

Statement of Work (SOW)



Change and Configuration Management Support Services

PR 20146944

US Customs and Border Protection (CBP)

Office of Information and Technology (OIT)

August 2024

1.0 Background

The Unattended Ground Sensors (UGS) Program is an existing surveillance program in support of the U.S. Customs and Border Protection (CBP) Vision and Strategy 2025, goals 1 and 3, respectively “Counter Terrorism and Transnational Crime” and “Enhance U.S. Economic Competitiveness by Enabling Lawful Trade and Travel”. The UGS primary Mission Essential Tasks are to detect and identify moving objects; monitor investigative targets for suspicious activity or changes in threat; and track activity across related detections and record agency response. The current UGS Program includes a broad range of remotely monitored surveillance systems installed in areas where there is generally no persistent presence of personnel.

The US Border Patrol Program (USBP) Management Office Directorate (PMOD) has requested CBP OIT assistance to transition support for operations and maintenance (O&M) of the Unattended Ground System within Big Bend, El Paso, Laredo, Del Rio, and Rio Grande Valley Sectors organically to CBP OIT. The purpose of this requirement is for OIT to provide project management for transition activities, assist PMOD UGS Program Office with information gathering on the UGS system through site surveys, provide available network monitoring, security monitoring and scanning, security patching, configuration management support of current connected to UGS within OIT CBP Firewall infrastructure and establish a test bed environment to support the FISMA Authority to Operate (ATO) activity for Sanderson BPS & Marfa locations.

2.0 Scope

This Task Order (TO) scope aligns with the scope of the Enterprise Small Business (ESB) Professional Services Blanket Purchase Agreement (BPA). The Contractor shall provide Change and Configuration Management (CCM) support services for the execution of the UGS O&M support transition from USBP PMOD to OIT.

The Contractor shall provide technical and management support services with the associated skills and qualifications which are needed to support the UGS transition efforts and to demonstrate the success of that objective by supporting the following tasks, namely:

- Task 1 – Contractor Transition-In (ESB Section 5)
- Task 2 – Contract Management (ESB Task 1 and ESB Section 7.0)
- Task 3 – CCM Support Services (ESB Task 1)
- Task 4 - Outgoing Transition (ESB Section 5)

3.0 Applicable Documents

The Contractor shall adhere to the following policies, standards, directives, processes, and procedures in performing work under this Task Order (TO):

- DHS 4300A Policy Directive (Version 13.3, February 13, 2023) per DHS
- Information Systems Security and Procedures Handbook, CIS HB 1400-05D
- CBP OIT Change Management Handbook
- CBP Systems Life Cycle (SLC) Handbook, CIS HB 5500-07B
- Information Technology Infrastructure Library (ITIL) Standards
- Security Engineering Branch (SEB) Escalation Procedure
- OIT Configuration Management processes
- The CBP 2021-2026 Strategy.

4.0 Specific Tasks

The Contractor shall provide the skill set and expertise necessary to perform the tasks and requirements specified below.

4.1 Contractor Transition-In – ((ESB Section 5.0 Transition Support (In-Coming and Out-Going at a task order level))

The Contractor shall provide the full range of support required to provide a DRAFT Transition Plan that describes the process, procedures and controls that will be used to ensure that operations will not be adversely affected during transition. The Contractor's Transition Plan shall include details regarding their planned staffing. The staffing details should clearly annotate how many resources, by name, and by position, will be available to perform support operations on the anticipated start date and when other planned resources will be available to join the effort. The Contractor transition-in period will begin upon receipt and acceptance of the contractor's Transition Plan by the Government. The transition-in period shall cause no disruption in development and especially Operations & Maintenance services. The approved Transition-in Plan and schedule (updated to reflect any agreements made at the Kickoff Meeting) shall be submitted to the Contracting Officer Representative (COR) via electronic mail within Ten (10) calendar days after the Kick-Off meeting unless otherwise directed by the Government. The Contractor shall account for three (3) business (Monday through Friday) days of Government review and approval of the final Transition Plan, which shall be consistent with and further detail the approach contained in the Contractor's TO quote.

