

PERFORMANCE WORK STATEMENT (PWS)

***Customs Broker License Exam
For Remote Proctoring***

***Office of Trade
U.S. Customs and Border Protection (CBP)***

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33 **Part 1: General Information**
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35

36 1 GENERAL INFORMATION:
37

38 This is a non-personal services contract to provide the Customs Broker License Exam
39 (CBLE) testing system and test administration services. The Government will not exercise
40 any supervision or control over the service providers performing the services herein. Such
41 service providers shall be accountable solely to the Contractor who, in turn is responsible to
42 the Government.
43

- 44 1.1 Description of Services/Introduction: The Contractor shall provide all personnel,
45 equipment, supplies, facilities, transportation, tools, materials, supervision, and other items
46 and non-personal services necessary to execute the CBLE as defined in this Performance
47 Work Statement (PWS) except for those items specified and Government furnished
48 information (GFI). The Contractor shall perform to the standards in this task order. The
49 Contractor shall deliver an online, remotely proctored exam delivery system, and
50 administer the CBLE to include, but not limited to, the following services:

- 51 - hosting the internet-based CBLE;
52 - facilitating examinee registration;
53 - checking-in examinees on the day of the CBLE;
54 - remotely proctor the CBLE over the internet;
55 - providing appropriate technology;
56 - support for disability accommodations; and
57 - reporting out exam results and analysis.
58

- 59 1.2 Background: The CBLE is a semi-annual test, given for the last 50 years to license
60 Customs Brokers. Customs Brokers are people who are knowledgeable in Customs
61 procedures and serve as agents for companies importing goods into the country. Customs
62 Brokers preliminarily classify and appraise imported goods, file entries, post bonds, and
63 pay duties on behalf of the actual importer.
64

65 The Office of Trade (OT) with Customs and Border Protection (CBP) is the Government
66 office responsible for administering the CBLE. The specific responsibility is with the
67 Broker Management Branch. In compliance with 19 Code of Federal Regulations (CFR)
68 111.13(a), the objective of the CBLE is to “determine the individual’s knowledge of
69 Customs and related laws, regulations and procedures, bookkeeping, accounting, and all
70 other appropriate matters, necessary to render valuable service to importers and exporters.”
71 19 CFR 111 also mandates that the exam be administered twice a year, on the fourth
72 Wednesday in April and in October, unless the regularly scheduled date conflicts with a
73 national holiday.
74

75 CBP intends to transition to 100 percent remote proctoring through a phased approach,
76 beginning with the April 2021 Exam. The first phase will entail administering the exam at
77 in-person exam centers and through online remote proctoring for a limited number of

registrants. The April 2021 exam will be the first CBLE administered with a remote proctoring option. In-person exam administration is a separate requirement not covered by this PWS. CBP will evaluate the user experiences of examinees measured via a survey, compare pass/fail rates to identify any statistically significant differences between exam delivery modalities, and assess frequency and severity of technical challenges in administering an online, remotely proctored exam. The second phase will entail transitioning to a 100 percent remotely proctored exam administration for the October 2021 exam. CBP may pursue additional technology enhancements, such as Artificial Intelligence assisted proctoring solutions, in subsequent phases.

- 1.3 Objectives: To secure a Contractor to deliver a remotely proctored exam services and efficiently administer the CBLE without technological errors or deficiencies.
- 1.4 Scope: The Contractor shall administer the remote proctored CBLE in accordance with the 19 CFR 111. The Contractor shall provide resources required to administer the CBLE in accordance with the specifications listed in this PWS. Providing in-person proctoring services is not included in the scope of this contract.
- 1.5 Period of Performance: The period of performance for this task order is a six-month base period and nine, six-month options, beginning February 1, 2021, or date after receipt of award. Anticipated Periods of Performance are:
- Base Period - February 1, 2021 through July 31, 2021
 - Option Period 1 – August 1, 2021 through January 31, 2022
 - Option Period 2 - February 1, 2022 through July 31, 2022
 - Option Period 3 – August 1, 2022 through January 31, 2023
 - Option Period 4 – February 1, 2023 through July 31, 2023
 - Option Period 5 – August 1, 2023 through January 31, 2024
 - Option Period 6 – February 1, 2024 through July 31, 2024
 - Option Period 7 – August 1, 2024 through January 31, 2025
 - Option Period 8 – February 1, 2025 through July 31, 2025
 - Option Period 9 – August 1, 2025 through January 31, 2026
- 1.6 Quality Assurance Surveillance: The Government will evaluate the Contractor's performance under this task order in accordance with the Quality Assurance Surveillance Plan (QASP). This plan focuses on what the Government must do to ensure that the Contractor has performed services in accordance with the performance standards. The QASP describes how the performance standards included in the performance requirements summary are applied, the frequency of surveillance, and the minimum acceptable defect rate(s)/quality level(s). The QASP is included in Part 9 of this PWS.
- 1.7 Recognized Holidays: The Contractor is not required to perform services on the following holidays:
- | | |
|----------------|-----------|
| New Year's Day | Labor Day |
|----------------|-----------|

Martin Luther King Jr.'s Birthday	Columbus Day
President's Day	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

- 1.8 Place of Performance: If Government facilities are not available, other locations such as the Contractor's sites may be utilized for coordination and project planning activities at no additional cost to the Government. It is the Government's intent to conduct coordination and project planning activities virtually to the greatest extent possible. The Contractor shall perform all other work at the Contractor site.

The address for the Office of Trade is:
U.S. Customs and Border Protection
Office of Trade
1331 Pennsylvania Ave NW
Washington, DC 20004

- 1.9 Type of Contract: Hybrid Firm-Fixed Price and Firm-Fixed Price Per Unit contract.

