

U.S. Customs and Border Protection
Operations Support
Law Enforcement Safety and Compliance
Asset Management Branch



STATEMENT OF WORK
Attachment 1

January 19, 2024

Warehouse Logistics Support

Warehouse Support Statement of Work

1. Scope

U.S. Customs and Border Protection (CBP), Operations Support (OS), Law Enforcement Safety and Compliance Directorate (LESC), has a requirement to obtain, up to four (4) full-time employees, to perform the duties of warehouse and logistical support, located at the Advanced Training Center (ATC), in Harpers Ferry, West Virginia.

2. Background

The LESC is dedicated to optimizing the safety, readiness, accountability, and operational performance of CBP law enforcement personnel by articulating use of force policy, establishing appropriate controls and standards and supplying the highest quality education, weapons, and other tactical equipment to the field.

The LESC needs contractor personnel to assist full time personnel with providing accountability and logistical services, distribution of firearms, body armor, less-lethal devices, and related use of force equipment to CBP operational components, training centers and academies.

With the high demand of physical labor of the distribution process the Asset Management Branch (AMB) requires additional support to ensure ease of facilitation during times of high-volume requirements and distribution.

3. Performance Requirements

The contractor shall provide up to four (4) full time positions to include property, logistical, technical, and administrative support required to accomplish the tasks specified in this SOW with direction by the Government supervisor.

The contractor support shall accomplish all tasks under the direction of the AMB Operation Supervisor(s). The following are a list of tasks to be completed, but is not all inclusive:

- Performs inventory screening and control.
- Assists with material acquisition and management.
- Performs forklift operations to include electric, gasoline, and diesel-powered forklifts capable of lifting loads weighting less than 30,000 pounds.
- Performs receiving, storing, and assembling for issue, shipment, and distribution, a wide variety of bin and bulk supplies, materials, equipment, and commodities using mechanized, automated, and manual material moving equipment, devices, and systems.
- Performs inventory control of all assigned property. Inventory responsibilities include, but are not limited to receiving, sorting, identifying special uses, warehousing, and updating an electronic tracking system.
- Access to the inventory management software and will be responsible for inventorying the supplies stored or moved in the warehouse to determine when a re-order of the items is required along with completing inventory reports.

- Compile technical and administrative documents for maintaining material accountability.
- Prepares comprehensive reports on material availability.
- Must be able to lift at minimum 50 pounds and work outdoors in the elements for long periods of time.
- Performs routine vehicle maintenance protocols to include scheduling of vehicle maintenance, delivery and retrieval to/from repair facilities, and maintaining an electronic maintenance record.
- Restock shelves upon receipt of merchandise ordered or delivered from offices on the campus.
- Assemble and disassemble racks, shelving, and equipment as warehouse needs and configurations change.
- Inventory and tracking of required campus items for Systems Applications and Products (SAP) and non-SAP items.
- X-raying packages after delivery.
- Receive incoming telephone calls, provide assistance or direct the call as needed.
- Responsible for assisting in daily orderly cleaning of the warehouse.
- Other miscellaneous duties as assigned in operational support of warehouse operations.
- Performance Deliverables
- The Contractor shall provide up to four (4) qualified employees to perform assigned tasks that support the mission objectives in each item identified in Section 3.2.
- Employee must have a current DHS Public of Trust before entrance on duty.

Approximately 2,080 labor hours per year per contracted employee will be required. The government estimates a base period quantity of approximately 8,320 labor hours equating to four (4) personnel.

Potential for Increase or Decrease of Personnel. The current requirement and funding threshold dictate the requirement for four (4) logistic support position, however due to possible augmentation, attritions, and changes in warehouse operational tempo, the task order may be modified, bi- laterally, to add or subtract personnel if the need exists.

4. Performance Standards

The contractor shall provide capable and competent personnel able to complete the duties stated for each position's applicable labor category description. The contractor shall only provide individuals possessing the appropriate skills, knowledge, experience, work ethic, and quality of work to enhance CBP's ability to meet established performance measures. The contractor shall ensure that its staff maintains any generally required professional certification, accreditation, and proficiency relative to their area of expertise.

Uniform for day-to-day operations is business casual, with the notation that black and tans are considered as part of the business casual uniform dress code. Items permitted for daily attire are trousers, slacks, khakis, button-down shirts, polos, or sport coats. Jackets and ties are optional but can be used to accessorize. Footwear permitted is conservative-colored (tan, brown or black), loafers, oxfords, or boots (ankle or low-cut hiking-style).

The contract staff shall demonstrate the ability to successfully work under pressure and in a team environment.

The contractor shall ensure that all personnel assigned to work on this contract have the following minimum qualifications:

- A High School degree and one (1) year of on-the-job experience with a desired 2-3 years of experience.
- Ability to read, write, understand, and communicate in English.
- Skills in oral and written communications and ability to follow oral and written directions to complete assigned tasks.
- Ability to perform problem-solving techniques and demonstrate analytical skills.
- Ability to perform multiple tasks and work well with others.
- Ability to organize work and establish priorities.
- Demonstrate proficiency with Microsoft Office Word, Excel, Power Point, Access and Outlook.
- Must possess a current forklift and man lift certification.
- Possess a valid driver's license.