4.1.1. Kick-Off Meeting

The Contractor shall attend a Kick-off Meeting within five (5) business days of TO award to discuss technical and contracting objectives. The Kick-off Meeting will be located at a Government site; location identified after TO award. The Contractor shall prepare the Kick-Off Meeting minutes and forward to the COR and Contracting Officer (CO) within three (3) business days after the Kick-Off Meeting. The date and time of the meeting will be mutually agreed upon by the CO/COR and Contractor. Meeting objectives include, but are not limited to the following:

- a) Introducing key government and Contractor staff;
- b) Discussing the roles of the participants;
- c) Clarifying the overall scope, requirements, and deliverables;
- d) Reviewing the resource and scheduling requirements; and,

- e) Identifying potential risks and mitigations.

4.1.2. Transition-In Plan shall:

- a) Establish transition roadmap;
- b) Identify transition risks and risk mitigation;
- c) Define roles and responsibilities;
- d) Define a knowledge transfer approach;
- e) Provide checklist;
- f) Transition milestones; and,
- g) Schedule of events.

4.1.3. Staffing Plan

The staffing plan shall be included during the transition period. The Contractor shall provide appropriate staff to meet the Government's requirements. The Contractor shall provide a Staffing Plan that includes the names of personnel and a summary of the resources, tools and methods that the Contractor shall utilize to ensure that there is adequate coverage to provide the necessary services and performance standards as specified within this Statement of Work (SOW). The plan shall also include a detailed staffing matrix showing the following:

- a) Name of each Contractor personnel proposed by labor category with his/her key skills as well as relevant training and certifications;
- b) Company of the proposed Contractor Personnel (e.g., prime or Sub-Contractor Company);
- c) Estimated start date and end date for each proposed Contractor Personnel, pending Background Investigation (BI) adjudication/clearance;
- d) Current Contractor Personnel CBP clearance status (e.g., already has CBP clearance or estimated date that the CBP BI package will be submitted to the COR);
- e) Current hiring status of the proposed Contractor personnel (e.g., current employee of the Contractor, not a current employee of the Contractor but has signed an employment letter of intent, not a current employee of the Contractor and has not signed an employment letter of intent); and,
- f) An organizational chart containing names and functional titles.

The transition progress shall be provided in the weekly status report and provide information on all of the activities in the transition plan. The Government reserves the right to call meetings at any time during the transition-in period to review all transition activities.

4.2 Contract Management ((ESB Task 1 – Portfolio, Program and Project Management (PSC R408) and ESB Section 7.0 BPA Management/Oversight and Deliverables)

4.2.1 Project Management

The Contractor shall maintain adequate levels of project management, technical resources, quality assurance, and financial controls throughout the performance of this effort. Furthermore, these areas and controls shall be continuously applied in the performance of the tasks under this effort. The Contractor is expected to adequately plan, direct, control, measure, and monitor all activities related to this effort. The Contractor shall ensure all of its personnel are provided the necessary program management tools, guidance, plans, processes, procedures, and resources. Specifically, the Contractor shall ensure that the team is adequately supported in the following areas:

- Maintaining all Program Management Documentation
- Strategic planning and directing roadmaps
- Project Planning
- Project Control
- Requirements Management
- Risk and Issue Management
- Quality Management

4.2.2 Project Management

The Contractor shall provide a draft Project Plan for this Work Statement at the Kick-Off meeting for Government review and comment. The Contractor shall provide a final Project Plan to the Contracting Officers Representative (COR) no later than ten (10) calendar days after the Kick-Off meeting.

4.2.3 Weekly Status Reporting

The Contractor's Project Manager shall provide a weekly progress report to the COR and CO via electronic mail. This report shall include a summary of all Contractor work performed, an assessment of technical progress, schedule status, meetings attended and any Contractor concerns or recommendations.