1.9.1 Firm Fixed Price Tasks: The Contractor shall provide services under Part 5 of this PWS under a Firm-Fixed Price for each 6-month period of performance.

1.9.2 Firm Fixed Price Per Unit Tasks: The Contractor shall provide services under Part 6 of this PWS under a Firm-Fixed Price Per Unit for each six-month period of performance. The unit of measure is the number of examinees for each exam within the six-month period of performance. The Government will not consider price adjustments based on qualified reasonable accommodations as determined by the Government, including examinees who receive additional time to complete the exam.

- 1.10 Contracting Officer Representative (COR): The COR will be identified by a separate letter. The COR monitors all technical aspects of the task order and assists in task order administration. The COR is authorized to perform the following functions:
- assure that the Contractor performs the technical requirements of the task order;
 - perform inspections necessary in connection with task order performance;
 - maintain written and oral communications with the Contractor concerning technical aspects of the task order;
 - issue written interpretations of technical requirements, including Government drawings, designs, specifications; monitor Contractor's performance and notifies both the CO and Contractor of any deficiencies; and
 - coordinate availability of Government furnished information, and provide site entry of Contractor personnel.

A letter of designation issued to the COR, a copy of which is sent to the Contractor, states the responsibilities and limitations of the COR, especially with regard to changes in cost or

price, estimates or changes in delivery dates. The COR is not authorized to change any of the terms and conditions of the order.

1.11 Close-out Procedures: The CContractor shall submit a final invoice within sixty (60) calendar days after the end of each Performance Period.

1.12 Security Requirements: Contractor personnel will have access to sensitive but unclassified information. Contractor employees are required to execute a Non-Disclosure Agreement (NDA) (Department of Homeland Security Form 11000-6) as a condition to access sensitive but unclassified information. When applicable as determined by the Contracting Officer and CBP Office of Information Technology, the Contractor shall adhere to the Homeland Security Acquisition Regulations (HSAR) special clauses regarding the safeguarding of sensitive information.

1.12.1 Physical Security: The Contractor shall safeguard all Government information and property provided for Contractor use. The Contractor shall maintain confidentiality of the CBLE contents and prevent unauthorized disclosure prior to administering the exam. The Contractor shall secure all Government materials at the close of each work period.

1.12.2 Personally Identifiable Information (PII): As part of the CBLE registration process, the prospective examinee registers on-line via cbp.gov, which directs the prospective examinee to pay.gov. The information entered via pay.gov as part of the registration includes Name, Address, Email, Social Security Number, Date of Birth, and payment information. The National Finance Center (NFC) transmits the records of all registrants in a password protected excel sheet to OT. OT then provides the examinee's name, email address, phone number, zip code (?) and a CBP provided unique identifier number to the Contractor in a password protected excel spreadsheet. All files containing examinee information are password protected. The Contractor requires examinee name and email address in order to complete the registration process, check-in examinees on the day of the exam, and send the examinees their answer record after completing the exam. The Contractor requires the phone number to contact examinees in case of last minute exam notifications. The Contractor shall verify the identity and proof of citizenship based on the following documents prior to the start of the exam:

CBP Approved Forms of Identification: U.S. Driver's License, U.S. State Issued ID Card, U.S. Passport, U.S. Military ID, U.S. Government Issued Visa, U.S. Territory ID (Puerto Rico, Guam, Etc.) In cases where the examinee has had a name change within the last six (6) months, the Government will allow the for an original marriage certificate and an original divorce decree or other similar original court order to be presented as proof of name change for verifying identification.

CBP Approved Proof of Citizenship: U.S. Passport, Birth Certificate, Certificate of Naturalization, or Certificate of U.S. Citizenship, Official Military Service Award, or State, Federal or Local Government ID Card.

The Contractor shall not retain any sensitive PII beyond the minimal amount of time when it is no longer required during the performance of this contract. The Contractor shall not retain PII more than 90 days after the date of the exam. (Note: Considering that the Government provides the PII to the Contractor about 30 days prior to the day of the exam, the Contractor will not retain any PII for more than a total of 120 days in total) The Contractor shall not retain any images or data obtained during check-in procedures prior to the start of exam after the Contractor has confirmed the identity and citizenship status of the examinee. The Contractor shall not retain video or images of the examinee unless it has received prior written approval from the Contracting Officer. The Government will accept written reports from the Proctors notating any incidents. The Contracting Officer will not grant approval to retain video or images of the examinee without prior review and written approval from CBP's Office of Information Technology and Privacy and Diversity Office.

1.13 Special Qualifications: The Contractor shall train and certify proctors for CBLE administration (see section 5.1.6). All Contract personnel who may encounter CBP protected data or PII must undergo a criminal background investigation and complete required privacy awareness training. The required privacy awareness course is available on this website: <http://www.dhs.gov/dhs-security-and-training-requirements-Contractors>.

1.14 Post Award Conference/Periodic Progress Meetings: The Contractor agrees to attend any post award conference convened by the contracting activity or task order administration office in accordance with Federal Acquisition Regulation (FAR) Subpart 42.5. The Contracting Officer (CO), COR, and other Government personnel, as appropriate, may meet periodically with the Contractor to review the Contractor's performance. At these meetings the CO or COR will apprise the Contractor of how the Government views the Contractor's performance and the Contractor will apprise the Government of problems, if any, being experienced. The Contractor shall take appropriate action to resolve outstanding issues. The Contractor shall participate in these meetings at no additional cost to the Government.

