



## **U.S. Customs & Border Protection**

### **Statement of Work (SOW)**

**For**

### **Facility Operations Uniform Services Contract**

(Facility Maintenance & Engineering Uniform Personnel Protective Equipment (PPE) Apparel)

NAICS Code 812332 – Industrial Uniform Supply & Launderers Services

**June 1 2024**

**Location:**

**Address: See Page 3**

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**Administrative Information:**

**See Page 7**

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## STATEMENT OF WORK (SOW)

**1.0. Overview:** This Statement of Work (SOW) is to provide industrial uniform supply and launderer services for the Department of Homeland Security (DHS), U.S. Customs and Border Protection (CBP) & Air and Marine Program Management Office (BPAM PMO), under the Facilities Management and Engineering Directorate (FM& E) of the El Paso Sector Border Patrol. The FM&E maintenance mechanics are required to wear uniformed Personnel Protective Equipment (PPE) Apparel as part of their daily job performance. The required wearing of PPE provides personal protection from petroleum products, caustic chemicals, dirt, fire, and other harmful elements associated with building, facilities, and external infrastructure maintenance.

**1.1. Scope:** The Contractor shall furnish all personnel, management, tools, supplies, equipment, parts, materials and transportation necessary to rent, deliver, pick up and maintain all uniform PPE Apparel garments as defined in this SOW. Contractor will bear all associated costs to purchase, size, mark, launder, repair, replace, repair/service tags and to provide a soil bin. This also includes the associated costs for labor, travel, applicable taxes (if not given a tax exempt status), and other expenses necessary to maintain a clean and professional appearance of the rented uniformed PPE Apparel. All merchandise that is advertise by contractor must be available for use or purchase.

**1.2. Contract Type:** Firm Fixed Price

**1.3. Period of Performance (POP):**

Base Year	July 1, 2024– May31, 2025
Option Year 1	June 1, 2025– May 31, 2026
Option Year 2	June 1, 2026– May 31, 2027
Option Year 3	June 1, 2027– May 31, 2028
Option Year 4	June 1, 2028– May 31, 2029

**1.4. Place of Performance:** Contractor will provide a weekly pick-up and delivery services at the El Paso Facility Maintenance Office and to the Lordsburg Border Patrol Station.

El Paso Facility Maintenance Office (FM&E)	Lordsburg Border Patrol Station
8037 Lockheed Road	26 Pipeline Road
El Paso, TX 79925	Lordsburg, NM 88045

**2.0. Service Summary:** Contractor shall coordinate all background checks, inventories, pickups, and turn-ins scheduling, uniform PPE Apparel issues, and proper invoicing with the Technical Point of Contact (TPOC). Notification of any service disruption must be approved verbally by the Contracting Officer (CO) and followed up by a written email confirmation.

**2.1.** Contract shall conduct an initial site visit to each of the FM&E locations for employee sizing and product review with the assign Technical Point of Contact (TPOC) and Government leadership. The meeting shall be conducted within five (5) working days of the contract award and the Contractor shall provide a product type catalog for uniform PPE Apparel selection(s).

**2.1.1.** The Contractor shall deliver five (5) sets of uniforms within fifteen (15) working days of the initial site visit for personnel fitting and supply the remaining six (6) sets of uniforms within fifteen (15) working days from the first uniform delivery date.

**2.1.1.2.** The Contractor shall ensure that all employees have been properly fitted, proper patches have been applied, and all PPE uniform items have received no later than sixty five (65) working days from the contract award date.

**2.1.1.3.** The Contractor shall start a reduced laundry service starting on the week (Tue/Thurs) following the initial issuing of the five (5) sets of uniforms and shall start full services the week following the issuing of the remaining uniform sets.

**2.1.1.4.** The Contractor shall make uniform repairs within five (5) working days of receipt of the item(s) and authorized uniform exchanges within fifteen (15) working days of receipt.

**2.1.2.** All contract submittal information shall be by electronic means. Submittal information shall relate specifically to the requirements, and components required for, the work and activities described in SOW.

**2.1.3.** Submittal information returned to the Contractor shall be corrected and returned within five (5) working days.

