (30) calendar days after contract award. The monthly status report shall include a narrative description of the following areas:

- a. CBP contract number and description.
- b. Sector of the services rendered and the location of the sector.
- c. Total funding for the task(s).
- d. Positions and names of the contract employees onboard;
- e. Positions and names of the contract employees with Background Investigation (BI) pending.
- f. Invoices submitted and paid during the reporting period and running total on amounts billed by months.
- g. Total funding remaining on the contract.

- h. Notes to provide explanation and clarity on updated activities and invoice revision or unusual issues.
- i. Accomplishments made during the preceding month.
- j. Plans for accomplishments in next reporting period.
- k. Status of on-going activities.
- l. Management issues.
- m. Problems or delays that the Contractor has experienced that could affect cost, schedule or performance in the conduct of services, along with recommended solutions; and
- n. Specific action that the Contractor would like USBP to undertake to alleviate a problem.

4.3 MONTHLY VERIFICATION REPORTS

The Contractor shall perform and submit monthly verification reports on availability of Contractor's employees with Background Investigation (BI) pending status. The report shall be due by the 10th day (calendar day) of each month. Should the 10th day of the month fall on the weekend, or Federal Holiday, the report is to be submitted the first Federal workday after the preceding weekend or Federal Holiday. The Contractor shall notify the COR in writing immediately if through verification, the Contractor becomes aware of any Contractor's employee with BI pending that are no longer interested or available for the position(s).

4.4 QUALITY CONTROL / ASSURANCE PLAN

The Contractor shall maintain an approved Quality Control / Assurance Plan that establishes the quality assurance activities they shall be performed throughout the performance of this contract. The quality control plan shall provide the basis for the Government to evaluate the quality, accuracy and timeliness of Contractor performance and each deliverable. The plan shall outline the Contractor team with responsibility for the development and implementation of an appropriate and effective quality assurance program. Additionally, the Quality Control Plan shall demonstrate how the Contractor will monitor program activities and assist detecting, isolating, preventing and correcting deficiencies in a timely manner within contract cost constraints. All resources, schedules, policies, standards, processes, procedures, tools, and records used to perform quality assurance activities shall be listed in the plan. The Quality Control / Assurance Plan is due thirty (30) calendar days after contract award.

4.7 CONTRACTOR SUPPORT

The Contractor shall provide personnel for processing related support services needed to assist USBP with unprecedented numbers of migrants entering between the ports of entry along the southwest border.

4.7.1 Contractor Processing Coordinator

Contractor Processing Coordinators shall:

- Receive and initial intake processing of detainees.

- Maintain well-being of detainees outside of a secure complex, inventorying, tagging, and store detainees' personal property for tracking purposes.
- Communicate in the Spanish language.
- Log the status of welfare checks of occupants, visual inspections of temporary holding areas and input information into the appropriate processing system.
- Draft and maintain administrative paperwork and reports related to property, transportation, and deportation documentation.
- Data entry in e3
- Linking family units and family groups (FMU/FMG) in e3
- Property storage and inventory
- Conducting roll calls
- Updating the Detention Module (DM) with cell assignments and custodial actions (food, medical, phone calls, and other amenities)
- Creating I-216 manifests

4.7.2 Program Manager

Program Manager shall: be able to (1) adequately manage the staff, and (2) plan, direct, control, measure, and monitor all employee activities. The PM shall ensure processes are in place for supervision of and interfacing with the Government and that processes incorporate obtaining timely security clearances for new employees.

Shift Supervisor

1. Organize workflow and ensure that employees understand their duties or delegated tasks
2. Monitor employee productivity and provide constructive feedback and coaching
3. Receive complaints and resolve problems
4. Maintain timekeeping and personnel records
5. Pass on information from upper management to employees and vice versa
6. Prepare and submit performance reports

4.7.3 Personnel Distribution by Sites

CLIN 1. To be exercised upon issuance and acceptance of the offer.