Weekly status reports shall show for each task, at a minimum:

- a) Reporting period;
- b) Progress/status;
- c) Current week activities;
- d) Risk and Mitigation Strategy; and,
- e) Forecast of next week's activities to include any anticipated risks or problems, along with recommended mitigation strategies.

4.2.4 Status Meetings

The Contractor's Project Manager shall be available to meet with the COR upon request to present deliverables, discuss work progress, exchange information and resolve emergent technical problems and issues. The frequency and venue for these meetings will be determined during the Kick-Off Meeting.

4.2.5 Monthly Financial Report

The Contractor shall submit a Monthly Financial Report to the COR via electronic mail by the 15th of each month. The template will be provided by the Government during the TO Kick-Off meeting.

4.3 Change and Configuration Management (CCM) Support Services – (ESB Task 1 – Portfolio, Program, and Project Management (PSC R408))

The Contractor shall provide the full range of support required to implement, manage, and maintain the CCM Support Services. The performance of this task requires the contractor to assist the CTO, the CBP OIT program offices, and other Mission Stakeholders. Contractors' support may include, but not limited to the following:

- Establish a change management process to integrate sensors and network equipment into CBP network in a structured approach following DHS standards.
- Manage processes during transitions with the goal to implement changes efficiently and with minimal impact to the CBP mission.
- Review and submit implementation plans to Change Control Board for approvals.
- Communicate and liaising with management and stakeholders to drive the project forward.
- Communicate with staff and relevant parties to manage resistance and meet/set the expectations.
- Create and overseeing a strategy and timeline for change requests.
- Create training materials to embed change into organization standards.
- Manage and inform customers of any outages required for implementation of the change request
- Manage change activities within a defined process framework.
- Capture any lessons learned during change requests and perform continuous improvements to the change management process.
- Manage the configuration of all hardware and software elements of information systems and networks and assessing the security implications when changes occur.
- Follow The DHS security-focused configuration management process.
- Participate in contingency recovery operations, and reconstitution to normal operations.
- Monitor and control change requests to the baseline configurations and to the constituent components of DHS information systems (including the installation of

patches, hardware, software, firmware, and documentation) throughout the system's development life cycles

4.4 Outgoing Transition Planning and Execution - ((ESB Section 5.0 Transition Support (In-Coming and Out-Going at a task order level))

The Contractor shall provide the full range of support required to maintain an outgoing transition plan that includes time-phased list of key events, activities, and tasks. The outgoing transition plan shall be submitted 60 calendar days prior to the end of the period of performance and must include the full range of plans and activities required to bring the contracted work effort to logical completion and transition. The Contractor shall account for a ten (10) business day Government review process prior to executing the transition. Upon award of a follow-on TO or contract, the incumbent Contractor will work with the new Contractor to provide knowledge transfer and transition support, as required by the COR and Program Manager (PM). At a minimum, the outgoing transition plan must include the following key activities:

- a) Coordinate with Government Representatives.
 - Conduct applicable debriefing and personnel out-processing procedures
 - Participate in knowledge transfer activities in accordance with the transition plan
 - Provide members to and participate in transition management
- b) Review, evaluation and transition of current support services;
 - Define Roles and Responsibilities
 - Define transition approval authorities and lines of communication
- c) Define a knowledge transfer approach.
 - Establish roadmap and outstanding/open task
 - Provide checklists
 - Transition milestones and schedule of events
 - Identify transition risks and risk mitigation
- d) Define an asset/property transition approach.
 - Identify equipment, hardware, software, documents and other artifacts that are included in the transition
 - Return Government Furnished Equipment (GFE), Government Furnished Property (GFP), and Government Furnished Information (GFI), and perform GFE inventory management assistance
 - Transfer of all necessary business and/or technical documentation
 - Turn-in of all Government keys, ID/access cards, and security codes
 - Transition of historic data to new Contractor system; certify that all non-public DHS information has been purged from any Contractor-owned system.