1.15 Key Personnel: The Government considers personnel performing any of the functions described below to be key personnel. Key personnel are personnel who are integral and indispensable in completing a task order. Key personnel shall be available at contract/project start, with the exception of the Contractor's lead resource (Program or Project Manager), who shall be available immediately after award. The Government does not intend to dictate the composition of the ideal team to perform this order, and encourages the Contractor to form its team with any additional key personnel it determines as necessary for successful performance. The Contractor shall provide the names and contact information for Contractor's lead resource and an alternate to the CO and COR. The Contractor's lead resource or alternate shall have full authority to act for the Contractor on all task order matters relating to daily operation of this task order. The lead resource or alternate shall be available between 8:00am and 5:00pm eastern time, Monday through Friday except Federal holidays or when the Government facility is closed for

administrative reasons. The Contractor shall provide qualified personnel to perform all requirements specified in this PWS. The Government desires that Key Personnel be assigned for the duration of the TO. The functions performed by key personnel are listed below:

- a) Performs oversight and management of contracted services and related operations including managing multiple projects, tasks, resources and personnel.
- b) Provides business and/or technical analysis in support of program or project. This may include completing project estimates, designing and completing status reports, providing necessary research, planning, managing tasks, creating and reviewing deliverables, managing communication and development of communication, preparing and delivering presentations, and interacting with project management and client.
- c) Assigns resources, performs risk management, ensures adherence to plans and schedules, monitors contract/project performance and communicates at the senior level with the client on program status.
- d) Provides consulting support in the areas of strategic workforce planning, human capital consulting, decision support and analytics, and workforce development or a related functional business field.
- e) Contributes to research and exam design activities.
- f) Applies technical and analytical approaches to address client issues related to process assessment, strategy and change management for process improvement, organizational transformation, and/or other related areas.
- g) Provides facilitation and decision support collaboration with the client in an efficient, friendly, and positive manner.

1.16 Ancillary Support: Contractor shall provide any support necessary for the successful completion of the PWS requirements, to include any support item required.

1.17 Data Rights: Notwithstanding any other clause concerning data, data rights and computer software and hardware under this task order, all data produced, recorded, transferred or manipulated under this task order shall remain the exclusive property of the Government irrespective of the manner or method of recording or storage and no matter what form of computer mechanism is used in the processing of said information or data. The Government shall retain exclusive right and domain.

1.18 Organizational Conflict of Interest: The Contractor shall notify the Contracting Officer immediately whenever it becomes aware that there may be an actual or potential Organizational Conflict of Interest (OCI) based on the work it is performing and shall promptly submit a plan to the Contracting Officer to avoid or mitigate any such OCI. The Contractor's mitigation plan will be determined to be acceptable solely at the discretion of the Contracting Officer and in the event the Contracting Officer unilaterally determines that any such OCI cannot be satisfactorily avoided or mitigated, the Contracting Officer may affect other remedies as he or she deems necessary, including prohibiting the Contractor

306 from participation in subsequent contracted requirements which may be affected by the
307 OCL.
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Part 2: Definitions & Acronyms

2 DEFINITIONS & ACRONYMS:

2.1 Definitions:

ANSWER RECORD. A list of the question number and the corresponding answer selected for all 80 questions of the Customs Broker Licensing Exam.

ANSWER KEY. The list of 80 correct answers that corresponds to the 80 questions the Government provides to the Contractor for each exam cycle.

CONTRACTOR. A supplier or vendor awarded a task order to provide specific supplies or service to the Government. The term used in this task order refers to the prime.

CONTRACTING OFFICER (CO). A person with authority to enter into, administer, and or terminate task orders, and make related determinations and findings on behalf of the Government. Note: The only individual who can legally bind the Government.

CONTRACTING OFFICER'S REPRESENTATIVE (COR). An employee of the U.S. Government appointed by the CO to administer the task order. Such appointment shall be in writing and shall state the scope of authority and limitations. This individual has authority to provide technical direction to the Contractor as long as that direction is within the scope of the task order, does not constitute a change, and has no funding implications. This individual does NOT have authority to change the terms and conditions of the task order.

DEFECTIVE SERVICE. A service output that does not meet the standard of performance associated with the Performance Work Statement.

FAILURE. Technological or customer service shortfall that does not perform intended function, including defective services.

KEY PERSONNEL. Key personnel are personnel who are integral and indispensable in completing a task order and perform any of the functions listed in section 1.15.

PERSONALLY IDENTIFIABLE INFORMATION (PII). means any information that permits the identity of an individual to be directly or indirectly inferred, including other information that is linked or linkable to an individual. For example, when linked or linkable to an individual, such information includes a name, social security number, date and place of birth, mother's maiden name, account number, license number, vehicle identifier number, license plate number, device identifier or serial number, internet protocol address, biometric identifier (e.g., photograph, fingerprint, iris scan, voice print), educational information, financial information, medical information, criminal or employment information, information created specifically to identify or authenticate an individual (e.g., a random generated number).

QUALITY ASSURANCE (QA). Procedures to verify that services being performed by the Contractor are performed according to acceptable standards.

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP). An organized written document specifying the surveillance methodology used for surveillance of Contractor performance.

QUALITY CONTROL. All necessary measures taken by the Contractor to validate the quality of an end product or service meets the task order requirements.

SENSITIVE PERSONALLY IDENTIFIABLE INFORMATION (SENSITIVE PII) means PII which, if lost, compromised, or disclosed without authorization could result in substantial harm, embarrassment, inconvenience, or unfairness to an Individual. Some types of PII, such as Social Security Number (SSNs), Alien Registration Number, and biometric identifiers, are always sensitive. Other types of PII, such as an individual's driver's license number, financial account number, citizenship or immigration status, or medical information are Sensitive PII if DHS maintains them in conjunction with other identifying information about the Individual. In some instances the context surrounding the PII may determine whether it is sensitive. For example, a list of employee names by itself may not be Sensitive PII, but could be if it is a list of employees who received poor performance ratings.