**2.1.3.1.** Failure, on the part of the Contractor, to provide acceptable submittal information within the time frames defined herein shall not be cause for a contract time extension.

**2.1.4.** The Contractor will not employ persons for work on any of the BPAM PMO / Facilities Management & Engineering (FM&E) facilities, if such employee is identified to the Contractor by the contracting officer as a potential threat to the health, safety, security, general well-being, or operational mission of the PBAM/FM&E facilities or the assigned employees.

**2.1.5.** The contractor and their employees will conform to all regulations and directives pertaining to security, fire, safety, traffic and personnel clearances as they pertain to the contractor's activities on the BPAM/FM&E facilities.

**2.1.6.** The Contractor shall provide the names, telephone numbers, and email addresses of the local Program Manager (PM) and Alternate Program Manager (APM) upon award of the contract to the CO and Technical Point of Contact (TPOC).

## **2.2. Clothing Standards:**

**2.2.1. Cleaning and Repairs:** The Contractor will be capable of removing industrial workplace caused stains to include, but not limited to those caused by dirt, grease, oil, other petroleum products, and chemicals. The uniform PPE Apparel must present a professional appearance free

from visible stains, no unreparable tears, fastener repair (buttons, zippers, clasps, etc.) and no color fading in order to maintain apparel to industry standards.

**2.3. Required Quantity:** The Contractor shall provide up to 11 individual sets of uniform PPE Apparel for each fourteen (14) FM&E employees (11 sets x 14employees = 154 uniforms) (Up to a maximum of 18 employees), which meets the industrial strength/heavy duty standards for uniform PPE Apparel (FR rated) being provided to each individual (Listings of employee names and title will be furnished in Appendix A and will be confirmed at Post Contract Award site visit.). The Uniform PPE Apparel consists of:

**2.3.1. Shirts:** Contractor shall provide work shirts consisting of either a 100% (FR rated) cotton or a 60% - 70% polyester /30% - 40% cotton blend (depending of employee job requirements) with a lined collar with stays, button down front, two button-thru pockets, short and long sleeve mix. All shirts will have squared off tails suitable for tucking in or leaving untucked. Sizes must range from small to 5X and include long/tall size options. (Color/Style to be determined at time of award).

**2.3.1.2. Name Tags:** Contractor shall provide two (2) embroidered patch emblems for each shirt, which will be sewn on above each breast pocket. The employee name emblems shall be a rectangle shape that is approximately 1-3/8" high and 3 1/4" wide with rounded corners. The employee's name will be placed above the right pocket. The organization and location emblem shall be a rectangle shape that is approximately 2" high and 4" wide with rounded corners. The organization and location emblem will be placed above the left pocket. (Names and locations to be provided at time of award).

**2.3.2. Pants:** Contractor shall provide 100% cotton denim/jean type work pants with pockets front, back and optional side cargo pocket (Cargo and or regular jeans) Pant sizes will include slim, straight, and relaxed fit to accommodate from small to tall sizes. (Color/Style to be determined).

**2.3.3. Replacement:** Contractor shall replacement uniform PPE Apparel items when stains cannot not be properly removed, and/or uniforms become worn, ripped beyond repair, damaged, shrinkage due contractors cleaning and accommodate employee resizing requests. The Contractor will consider requests for replacements requests that are beyond normal fair wear and tear or due to use during activity for an additional replacement charge.

**2.3.4. Inventories, Marking, and Repair Tags:** Contractor shall provide an identification marking system for each article of uniform PPE Apparel for the initial inventory of uniforms, pickup, and turn-ins accountability of each employee's individual uniforms. Contractor shall provide Repair Tags/Inventory Tags for employee use when turning in uniforms.

**2.3.4.1.** Contractor shall provide a Soil Bin for all uniform PPE Apparel that requires laundering and/or repairs.

**2.3.5. Delivery and Pick-Up:** Contractor will provide a weekly pickup and delivery service each Thursday of the calendar month (Day TBD) between the hours of 8:00 AM and 2:00 PM at each FM&E location. The scheduled pickup/delivery date must be maintained on that day of the week.