5.0 Deliverables and Delivery Schedule

SOW Reference	Title	Delivery Schedule
4.1.1	Kick Off Meeting	Within Five (5) business days of the contract award
4.1.1	Kick-Off Meeting minutes	Three (3) business days after the Kick-Off Meeting
4.1.2	Final Transition-In Plan	Ten (10) calendar days after the Kick-Off Meeting
4.1.3	Staffing Plan	Ten (10) calendar days after the Kick-Off Meeting as part of Transition. Changes in staffing shall be communicated to the COR and the staffing plan is to be updated as required by COR.
4.2.2	Final Project Plan	Ten (10) calendar days after the Kick-Off Meeting
4.2.3	Weekly Status Report	Weekly – agreed upon business day of the week
4.2.5	Monthly Financial Report	By the 15 th of each month or the first business day after if the 15 th is a non-business day to the COR
4.3	CMM deliverables (such as but not limited to release standards, processes, and procedures) as defined in Task 3.	Ad hoc/ As required
4.3	Documents needed in support of Change Control Boards	Ad Hoc, as required
4.4	Outgoing Transition Plan as defined in Task 4	Sixty (60) calendar days prior to the end of the period of performance, updated as required by the COR
4.3	Ad hoc reports and briefings	On-going, as required

Deliverable Formats

All deliverables shall be delivered in electronic format. Unless otherwise specified, the Contractor shall provide the deliverables as an attachment(s) to electronic mail and shall

be submitted to the COR and the Technical Monitor (if assigned) CBP email address. In the event the system is unavailable or not accessible due to a system malfunction, the Contractor shall submit all reports in a printed or hardcopy format to be followed simultaneously with an electronically transmitted copy as soon as the electronic mail system becomes available.

Deliverable Requirements (Materials)

The Government will be providing equipment with all appropriate support services that the Contractor shall be utilizing to provide specific deliverables for the period of performance.

Acceptance and Acceptance Criteria

Acceptance of Deliverables will be deemed to have occurred upon delivery from Contractor to the Government COR, the Task Manager, and the Technical Monitor (if assigned). The Government will have ten (10) business days after the electronic email receipt to review and accept Deliverables or request specific adjustments/edits based on the Deliverables conformance with this SOW. After ten (10) business days from the date of submission, Deliverables will be considered accepted if no feedback has been received in writing. After receipt of requested adjustments/edits, the Contractor will resubmit the Deliverable and the Government will have five (5) business days to review and accept or request further edits. After five (5) business days from receipt of this submission, Deliverables will be considered accepted if no feedback has been received in writing. Acceptance criteria will include:

Accuracy - Deliverables shall be accurate in presentation, technical content, and adherence to accepted elements of style. All deliverables shall conform to the appropriate DHS Directive or Office of Management and Budget (OMB) circular.

Clarity - Deliverables shall be clear and concise. Engineering terms shall be used as appropriate. All diagrams shall be easy to understand and relevant to the supporting narrative.

Specifications Validity - All deliverables shall satisfy the requirements of the Government as defined in Section 3 and Section 4.

File Editing - All text and diagrammatic files shall be editable by the Government.

Timeliness - Deliverables shall be submitted on or before the due date specified in this SOW. The COR shall be notified prior to the due date in the event that this cannot be met.

6.0 Government-Furnished Equipment (GFE) and Information

Some work may be performed off-site and shall be coordinated with and approved by the COR.

Upon approval of the COR, CBP shall furnish laptops and other equipment as necessary to the Contractor in order to perform any off-site work as specified in this SOW. The furnished property will be delivered to the Contractor in an “as is” condition. The Contractor is directly responsible and accountable for all Government property in accordance with the requirements of the contract. This includes Government property in the possession or control of a subcontractor. This property may only be used for authorized work under this SOW and for no other purposes. The Contractor shall not use this property to store or transmit personal data and information. All CBP Information Technology and access security policies and procedures in accordance with the “Information Systems Security Policies and Procedures Handbook (HB 1400-05C)” (or most recent version) apply to the use of this property. The Government may provide a combination of government computers and access to Workplace-as-a-Service (WPaaS).