Laredo (LRT) Sector

<u>Government Labor Category Title</u>	<u>Number of Employees</u>
Contractor Processing Coordinator	
Shift Supervisor - One Per Shift	

Number of Employees



Yuma (YUM) Sector

Government Labor Category Title

Contractor Processing Coordinator

Shift Supervisor- One Per Shift

Number of
Employees



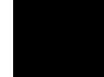
Del Rio (DRT) Sector

Government Labor Category Title

Contractor Processing Coordinator

Shift Supervisor - One Per Shift

Number of
Employees



CLIN 2. To be exercised at the convenience of the Government

Laredo (LRT) Sector

Government Labor Category Title

Contractor Processing Coordinator

**CLIN 3. To be exercised at the
convenience of the Government**

**Number of
Employees**



Yuma (YUM) Sector

Government Labor Category Title

Contractor Processing Coordinator

Number of
Employees



CLIN 4. To be exercised at the convenience of the Government

Del Rio (DRT) Sector

Government Labor Category Title

Contractor Processing Coordinator

Number of
Employees



**CLIN 5. To be exercised at the
convenience of the Government**

El Paso (EPT) Sector

Government Labor Category Title

Contractor Processing Coordinator


Shift Supervisor - One Per Shift

Number of
Employees




CLIN 6. To be exercised at the convenience of the Government

Rio Grande Valley (RGV) Sector

<u>Government Labor Category Title</u>	Number of Employees
Contractor Processing Coordinator	
Shift Supervisor - One Per Shift	


CLIN 7. To be exercised at the convenience of the Government

Tuscon (TCA) Sector

<u>Government Labor Category Title</u>	Number of Employees
Contractor Processing Coordinator	
Shift Supervisor - One Per Shift	


CLIN 8. To be exercised at the convenience of the Government

San Diego (SDC) Sector

<u>Government Labor Category Title</u>	Number of Employees
Contractor Processing Coordinator	
Shift Supervisor - One Per Shift	

CLIN 9. To be exercised at the convenience of the Government

El Centro (ELC) Sector

<u>Government Labor Category Title</u>	Number of Employees
Contractor Processing Coordinator	
Shift Supervisor - One Per Shift	


CLIN 10. To be exercised at the convenience of the Government

Big Bend (BBT) Sector

<u>Government Labor Category Title</u>	Number of Employees
Contractor Processing Coordinator	
Shift Supervisor - One Per Shift	


CLIN 11. To be exercised at the convenience of the Government

Miami (MIP) Sector

<u>Government Labor Category Title</u>	Number of Employees
Contractor Processing Coordinator	
Shift Supervisor - One Per Shift	

CLIN 12. To be exercised at the convenience of the Government

Ramey (RMY) Sector

<u>Government Labor Category Title</u>	Number of Employees
Contractor Processing Coordinator	
Shift Supervisor - One Per Shift	

5 REQUIREMENTS AND QUALIFICATIONS

5.1 REQUIREMENTS The Contractor's personnel staff shall possess the following skills:

- 5.1.1 Must be able to multi-task, such as meeting deadlines while also responding to employee inquiries.
- 5.1.2 Must be skilled in operating personal computer and utilizing various software packages, such as, Microsoft (MS) Office applications such as MS Word and Excel to complete assignment.
- 5.1.3 Must possess strong communication and interpersonal skills.
- 5.1.4 Must be able to deal with conflicts, confrontations, disagreements in a positive manner, which minimizes personal impact, to include controlling ones' feelings and reactions.
- 5.1.5 Must be able to deal effectively with others in both favorable and unfavorable situations regardless of status of position.
- 5.1.6 Must accept interpersonal and cultural diversity.
- 5.1.7 Must be able to pass pre-employment and periodic background checks.

5.2 CONTRACTOR/KEY PERSONNEL

The Contractor shall provide the resume for each Contractor/Key Personnel who meet the requirements below:

5.2.1 Program Manager (PM Senior)

The Program Manager (PM) shall possess a comprehensive range of knowledge and experience. The Program Manager shall be able to (1) adequately manage the staff, and (2) plan, direct, control, measure, and monitor all employee activities. The PM shall ensure processes are in place for supervision of and interfacing with the Government and that processes incorporate obtaining timely security clearances for new employees.

Education (minimum BA/BS)

Experience (8+ years in program management roles)

5.3 CONTRACTOR PERSONNEL

5.3.1 Background Investigation

Eligible personnel must be a U.S. Citizen and must have a completed and active Single-Scope Background Investigation (SSBI) with CBP prior to reporting to work assignment. Reciprocity for some clearances might apply and will be administered on a case-by-case basis.

Contractor employees shall not begin working under this contract until a determination is approved by CBP's Personnel Security Division.

5.3.2 Employee Identification

Contractor employees visiting Government facilities shall wear an identification badge that, at a minimum, displays the Contractor name, the employee's photo, name, clearance-level and badge expiration date. Visiting Contractor employees shall comply with all Government escort rules and requirements. All Contractor employees shall identify themselves as Contractors when their status is not readily apparent and display all identification and visitor badges in plain view above the waist at all times.