Any tests used to determine candidate minimum qualifications shall be directly administered by the contractor at the contractor's local office.

The Contracting Officer, in coordination with the Contracting Officer's Representative (COR), may require contractor personnel to be retrained, suspended, or dismissed from this task order if they are deemed careless, incompetent, insubordinate, unsuitable, or otherwise objectionable, or whose continued employment he/she deems contrary to the public interest or inconsistent with the best interest of national security.

5. Recruitment and Retention Experience

The mission of CBP will be adversely impacted if the contractor experiences significant employee turnover. To minimize disruption in work and unnecessary training expenses caused by contractor personnel turnover, the contractor shall have a candidate screening process in place and a successful record of employee recruitment and retention. This includes hiring and retention procedures that ensure the contractor can identify, screen, place and retain qualified candidates at a level that does not adversely affect CBP operations.

The contractor shall have in place a successful recruitment/retention plan during the term of the task order to recruit and retain employees in the local area. The contractor's plan shall demonstrate how they will provide immediate replacement personnel with the appropriate clearance to prevent interruption of the required services.

6. Contractor Employee Identification

Contractor employees working on-site at government facilities shall wear a government-issued identification badge. The COR will provide badges that must be worn in a conspicuous place on exterior clothing. This badge will copy the style of badge used by ATC staff but will have a different color code. The Contractor shall ensure that all badges are surrendered to the COR

upon termination of employment or when an employee is barred from the ATC. All contractor employees shall identify themselves as contractors when their status is not readily apparent.

7. Standards of Conduct and Performance

The Contractor shall maintain written standards of employee conduct and performance that require the highest degree of personal and professional integrity, responsibility, and competency. The Contractor shall take such disciplinary action against his/her employees as may be necessary to ensure compliance with said standards. The employee is expected to adhere to the standards of conduct and performance in a manner that reflects credit upon themselves, the contractor, the LESC, and the Federal Government.

The Contracting Officer, in coordination with the COR, reserves the right to request the contractor to immediately remove an employee from the worksite for failure to comply with the standards. If requested, the contractor shall immediately replace employees who are terminated or resign, to maintain continuity of services at no additional cost to the Government. The replacement employees shall have at least a limited background investigation prior to reporting for duty. No contractor employees shall solicit new business while performing work under this contract.

The contractor and its employees shall refrain from discussing with unauthorized persons any information obtained in the performance of work under this contract. The contractor and its employees shall conduct only such business as covered by this contract during periods paid by the Government. Business not directly related to this contract shall not be conducted on Government premises.

Use of computer systems and other Government facilities or property for company or personal use is strictly prohibited.

The Contractor shall not employ any person on this contract which would result in or have the appearance of a conflict of interest.

The Contractor shall coordinate the need for and obtain input from the CO/COR prior to the replacement of all personnel.

All matters pertaining to the employment, compensation, promotion, and discharge of such employees are the responsibility of the Contractor which is in all respects the employer of such employees.

The Government requires contractor employees to present a favorable public image and considers this image to be a critical component of a successful work force. The employees' attitude, courtesy, and job knowledge are influential in creating a favorable public image. All contractor personnel are expected to behave courteously and professionally toward all persons encountered in the performance of contract related duties. Contract staff shall present a neat and well-groomed appearance and conduct themselves in a manner appropriate for a professional business environment.

The contractor shall adhere to the same policy related to breaks and lunch as CBP employees.

The Contractor shall not allow any employee who is under the influence of alcohol, drugs, or any other incapacitating agents to perform work under this contract.

The CO/COR may request the Contractor to immediately remove any employee from the worksite who is identified as a potential threat to the health, safety, security, general well-being or operational mission of the facility and its population.

The Contractor shall use designated entrances, exits, and parking as established by the COR.

The Contractor shall restrict its employees to only the assigned work areas and to scheduled working hours.

The Contractor shall prepare and maintain an up-to-date Personnel Listing of all contract employees, subcontractors, and their areas of responsibility. The Contractor shall regularly update the list when changes occur. The contractor shall provide the COR with an initial listing at the time of task order award and whenever a change is made in personnel or to existing personnel's information.

8. Government Furnished Equipment

CBP will furnish and retain possession of all equipment, supplies and any other necessary items provided to contractor personnel to perform the duties defined in the individual task order including workspace (desks, chairs), computers, printers, telephones, other communication equipment, and general office supplies (pens, paper, staplers, paperclips, etc.). The Government will provide contractor personnel access to Government-owned facilities, databases, and application software.

9. Government Furnished Information

The Government may provide information in the form of directives, plans, regulations, and forms in support of specific assignments under this task order.

10. Place of Performance

The primary place of performance will be at the Government facility: U.S. Customs and Border Protection, Advanced Training Center, 440 Koonce Road, Harpers Ferry, West Virginia. The specific building/office location within the campus location may vary depending on the work requirement.

11. Security

The contractor shall be responsible to ensure that all contractor personnel comply with all security requirements and applicable U.S. laws. All contractor personnel are required to possess or be able to pass a CBP background investigation. Failure to pass a background investigation shall be cause for dismissal.