2.2 Acronyms:

ADA	Americans with Disabilities Act
AQL	Acceptable Quality Level
ATP	Acceptance Test Plan
CBLE	Customs and Broker License Exam
CBP	U.S Customs and Border Protection
CFR	Code of Federal Regulations
CO	Contracting Officer
COR	Contracting Officer's Representative
CPARS	Contractor Performance Assessment Reporting System
D.C.	District of Columbia
DHS	Department of Homeland Security
FAR	Federal Acquisition Regulation
GFI	Government Furnished Information
HSAR	Homeland Security Acquisition Regulations (HSAR)
NDA	Non-Disclosure Agreement
NFC	National Finance Center
NLT	No Later Than
NW	North West
OCI	Organizational Conflict of Interest
OT	Office of Trade
PII	Personally Identifiable Information
PIN	Personal Identification Numbers
POC	Point of Contact

402	PCII	Protected Critical Infrastructure Information
403	PWS	Performance Work Statement
404	QA	Quality Assurance
405	QASP	Quality Assurance Surveillance Plan
406	QC	Quality Control
407	QACP	Quality Assurance and Control Program
408	SAT	System Acceptance Test
409	SOC	Security Operations Center
410	SPII	Sensitive Personally Identifiable Information
411	SSI	Sensitive Security Information
412	SSN	Social Security Number
413	URL	Uniform Resource Locator
414		

Part 3: Government Furnished Information

3 GOVERNMENT FURNISHED INFORMATION:

The Government will provide the following information:

- a) The CBLE questions and answer key for each exam cycle (twice a year).
- b) The list of people registered to take the CBLE, including the names, emails, and CBP-provided unique identifier number for each registrant.
- c) The list of registrants that withdrawal their registration for participating in the exam.
- d) Historical testing site data (see Part 11 of this PWS).
- e) The website link for the five reference documents to be electronically available for the examinees to access during the test.
- f) Pre-exam and post-exam survey questions.

Part 4: Contractor Furnished Items and Services

4 CONTRACTOR FURNISHED ITEMS AND RESPONSIBILITIES:

The Contractor shall furnish all personnel, supplies, equipment, facilities and services required to perform work under this task order that are not listed under Part 3 of this PWS.

Part 5: Program Delivery Tasks
(Firm-Fixed Price)

5 PROGRAM DELIVERY TASKS:

The following table describes the program's milestones.

Timing	Milestone	GFI/E
At time of Award	Exam Event Planning begins	
1 week after receipt of order	The Contractor provides signed NDAs to COR	Y
2 weeks after receipt of order	The Contractor provides Kick-off meeting	
14 weeks prior to exam	The Contractor provides web address (i.e. Uniform Resource Locator (URL) link for user configuration and compatibility test; The Contractor provides Acceptance Test Plan (ATP) for practice CBLE for Government review and approval	
12 weeks prior to exam	The Government provides the five exam reference links to the Contractor to be incorporated into the testing system	Y
10 weeks prior to exam	The Contractor provides web address (i.e. URL link) for Government acceptance of the Contractor-developed Practice CBLE for public use	
8 weeks prior to exam	The Contractor provides ATP for the CBLE Exam System for Government review and approval	
6 weeks prior to exam	Registrant application begins (Government function)	Y
4 weeks prior to exam	The Contractor delivers the remote proctoring CBLE Exam System after completion of internal testing for Government acceptance	
NLT 25 calendar days prior to exam	The Government provides the Contractor with the List of Registrants for the remote proctored CBLE	Y
NLT 24 calendar days prior to exam	The Contractor contacts registrants via email with instructions for preparing for remote proctored exam (including procedures for compatibility check)	
3 weeks prior to exam	The Contractor begins training Proctors	
2 weeks prior to exam	The Contractor provides Proctor certifications and NDAs to COR; the Contractor finalizes reasonable accommodations for ADA registrants	
7 business days prior to exam	The Contractor issues admission tickets to registrants (including system check instructions)	
2 business days prior to exam	The Government provides report of registration cancellations to Contractor	Y
Exam day	The Contractor administers the CBLE	

1 business day after exam	Preliminary Pass Rate, Exam no-shows, and After Exam 'Proctor Group' Reports	
3 business days after exam	The Contractor provides exam reports (Exam Item Analysis Report, Score Report, Survey Data Report, Survey Data Report, Individual Answer Records)	
4 weeks after exam	The COR provides post-exam feedback and recommendations for next CBLE	Y
2 months prior to end of the final period of performance	The Contractor provides Transition Out Plan	

5.1 Program Management Requirements

- 5.1.1 The Contractor shall complete a contract kick-off meeting within two weeks of award of task order.
- 5.1.2 The Contractor shall meet weekly with the Government to discuss progress and timeline goals and provide a weekly meeting agenda to the Government one (1) business day prior to the meeting.
- 5.1.3 The Contractor will provide meeting notes covering the major topics and all action items for all meetings no later than two (2) business days after the meeting. Note: This includes the kick-off meeting, weekly meetings, and all other meetings between the Contractor and Government.
- 5.1.4 All Contractor staff assigned to the CBLE program, including proctors, shall sign a Non-Disclosure Agreement (NDA) form and maintain the strictest confidentiality of the content of the CBLE. The Contractor shall submit signed NDAs to the COR NLT one week after task order award for all assigned staff with access to CBP information. The Contractor shall submit NDAs for all proctors to the COR NDAs along with training certifications NLT two (2) weeks before the exam.
- 5.1.5 The Contractor shall maintain confidentiality of the CBLE contents and prevent unauthorized disclosure.
- 5.1.6 The Contractor shall begin training and certifying proctors for CBLE-specific administration requirements no later than three (3) weeks prior to the CBLE. The Contractor shall ensure all proctors completed required privacy training available at the following link: <https://www.dhs.gov/dhs-security-and-training-requirements-Contractors>. The Contractor shall provide a list of trained proctors and training completion dates to the COR NLT two (2) weeks prior to the exam.
- 5.1.7 The Contractor shall communicate any issues that arise in a timely and transparent manner, whether technological or logistical, with the Government and implement solutions to the Government's satisfaction.