Contractor employees working on-site at Government facilities shall wear a Government issued identification badge. All Contractor employees shall identify themselves as Contractors when their status is not readily apparent (in meetings, when answering Government telephones, in e-mail messages, etc.) and display the Government issued badge in plain view above the waist at all times.

5.3.3 Employee Conduct

Contractor's employees shall comply with all applicable Government regulations, policies and procedures when visiting or working at Government facilities. The Contractor shall ensure Contractor employees present a professional appearance at all times and that their conduct shall not reflect discredit on the United States or DHS. The Contractor shall ensure its employees understand and abide by DHS established rules, regulations and policies concerning safety and security.

The Government may, at its sole discretion (via the Contracting Officer), direct the Contractor to remove any Contractor employee from DHS facilities for misconduct or security reasons. Removal does not relieve the Contractor of the responsibility to continue providing the services required under the contract. The Contracting Officer will provide the Contractor with a written explanation to support any request to remove an employee.

5.3.4 Non-Disclosure Agreement (NDA)

All Contractor personnel performing work under the terms of this contract shall complete and sign DHS Form 1100-6, Non-Disclosure Agreement. The Contractor shall provide the completed form to the COR before a Contractor employee has access to any information, materials, or documents pertaining to the Contract.

5.3.5 Key Personnel

The Contractor must maintain an adequate work force for the uninterrupted performance of all tasks defined within this SOW. The Contractor shall provide the following key personnel to administer the Contract.

5.3.5.1 Program Manager (PM Senior)

Refer to Section 5.2 Contractor/Key Personnel for qualifications requirements of Key Personnel.

6.0 DELIVERABLES / MILESTONES AND DELIVERY SCHEDULE

6.1 Delivery Schedule

The following table specifies the delivery schedule for the Deliverables (D) / Milestones (M) under this contract. See Section 11.2 for Government Acceptance in regard to the acceptance / rejection of a deliverable.

SOW Reference	Deliverable Title	Delivery Time	Frequency
5.2	Resume	With Proposal	Prior to working on this contract
4.1	Kick Off Meeting (M)	2 business days after effective date of contract	Once
4.2	Monthly Status Reports (D)	10 th calendar day of each month	Monthly
4.3	Monthly Verification Reports (D)	10 th calendar day of each month	Monthly
4.4	Quality Control / Assurance Plan (Draft) (D)	Submitted with Proposal	Once
	Quality Control / Assurance Plan (Final) (D)	Thirty (30) calendar days after contract award	Once
4.7	Contractor Support (M)	On-Going throughout life of contract	On-Going throughout life of contract
	Non-disclosure Agreement	NLT 15 business days post contract award	Prior to work on this contract
	Security Awareness and Privacy Training	NLT 15 business days post contract award	Prior to work on this contract and thereafter annually

7.0 GOVERNMENT FURNISHED EQUIPMENT AND INFORMATION

The Government will provide equipment necessary to perform job functions for all contract personnel identified in section 5.2 (Contract/Key Personnel).

The Government will provide Contractor personnel with standard office furnishings:

- Personal Identity Verification (PIV) Card
- Laptop or Computer with VPN;
- Standard office supplies, as needed, to complete daily duties;
- Standard equipment and software to complete daily duties;
- Each Contractor will be given their own workstation, unless CBP policies change or conditions arise that do not allow CBP to accommodate this section.

The Government furnished equipment and supplies is for official use only.

8.0 PLACE OF PERFORMANCE

All Contractor personnel assigned to this contract will be provided workspaces in their assigned sectors and stations at USBP facilities and along the southern borders:

USBP Sector	ADDRESS/PLACE OF PERFORMANCE
RGV	4400 S. Expressway 281, Edinburg, TX 78542
YUM	4035 South Avenue A, Yuma, AZ 85365
DRT	2401 Dodson Ave, Del Rio, TX 78840
EPT	9201 Gateway South, El Paso, TX 79924
LRT	207 W. Del Mar Blvd, Laredo, TX 78041
TCA	2430 A Swan Road, Tucson, AZ 85711
SDC	2411 Boswell Rd, Chula Vista, CA 91914
ELC	221 West Aten Road, Imperial, CA 92251
BBT	300 Madrid St, Marfa, TX 79843
MIP	15720 Pines Blvd, Pembroke Pines, FL 33027
RMY	723 Belt Road Ramey, Aguadilla, PR 00603

9.0 PERIOD OF PERFORMANCE

The period of performance shall be for one (1) year base period, following contract award with two (2) one-year options.