**2.3.6. Deliverable Items:** Contractor shall provide the following at a minimum:

- Pass U.S. CBP Security Screening
- Correct sized uniform PPE Apparel with name tag and organization/location
- Inventory marking system
- Repair/Inventory Tags
- Soil Bin

**2.3.7. Delivery Schedule:**

Delivery Schedule		
Paragraph Number	Task	Time Period
2.1	Initial Site Visit for Uniform Sizing & Uniform Selection	Five (5) Workingdays from Contract Award
2.1.1	Initial Five (5) Sets of Uniforms	Within Fifteen (15) Days of Initial Site Visit
2.1.1	Initial Six (6) Sets of Uniforms	Within Fifteen (15) Days of First Uniform Delivery
2.1.1.2	Uniform Delivery & Fitting Completed	Sixty five (65) Workingdays from Contract Award
2.1.1.3	First Laundry Service	Week Following Initial Uniform Issue of Five (5) Sets
2.1.1.3	First Full Laundry Service	Week Following Final Uniform Issue of Six (6) Sets
2.1.1.4	Uniform Repairs	Within Five (5) Days of Repair Receipt
2.1.1.4	Uniform Exchanges	Within Fifteen (15) Days of Exchange Receipt
2.1.3	Contract Papper Work Corrections	Five (5) Workingdays from Notifaction
2.1.6	Program & Alertnate Manager Information	Upon Contract Award
2.4 - 2.4.3	IPP Invoicing & Invoicing Procedures	Upon Contract Award & Monthly Invoicing

**2.4. Electronic Invoicing and Payment Requirements – Invoicing Processing Platform (IPP) (JAN 2016):** Beginning April 11, 2016, payment requests for all new awards must be submitted electronically through the U. S. Department of the Treasury's Invoice Processing Platform System (IPP). Payment terms for existing contracts and orders awarded prior to April 11, 2016 remain the same. The Contractor must use IPP for contracts and orders awarded April 11, 2016 or later, and must use the non-IPP invoicing process for those contracts and orders awarded prior to April 11, 2016. "Payment request" means any request for contract financing payment or invoice payment by the Contractor. To constitute a proper invoice, the payment request must comply with the requirements identified in FAR 32.905(b), "Payment documentation and process" and the applicable Prompt Payment clause included in this contract. **The IPP website address is: <https://www.ipp.gov>.**

**2.4.1.** The IPP was designed and developed for Contractors to enroll, access and use IPP for submitting requests for payment. Contractor assistance with enrollment can be obtained by contacting **[IPPCustomerSupport@fms.treas.gov](mailto:IPPCustomerSupport@fms.treas.gov) or phone (866) 973-3131**. If the Contractor is unable to comply with the requirement to use IPP for submitting invoices for payment, the Contractor must submit a waiver request in writing to the contracting officer.

**2.4.2. Submission of Invoices:** Once the service has been performed the vendor will submit their invoice for further payment processing. Please send invoice electronically to:

Facilities Operation Specialist  
Border Patrol & Air and Marine (BPAM)  
8037 Lockheed Dr., Suite A  
El Paso TX, 79925

O: [REDACTED]  
M: [REDACTED]

ATTN: [REDACTED] - Technical Point of Contact (TPOC)  
Send via electronic invoice, e-mail to: [REDACTED]

[REDACTED] Alternate Technical Point of Contact (ATPOC)  
[REDACTED]  
Email: [REDACTED]

**2.4.3. Invoice Requirements:** Contractor invoices shall include the following information to constitute a proper invoice and be able to process your invoice for payment.

- a) Name of business, address and pertinent information as such.
- b) Contract Number, or other authorization for delivery of services.
- c) Invoice Number and Date
- d) Description, price, and quantity of property and services actually delivered or rendered.
- e) Contact name where practicable, title, phone number, email address, and complete mailing address or responsible official to whom payment is to be sent.
- f) Other substantiating documentation or information as required by the contract.
- e) Final monthly invoice will be total as one invoice and price
- g) In accordance with the IPP clause.