- 487
- 488 5.1.8 The Contractor shall identify potential risks and issues, the associated impacts, and
- 489 the proposed risk management strategy, including risk monitoring and
- 490 implementation of mitigation, avoidance, or acceptance plans
- 491
- 492 5.1.9 The Contractor shall provide change management controls, monitor and
- 493 communicate changes to the Government.
- 494
- 495 5.1.10 The Contractor shall notify the War Room immediately of any examinee caught
- 496 cheating on the CBLE and document the incident on the After Exam Proctor Group
- 497 Report.
- 498
- 499 5.1.11 The Contractor shall provide a virtual War Room for the Contractor and
- 500 Government to maintain operational awareness of the administration of the exam
- 501 and to resolve issues as they arise. The War Room shall provide a means for real
- 502 time communication and facilitate final decision making for proctor and registrant
- 503 issues on exam day. (e.g. registrant check-in verification issues, cheating, resolving
- 504 administrative uncertainties).
- 505
- 506 5.1.12 The Contractor shall provide sufficient resources and technology to administer the
- 507 exam for all exam registrants.
- 508
- 509 5.1.13 Proctors must be US citizens and located in the United States.
- 510
- 511 5.1.14 The Contractor shall deliver the following exam administration reports within one
- 512 (1) business day following the CBLE:
- 513 a) Exam No-Shows Report: Provides detailed list of registered examinees who
- 514 did not participate or complete the CBLE, including registered regional (city)
- 515 location and examinee unique identification number.
- 516 b) After Exam Proctor Group Report: Provides summary status of each Proctor's
- 517 group of examinees, describes ADA accommodations and any issues
- 518 experienced in each group such as cheating and disruptions.
- 519 c) Preliminary Pass Rate Report: Provides the preliminary overall pass rate to
- 520 CBP prior to conducting further analysis.
- 521
- 522 5.1.15 The Contractor shall perform an item analysis of each answer by question and
- 523 deliver an initial exam item analysis report no later than three (3) business days
- 524 after the exam (see section 5.1.16.a).
- 525 a) The Government will provide guidance if any questions should be thrown out
- 526 no later than two (2) business days after receipt of Contractor-provided item
- 527 analysis.
- 528 b) The Contractor shall revise the previous item analysis and calculations based on
- 529 the Government's determination to throw out any exam questions, provide
- 530 credit for additional answers, or make other modifications and provide an
- 531 updated and finalized item analysis to the Government three (3) business days
- 532 after the Contractor has received input from the Government.

- 533
- 534 5.1.16 The Contractor shall submit the following exam reports within three (3) business
- 535 days following the submission of the finalized item analysis to the COR:
- 536 a) Exam Item Analysis Report: Provide overall item response data broken down
- 537 by question number that provides frequency of chosen item response and
- 538 overall percent correct. The Contractor shall provide a revised exam item
- 539 response analysis report in the event of answer key changes.
- 540 b) Survey Data Report: Consists of data collected from three (3) pre-questions
- 541 and three (3) post-questions provided by the Government. The Contractor shall
- 542 provide complete survey question response data, including unique identifier
- 543 and Proctor Group, and summary statistics for survey question, including the
- 544 overall frequency of each selected each answer choice and by regional location
- 545 (city).
- 546 c) Raw Data Report: Includes all data collected and a coded answer key in an
- 547 excel spreadsheet file.
- 548 d) Individual Answer Records: Provides electronic copy of each examinee's
- 549 answer record as was provided to the examinee on the day of the exam. Each
- 550 examinee's record shall be saved in an individual file according the following
- 551 naming convention: "Lastname_Firstname_UniqueIdentifier.pdf"
- 552 e) Score Report: Provide exam data summary report for each city where an exam
- 553 is administered, including Proctor Group, number of examinees by city,
- 554 number and percentage of passing exam by city, and number and percentage of
- 555 correct answers for each question by city.
- 556

- 557 5.1.17 The Contractor shall provide a transition-out plan for the program, to include
- 558 documentation of current practices, policies and procedures to be transferred to the
- 559 Government for the successful continuation of the work. The Contractor shall
- 560 submit the Transition (out) Plan 60 calendar days prior to the end of the final period
- 561 of performance. At a minimum, the Transition Plan shall address
- 562 a) Potential problems and mitigation plans.
- 563 b) Transfer to incoming Contractor of assumption of full task order
- 564 responsibilities.
- 565 c) Transferring of documentation and projects currently in progress.
- 566 d) Document all current work and processes.
- 567

568 5.2 Exam System Requirements

569

- 570 5.2.1 The Contractor shall define minimum system specifications for users (e.g.
- 571 bandwidth, hardware, software).
- 572
- 573 5.2.2 The Contractor shall provide system suitability test URL for registrants to evaluate
- 574 system compliance and identify potential issues prior to, during, and after
- 575 registration for CBLE (e.g. compatibility check for bandwidth, hardware, software).
- 576