7.0 Place of Performance

The Government will provide access to appropriate resources within the DHS-CBP facilities, including, but not limited to: related employees/vendors/developers/consultants, appropriate work space, hardware, software, network connections, test and live data. Support of this TO may also require travel to various CBP locations throughout the United States. The primary locations for work are:

U.S. Customs and Border Protection
22001 Loudoun County Parkway, Ashburn, VA 20147

AND

7681 Boston Blvd., Springfield, VA 22153

8.0 Period of Performance, Personnel and Hours of Operation

8.1 Period of Performance (PoP)

The PoP is Date of Award for One Year.

8.2 Work Hours

The Contractor shall typically work eight hours a business day, 5 days a week, but may be required to work beyond this typical schedule. Contractor personnel shall observe a consistent tour of duty of 40 hours per week, Monday through Friday (known as business days), with core hours from 9:00 AM until 3:00 PM.

10.0 Travel

Contractor personnel may be required to travel to support the requirements of this TO. The Government will not reimburse local travel within a 50-mile radius to perform work at any location specified within the SOW or within the local National Capitol Region.

Allowable remote travel costs will be reimbursed, if incurred and approved by the COR prior to departure, for the cost of transportation, lodging, subsistence and incidental expenses in accordance with the Federal Travel Regulations. The Contractor shall, to the maximum extent practicable, minimize overall travel costs by taking advantage of discounted airfare rates available through advance purchase. Travel performed for personal convenience or daily travel to and from work at the Contractor's facility or local Government facility (i.e., designated work site) shall not be reimbursed hereunder. Reimbursement for local parking is not covered by this TO. Long distance travel may be required both in the Contiguous United States (CONUS) and Outside the Contiguous United States (OCONUS). The Contractor shall coordinate specific travel arrangements with the COR to obtain advance, written approval for the travel about to be conducted. Costs associated with Contractor travel shall be in accordance with FAR Part 31.205-46, *Travel Costs*.

15. Special Considerations

15.1 Government Points of Contact

Government Task Manager provides technical direction and guidance based on the requirements identified in this SOW. The Task Manager works closely with the COR to issue interpretations of technical requirements; to monitor the contractor's performance under the TO and notify the COR of any deficiencies observed. The Task Manager will provide no supervision to Contractor personnel. The Task Manager is not empowered to make any commitments or changes which affect the TO price or other items and conditions. Any such proposed changes must be brought to the immediate attention of the CO for action. The acceptance of any changes by the Contractor without specific approval and written consent of the CO shall be at the Contractor's risk. The Government Task Manager is:

Technical Lead:



Contracting Officer's Representative (COR) Notwithstanding the Contractor's responsibility for management during performance the administration of this TO will require some coordination between the CBP and the Contractor. The Contracting Officer (CO) will appoint a COR to assure orderly performance of the tasks and provide technical direction. The principle role of the COR is to support the Contracting Officer in managing the TO. This is done through furnishing technical direction within the confines of the TO, monitoring performance, ensuring requirements are met within the terms of the TO, and maintaining a strong relationship with the Contracting Officer. As a team the Contracting Officer and COR must ensure that program requirements are clearly communicated and that the agreement is performed to meet them.

The responsibilities and limitations of the COR are as follows:

- The COR is responsible for the technical aspects of the project and technical liaison with the

Contractor. The COR is also responsible for the final inspection and acceptance of all reports and such other responsibilities as may be specified in the TO/contract.

- The COR may designate assistant COR(s) to act for him/her by naming such assistant in writing and transmitting a copy of such designation through the Contracting Officer to the Contractor.

- The COR will maintain communications with the Contractor and the Contracting Officer. The

COR must report any observed fraud, waste, or opportunities to improve performance of cost efficiency to the Contracting Officer.

- The COR will immediately alert the Contracting Officer to any possible Contractor deficiencies or questionable practices so that corrections can be made before the problems become significant.