10.0 SECURITY

No Government data will be processed by non-cleared Contractor personnel on Contractor equipment (laptop, desktop, etc.) or at the Contractor's facility. All services provided under this contract shall be compliant with DHS Information Security Policy, identified in MD4300.1, Information Technology Systems Security Program and 4300A Sensitive Systems Handbook.

Interconnections between DHS and non-DHS IT systems shall be established through controlled interfaces and via approved service providers. The controlled interfaces shall be accredited at the highest security level of information on the network.

Connections with other Federal agencies shall be documented based on interagency agreements, memoranda of understanding, service level agreements or interconnect service agreements. Components shall document interconnections with other external networks with an Interconnection Security Agreement (ISA). Interconnections between DHS Components shall require an ISA when there is a difference in the security categorizations for confidentiality, integrity, and availability for the two networks. ISAs shall be signed by both DAAs or by the official designated by the DAA to have signatory authority.

11.0 SPECIAL CONSIDERATIONS

11.1 Invoicing

In addition to the Payment and Invoice Instructions provisions of this solicitation, the Contractor shall submit for payment, invoice statements by the 10th business day of each month for services rendered the previous month.

Invoices are to be submitted electronically via the Invoice Processing Platform (IPP) system. Instructional guidance to be provided at time of task order award.

11.2 Government Acceptance Period

The COR will have five (5) business days to review / comment, accept or reject deliverables prior to acceptance and provide the Contractor with an email that provides documented reasons for non-acceptance. The deliverable is not considered accepted until approved by the COR. If a deliverable is rejected, the Contractor shall make corrections as specified by the COR and resubmit the deliverable for review and approval to the COR within three (3) business days at no additional cost to the Government. If the deliverable is acceptable, the COR will send an e-mail to the Contractor notifying it that the deliverable has been accepted.

The COR will have the right to reject or require correction of any deficiencies found in the deliverables that are contrary to the information contained in the Contractor's accepted proposal. In the event of a rejected deliverable, the Contractor will be notified in writing by the COR of the

specific reasons for rejection. The Contractor may have an opportunity to correct the rejected deliverable and return it per delivery instructions.

All deliverables shall meet the requirements set forth in contractual documentation. Certification by the Government of satisfactory services is contingent upon the Contractor performing in accordance with the terms and conditions of the contract and this SOW.

11.3 Government Quality Assurance

The COR will monitor the Contractor performance and inspect and accept or reject the services as required by the contract. The COR has the right to audit the Contractor and request an updated copy of the Quality Control / Assurance Plan at any time during the life of the contract. Further, the COR will evaluate the Contractor's performance under this contract using the method of surveillance deemed appropriate.

Unacceptable services will include:

- Exhibiting a poor level of customer service and professionalism.
- Failure to adhere to security section of this SOW; and
- Contractor staff presents as Federal employee.

11.4 Training

Training costs for Contractor staff may be reimbursed and authorized as part of the contract agreement. For reimbursement, any training will be required to be authorized and approved by the COR prior to training course occurring.

11.5 [Reserved]

11.6 Labor Hours

The Contractor staff shall perform work during the normal business hours not to exceed 8 hours per workday unless otherwise noted or overtime is approved by the COR and Contracting Officer. Processing Centers can operate 24 hours per day, 7 days per week, including holidays. The Contractor staff shall perform work in accordance with this operational schedule.

0600-1400

1400-2200

2200-0600

11.7 No Private Rights Created

This SOW is an internal policy of USBP and does not create or confer any rights, privileges, or benefits for any person or party.

Any and all actions taken in performance of the duties and responsibilities of this policy that have an impact on bargaining unit employees will be taken in accordance with the terms of the applicable collective bargaining agreement. Nothing in this Policy is to be interpreted to invalidate or interfere with the existing rights and protections of employees under the law and under applicable collective bargaining agreement(s).

11.8 Disclosure

This SOW contains information that may be exempt from disclosure to the public under the regulations of DHS. No part of this document shall be disclosed to the public without express authority from USBP Headquarters (HQ).

This information shall not be distributed beyond USBP employees or other personnel who do not have a valid “need-to-know” without prior authorization of USBP HQ.