- 577 5.2.3 The Contractor shall prepare and submit ATP detailing the inspections and tests
578 required to verify and validate the performance of the Practice CBLE and the CBLE
579 Exam System prior to delivery and Government acceptance of those deliverables.
580 a) Practice CBLE ATP: The Contractor shall deliver the ATP for the Practice
581 CBLE to the Government for review and approval 14 weeks prior to the April
582 2021 exam. The Contractor shall include a checklist of all inspections and tests
583 necessary to ensure that the system under test conforms to the latest approved
584 configuration and to validate and verify compliance with system requirements.
585 b) CBLE Exam System ATP: The Contractor shall deliver the ATP for the CBLE
586 Exam System to the Government for review and approval 8 weeks prior to the
587 exam. The Contractor shall include a checklist of all inspections and tests
588 necessary to ensure that the system under test conforms to the latest approved
589 configuration and to validate and verify compliance with system requirements.
590
- 591 5.2.4 The Contractor shall conduct verification and validation testing of the system under
592 test in accordance with the ATP to ensure the system meets all performance
593 requirements and user functions as specified in the PWS, including simulated
594 network performance based on peak user volumes and bandwidth degradation. The
595 Contractor shall complete internal testing prior to delivering the system to the
596 Government. The Government will conduct a System Acceptance Test (SAT) in
597 accordance with the ATP for each system prior to acceptance. The Government will
598 complete a SAT of the CBLE Exam System prior to each exam and for any changes
599 made to the Practice CBLE. Any modifications required to pass a Government SAT
600 is the responsibility of the Contractor.
601
- 602 5.2.5 The Contractor shall provide the web address (i.e. URL link) for the Practice CBLE
603 to the COR NLT 10 weeks prior to the April 2021 exam for Government
604 acceptance. The Practice CBLE will be publicly available and accessible from a
605 link posted on the CBP.gov website for exam practice and familiarization. The
606 Practice CBLE shall include a complete set of prior year CBLE exam questions as
607 provided by CBP and have the same look and function of the exam delivery system
608 that examinees use on the day of the exam (see section 5.2.7).
609
- 610 5.2.6 The Contractor shall provide the web address (i.e. URL link) for the final copy of
611 CBLE Exam System that the Contractor will use to administer the CBLE NLT four
612 (4) weeks prior to the exam for Government acceptance.
613
- 614 5.2.7 The CBLE Exam System shall:
615 a) Be responsive without noticeable loading or time lag in displaying information
616 after input from the system user based on minimum system specifications;
617 b) Display only one (1) question and associated answer choices per screen
618 c) Save every answer entry upon proceeding to another screen
619 d) Stream video and audio of each examinee for proctoring of the exam
620 e) Not retain video, images, or audio of the examinee unless provided written
621 Authorization by CBP in accordance with Section 1.12.2.

- f) Enable Proctors to maintain a log of events, anomalies, and suspected cheating within the individual proctor record.
 - g) Enable users to return to previous screen in case of intermittent loss of connectivity;
 - h) Monitor and display elapsed time after the system user begins the CBLE;
 - i) Restrict ability to save or change answers after 4 hours and 30 minutes have elapsed;
 - j) Allow users to view an Answer Record page, which includes: a numbered list (1 through 80) with the corresponding selected answer (A through E) and display “No Answer Was Provided” in the case of an unanswered question;
 - k) Skip questions, return to previous questions, and change previously answered questions;
 - l) Provide an electronic standard calculator for examinees to use (i.e. no additional functions beyond what is available in standard setting for a Windows 10 system calculator; and no fewer functions than the minimum add, subtract, multiply, and divide);
 - m) Provide an electronic basic note pad for examinees to use;
 - n) Allow users to highlight words within the questions;
 - o) Allow users to access up to five (5) reference documents via separate URLs for each reference;
 - p) Disable Find (Control + F), Copy (Control + C), Cut (Control + X) and Paste (Control + V) functions, including all clipboard menu options accessible by a user’s ‘right’ click via the mouse;
 - q) Monitor and log access to applications and websites outside of the Exam System environment or approved reference URLs;
 - r) Monitor and log key-strokes to assist in adjudicating appeals
 - s) Display the Answer Record to the system user prior to the system user being able to submit their final answers. ***Note*** No answer is final until the examinee has selected “submit” after reviewing the “Answer Record” page. This is a different requirement than above. This requirement is in reference to the last page of the test. The previous requirement related to the answer record is for access at any point during the test.
 - t) (Optional, included in proposed pricing) Utilizing a “lock-down browser” feature to prevent examinees from accessing unauthorized programs, applications, and websites, opening new tabs, and disabling specified key combinations.
 - u) (Optional, separately priced enhancement) Provide Artificial Intelligence supported proctoring services to partially or completely automate the proctoring process
- 5.2.8 The Contractor shall load the exam that CBP provides as GFI onto the CBLE Exam System for each administration of the exam.
- 5.2.9 The Contractor shall deliver the exam system that accommodates ADA requests (e.g. extra time to complete the exam, display/font sizes, etc.).

668 5.2.10 The Contractor shall allow the Government full access to data captured during the
669 administration of the exam.

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Part 6: Exam Administration Tasks
(Firm-Fixed Price Per Unit)

6 EXAM ADMINISTRATION TASKS

6.1 The Contractor shall provide sufficient resources to proctor and check-in examinees on the day of the exam at Firm-Fixed Price Per Unit cost based on the number of admission tickets issued to examinees.

6.2 The Contractor shall issue admissions tickets to all registrants via email no later than seven (7) business days prior to the exam. The admission ticket shall include the registrant's name and unique identifier and the date, time, system compatibility-check procedures, and other administrative information for the day of exam. The Government will notify the Contractor of any registration cancellations two (2) business days prior to the exam.