- The COR is not authorized to make any commitments or otherwise obligate the Government or authorize any changes which affect the TO/contract's price, terms or conditions. Any Contractor request for changes shall be referred to the Contracting Officer directly or through the COR. No such changes shall be made without the expressed prior authorization of the Contracting Officer.

- The COR is not authorized to direct the Contractor on how to perform the work.

- The COR is not authorized to issue stop-work orders. The COR may recommend the authorization by the Contracting Officer to issue a stop work order, but the Contracting Officer is the only official authorized to issue such order.

- The COR is not authorized to discuss new proposed efforts or encourage the Contractor to perform additional efforts on an existing contract or order. The COR is:

COR:



Technical Monitor can be assigned by the Government Task Manager to oversee a specific task or tasks of the SOW as defined in Section 3. The principal role of the Technical Monitor (TM) is to support the COR on all work orders, tasks, deliverables and actions that require immediate attention relating to the approved scope and obligated funding of the contract action.

The responsibilities and limitations of the TM are as follows:

- Coordinating with the COR on all work orders, task, deliverables and actions that require immediate attention relating to the approved scope and obligated funding of the contract action.

- Monitoring the Contractor's performance in relation to the technical requirements of the assigned functional area of the TO/contract to ensure that the Contractor's performance is strictly within the contract's scope and obligated funding.

- Ensuring that all recommended changes in any work under the TO/contract are coordinated and submitted in writing to the COR for consideration.

- Informing the COR if the Contractor is not meeting performance, cost, schedule milestones.

- Performing technical reviews of the Contractor's proposals as directed by the COR.

- Performing acceptance of the Contractor's deliverables as directed by the COR.

- Reporting any threats to the health and safety of persons or potential for damage to Government property or critical national infrastructure which may result from the Contractor's performance or failure to perform the TO/contract's requirements.

The COR(s) and TM(s) may be changed at any time by the Government without prior notice to the Contractor, but notification of the change, including the name and phone number of the successor COR, will be promptly provided by the COR to the Contractor by the Contracting Officer in writing.

15.2 Technical Direction

Performance of the work under this TO shall be subject to the technical direction of the COR and the TMs as described above. The term "technical direction" is defined to include the following:

- a. Technical directions to the Contractor which shift work emphasis between work areas or tasks, require pursuit of certain lines of inquiry, fill in details or otherwise serve to accomplish the contractual scope of work;
- b. Providing information to the Contractor for assistance in the interpretation of drawings, specifications, or technical portions of the work description; and
- c. Review and, where required by the TO/contract, approval of technical reports, drawings, specifications; and technical information to be delivered by the Contractor to the Government under the contract.

Technical direction will be within the general scope of work stated in the TO/contract. The COR/TM does not have the authority to, and may not, issue any technical direction which (1) constitutes an assignment of additional work outside the general scope of the TO/contract; (2) constitutes a change as defined in the contract clause entitled "Changes," (3) in any manner causes an increase or decrease in the total TO price; or (4) changes any of the expressed terms, conditions, or specifications of the TO/contract.

All technical direction will be issued in writing by the COR or the TM with copy to the COR. If issued by the TM, the technical direction will be confirmed by the COR in writing within five (5) business days.

The Contractor shall proceed promptly with the performance of technical directions duly issued by or confirmed by the COR in the manner prescribed by this clause and within his/her authority under the provisions of this clause.

If, in the opinion of the Contractor, any instruction, or direction issued is **not** as defined above, the Contractor shall not proceed but shall notify the Contracting Officer, in writing, within five (5) business days after the receipt of any such instruction or direction and shall request the Contracting Officer to modify the TO/contract accordingly.

15.3 Changes to the SOW

No changes to this SOW or cost shall be incurred without prior approval of the Contracting Officer (CO) and coordinated by the COR.

Only the CO has the authority to represent the Government in cases where the task order requires a change in the terms and conditions, delivery schedule, scope of work and/or price of the products and/or services under this task order. Any changes or cost increases will not take effect until the CO executes a written modification.