**2.5. General Information:**

**2.5.1. Compliance with Laws and Regulations:** Contractor will be knowledgeable of and will comply with all applicable federal, state, and local laws, permits, and instructions required in the performance of the duties within this SOW. In addition, Contractor will ensure policies and procedures are established that protect the safety and welfare of customers, employees and the community to minimize or eliminate safety or environmental pollution risks.

**2.5.2. Federal Holidays:** Contractor is not required to provide services on the observed Federal holiday.

- b. The following is the Federal holidays observed by PBAM/FM&E.

New Year's Day – First day of January

Martin Luther King Jr. Day – 3rd Monday in January

Presidents Day – 3rd Monday in February

Memorial Day – Last Monday in May

Juneteenth Day – 19 June

Independence Day – 4 July

Labor Day – 1st Monday in September

Christopher Columbus Day – 2nd Monday in October

Veteran's Day – 11 November

Thanksgiving Day – 4th Thursday of November

Christmas Day – 25 December

All Executive Order Holidays

**2.5.3. Disclosure of Information:** Any information made available to the Contractor by the government or its employees, will be used only for the purpose of carrying out the provisions of this contract. This information will not be divulged or made known in any manner to any persons except as may be necessary in the performance of the contract.

**2.5.3.1.** In the performance of this contract, the contractor assumes responsibility for the protection of the confidentiality of government records.

**2.5.3.2.** The Contractor will adhere to the requirements found in Part 24 of the Federal Acquisition Regulation, Protection of Privacy and Freedom of Information.

**2.5.4. Security Requirements:** The work to be performed under this SOW is categorized as unclassified. The Contractor and its subcontractor personnel shall be required to clear U.S CBP background screening before access is granted to the U.S. CBP/FM&E facilities.

The Contractor shall comply with U.S CBP administrative, physical, and technical security controls to ensure the federal government's security requirements are met (HSAR 3052.204-71 Contractor Employee Access (July 2023)). The Contractor shall submit all security vetting documentation in the attached forwarding form (Appendix B - Provided at the time of award) within ten (10) working days of contract award. All fields in the form must be completed and accurate before its submittal. Failure of any Contractor personnel to pass a U.S CBP background screening means that the Contractor has failed to satisfy the requirement to provide cleared personnel. The continuing failure to meet the requirement to provide cleared personnel is grounds for termination of the contract, unless cleared personnel are replaced in a timely manner. This policy applies to any personnel hired as replacement employees. Completion of the investigation may be as brief as seven (7) days or as long as thirty (30) days.

**2.5.4.1.** The background screening document(s) will be processed through the Technical Point of Contact (TPOC) to the Contracting Officer to the appropriate U.S. CBP Sector Headquarters (Appendix B - Provided at the time of award).

**2.6. Problem Resolution:** When issues, concerns, and/or problems arise in the execution or performance of the PPE Uniform Contract, the Contractor shall communicate directly with the



assigned Technical Point of Contact (TPOC) and Contracting Officer (CO) for prompt and effective problem resolution.

**2.6.1.** The Contractor shall provide acknowledgement by phone and/or email of the initial problem report(s) within the same that they are received and provide a written email correspondence within two (2) working days of the initial notification. The Technical Point of Contact (TPOC) will maintain the same problem resolution timeline and response procedure for Contract address issues/concerns.

**2.6.2.** The Contractor shall track trends that effect the effectiveness of the contract execution and provide the CO and Technical Point of Contact (TPOC) will appropriate corrective action(s) plan.

**3.0 Sustainability Requirements:** The product or service provided must be in compliance with all applicable Environment, Energy, and Water Efficiency, Renewable Energy Technologies, Occupational Safety, and Drug-Free Workplace FAR 52.223-1 through 52.223-17, 52.204-04 and 52.211-05. The full text of the referenced FAR clauses may be accessed electronically at <https://www.acquisition.gov/far/>.

**4.0 TPOC Point of Contact Information:**

Primary Technical Point of Contact (TPOC)

El Paso Facility Maintenance

[REDACTED]

8037 Lockheed Drive, Ste. A

El Paso, TX 79925

[REDACTED]

Alternate Technical Point of Contact (TPOC)

El Paso Facility Maintenance

[REDACTED]

8037 Lockheed Drive, Ste. A

El Paso, TX 79925

[REDACTED]