6.3 The Contractor shall facilitate ADA requests, to include, but not limited to, extra time to complete the exam, display/font sizes, or other similar accommodations at no additional cost to the Government. The Government typically receives about 10 ADA requests per exam. The Contractor shall propose reasonable accommodations for Government review. With Government agreement, the Contractor shall notify ADA registrants no later than two (2) weeks prior to the exam whether the Government approved the ADA request.

6.4 The Contractor shall check-in each examinee by verifying the unique identification number, identification, and U.S. citizenship or naturalization of each examinee. The Contractor shall check-in all verified examinees who accesses the exam system prior to the 8:15 am exam start time not later than 8:30 am local.

- a) The Contractor shall verify the Identification with the following: U.S. Driver's License, U.S. State issued identification card, U.S. Passport, U.S. Military identification, U.S. Government issued visa, U.S. Territory identification (Puerto Rico, Guam, Etc.). In cases where the examinee has had a name change within the last six months, the Government will allow the for an original marriage certificate and an original divorce decree or other similar original court order to be presented as proof of name change for verifying identification.
- b) Citizenship is verified with the following: U.S. Passport, Birth Certificate, Certificate of Naturalization, or Certificate of U.S. Citizenship, Official Military Service Award, or State, Federal or local Government identification card. The Contractor shall not retain any data collected during the check-in process.

6.5 The Contractor shall complete all check-in activities so that all examinees begin the CBLE not later than 8:30am local start time.

6.6 The Contractor shall provide one (1) proctor for no less than every six (6) examinees and no more than 10 examinees.

- 716 6.7 The Contractor shall be quiet, respectful, and prevent examinees from cheating on the
717 CBLE by performing the following:
- 718 a) Ensure examinees are not accessing unapproved reference materials;
 - 719 b) Ensure examinees do not use unapproved electronic devices (e.g. tablets, cell phones,
720 or smart watches) during exam;
 - 721 c) Dismiss any examinee caught cheating on the CBLE from the exam; and,
 - 722 d) Provide direction when needed to the examinees.
- 723
- 724 6.8 The Contractor shall ensure each examinee is located in a quiet, self-contained room where
725 no other exam or activity is conducted during the exam period, including the check-in
726 process. A quiet, self-contained room is defined as a room where there is no noise or
727 distractions considered unsatisfactory for a testing environment and is a room with four (4)
728 permanent structured walls (no partitions) and a closed door.
- 729
- 730 6.9 The Contractor shall make a 10-minute and a 1-minute warning announcement prior to the
731 conclusion of the exam, provide friendly and Government approved closing remarks upon
732 the conclusion of the exam and remain available for a few moments to provide assistance to
733 examinees.
- 734
- 735 6.10 The Contractor shall email the “Answer Record” page to each examinee once the examinee
736 completes the exam. Note: examinees who do not complete the exam do not need to
737 receive an Answer Record.
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Part 7: Deliverables

7 DELIVERABLES TABLE

The following table describes the program's deliverables.

Deliverable	Timing	Delivery Requirement	Deliver To	PWS Reference
Signed NDAs	Staff NDAs due 1 week after award; Proctor NDAs due NLT 2 weeks prior to exam	PDF file, electronic delivery	COR	5.1.4
Meeting Minutes (Kick-off, weekly, and other meetings)	Within 2 business days after Meeting	MS Word file, electronic delivery	COR and Government Program Office	5.1.3
Weekly Coordination Meeting Agenda	1 business day prior to meeting	MS Word or PowerPoint file, electronic delivery	COR and Government Program Office	5.1.2
ATP for Practice CBLE	14 weeks prior to the April 2021 exam	MS Word or Excel file, electronic delivery	COR	5.2.3.a
Practice CBLE for public exam practice	10 weeks prior to the April 2021 exam	Web address, electronic delivery	COR and Government Program Office	5.2.5
ATP for CBLE Exam System	8 weeks prior to exam	MS Word file, electronic delivery	COR	5.2.3.b
CBLE Exam System	4 Weeks prior to exam	Web address, Electronic delivery	COR and Government Program Office	5.2.6
Proctor Training Certifications	2 weeks prior to exam	MS Word, Excel or PDF file, Electronic delivery	COR	5.1.6
Individual Answer Records	Day of exam	electronic delivery	Examinee	6.10
Exam No-Shows Report	1 Business Day after exam	MS Word or PDF file, electronic delivery	COR and Government Program Office	5.1.14.a
After Exam Proctor Group Report	1 Business Day after exam	MS Word or Excel file, electronic delivery:	COR and Government Program Office	5.1.14.b

Preliminary Pass Rate Report	1 Business Day after exam	MS Word or Excel file, electronic delivery:	COR and Government Program Office	5.1.14.c
Initial Item Analysis Report	3 Business Days after exam	MS Word, PowerPoint, Excel or PDF file, electronic delivery	COR and Government Program Office	5.1.15
Final Exam Item Analysis	3 Business Days After CBP Item Determination	MS Word, PowerPoint, Excel or PDF file, electronic delivery	COR and Government Program Office	5.1.15 and 5.1.16.a
Zip code Score Report	3 Business Days After Final Item Analysis	MS Word, PowerPoint, Excel or PDF file, electronic delivery	COR and Government Program Office	5.1.16.e
Survey Data Report	3 Business Days After Final Item Analysis	MS Excel file; electronic delivery	COR and Government Program Office	5.1.16.b
Raw Data report	3 Business Days After Final Item Analysis	MS Excel file; electronic delivery	COR and Government Program Office	5.1.16.c
Individual Answer Records	3 Business Days After Final Item Analysis	PDF files; electronic delivery	COR and Government Program Office	5.1.16.d
Transition Out Plan	2 months prior to end of task order	MS Word file, electronic delivery	COR	5.1.17

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Part 9: Quality Assurance Surveillance Plan

8 QUALITY ASSURANCE SURVEILLANCE PLAN

Performance standards define desired services. The Government performs surveillance to determine if the Contractor exceeds, meets or does not meet these standards.

The following table provides the performance requirements summary, which includes performance standards. The Government will use these standards to determine Contractor performance and will compare Contractor performance to the Acceptable Quality Level (AQL).

The incentive for achieving the Acceptable Quality Levels (AQLs) listed in the Performance Requirements Summary below is a positive past performance evaluation, and it should be understood that failure to meet the performance metrics below will result in negative past performance evaluations. Past Performance Evaluations will be submitted to the Contractor Performance Assessment Reporting System (CPARS) for all Government agencies to review, and will contain detailed narratives explaining reasons for positive and negative assessments.

Performance Requirements Summary:

Performance Based Task	Indicator	Standard	Acceptable Quality Level	Method of Surveillance
Program Management Tasks PWS-5.1	Provide Program Management	All activities are performed in accordance with the PWS, including all milestones tasks and deliverables completed according to established timelines	Not more than 1 failure per six-month period of performance.	Contractor reporting, observation, customer feedback, inspection of quality control records
Exam System Requirements PWS-5.2	Provide Practice CBLE and CBLE Exam System	Practice CBLE and CBLE Exam System passes System Acceptance Testing (SAT)	Not more than 1 failure per six-month period of performance	100% Inspection

Exam Administration Tasks PWS-6.1	Administer Exam	All Exam administration requirements completed according to the PWS	Not more than 1 failure per six- month period of performance	Contractor reporting, sampling observations, and inspection of quality control records
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783 **Part 10: Applicable Publications**

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786 **9 APPLICABLE PUBLICATIONS**

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788 The Contractor must abide by all applicable regulations, publications, manuals, and local policies
789 and procedures.

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- 791 a) Section 508 of the Rehabilitation Act, as amended by the Workforce Investment Act of
792 1998 (P.L. 105-220) requires that when Federal agencies develop, procure, maintain, or
793 use information and communication technology (ICT), it shall be accessible to people
794 with disabilities. Federal employees and members of the public who have disabilities
795 must have access to, and use of, information and data that is comparable to people
796 without disabilities.
- 797 b) Products, platforms and services delivered as part of this work statement that are ICT, or
798 contain ICT, must conform to the Revised 508 Standards, which are located at 36 C.F.R.
799 § 1194.1 & Apps. A, C & D, and available at [https://www.access-board.gov/guidelines-](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines)
800 [and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines)
801 [standards-and-guidelines](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines)
- 802 c) 19 CFR 111.13(a) Examination for Individual License.
- 803 d) Harmonized Tariff Schedule of the United States <https://hts.usitc.gov/current>
- 804 e) Title 19, Code of Federal Regulations Part 1 to END.
- 805 f) Instructions for Preparation of CBP Form 7501
806 <https://www.cbp.gov/document/forms/form-7501-instructions>
- 807 g) Right to Make Entry Directive 3530-002A
808 <https://www.cbp.gov/document/directives/3530-002a-right-make-entry>
- 809 h) ACE Entry Summary Business Process
- 810 i) Current CBLE Practice Test is located on the public CBP.gov website at:
811 [https://www.cbp.gov/document/publications/past-customs-broker-license-examinations-](https://www.cbp.gov/document/publications/past-customs-broker-license-examinations-answer-keys)
812 [answer-keys](https://www.cbp.gov/document/publications/past-customs-broker-license-examinations-answer-keys)
- 813 j) Homeland Security Acquisition Regulations (HSAR) special clauses Safeguarding of
814 Sensitive Information (MAR 2015), Information Technology Security Awareness and
815 Privacy Training (MAR 2015), and Contractor Employee Access (HSAR 3052.204-71),
816 <http://www.dhs.gov/dhs-security-and-training-requirements-Contractors>
- 817
- 818

5. Which of the following customs transactions is **NOT** required to be performed by a licensed Customs broker?

- A. Temporary Importation under Bond
- B. Transportation in bond
- C. Permanent Exhibition Bond
- D. Trade Fair Entry
- E. Foreign Trade Zone Entry

6. Bills resulting from dishonored checks or dishonored Automated Clearinghouse (ACH) transactions are due?

- A. within 10 days of the date of issuance of the bill
- B. within 30 days of the date of issuance of the bill
- C. within 15 days of the date of issuance of the bill
- D. within 2 days of the date of issuance of the bill
- E. within 20 days of the date of issuance of the bill

7. What statement is **FALSE**?

- A. District means the geographic area covered by a customs broker permit other than a national permit.
- B. Employee of Broker, acting solely for his employer, is not required to be licensed.
- C. In order for a corporation to qualify for a broker's license, all officers must be a broker.
- D. In order to obtain a broker's license, an individual must be of good moral character
- E. The status report fee is \$100.00 to defray the cost of administering the reporting requirement.

8. Which of the following is **NOT** a factor that is indicative of a lack of supervision or lack of working knowledge of Customs procedures for which CBP may issue a \$5,000 penalty against a broker?

- A. A high rate of late filing liquidated damages cases when compared with other brokers in the permitted district.
- B. A high rate of entry rejections when compared with other brokers in a permitted district.
- C. Failure to settle liquidated damages claims in a timely manner.
- D. An inordinate number of entries for which free entry is claimed with documentation.
- E. A high number of missing entry summary documents when compared with other brokers in the permitted district.

