

**U.S. Customs and Border Protection
Non-Intrusive Inspection Division
Cargo and Conveyance Security – OFO**

**Statement of Work
Engineering & Management Expert Advisory Services for
Non-Intrusive Inspection (NII) and Radiation Scanning**

1.0 BACKGROUND

U.S. Customs and Border Protection (CBP) is the principal law enforcement agency charged with the detection and interdiction of prohibited articles, terrorists and terrorist weapons, to include Weapons of Mass Effect (WME), and other contraband at U.S. ports of entry. CBP's mission is to safeguard America's borders, protecting the public from dangerous people and materials while enhancing the Nation's global economic competitiveness by enabling legitimate trade and travel. To achieve its mission, CBP uses a layered enforcement strategy to monitor, regulate, and facilitate the flow of goods entering the United States. A critical layer within this strategy is the use of technology, specifically Non-Intrusive Inspection (NII) technology and Radiation Detection Equipment, to detect and interdict contraband.

The Office of Field Operations (OFO) Cargo and Conveyance Security (CCS) Non-Intrusive Inspection Division (NIID) is responsible for identifying, acquiring, deploying, testing, and sustaining NII systems at U.S. ports of entry. NIID serves as the representative to the OFO Trade and Travel Operations Line of Business (LOB) owner / Lead Business Authority (LBA) to facilitate NII program strategic direction, define operational requirements, policies, procedures, and make resource allocation decisions. As the primary user advocate for the program, the LOB/ LBA is responsible for aligning the NII program with CBP and Department of Homeland Security (DHS) mission priorities, identifying capability gaps / new mission needs, and validating that user/operator needs are accurately addressed by deployed NII solutions. The LBA's representative works closely with the designated NII Acquisition Program Manager, and an array of DHS stakeholders, to acquire NII systems and other support sources.

The NII Division also serves as the LBA representative for select radiation detection equipment acquired through the DHS Countering Weapons of Mass Destruction (CWMD) Office. Within this role, the NII Division supports the determination of operational / functional requirements and required system quantities for radiation detection capabilities. CWMD is the primary entity within DHS responsible for the management, acquisition and implementation of domestic radiological detection equipment and the means to respond to radiological and nuclear threats. After radiation detection equipment is deployed to U.S. ports of entry, the NII LBA assumes responsibility for CBP officer training, operation and sustainment of the radiation detection equipment. The LBA coordinates with the field for the transfer of equipment to the CBP service provider responsible for operations and maintenance (O&M) and disposal at the end of the system's lifecycle.

To address CBP strategic goals and objectives, accelerate the fielding of NII technology, improve security and facilitate legitimate trade and travel across ports of entry, the NII LBA has increased focus on evaluating advanced, more capable NII system technologies through pilots, testing, upgrades and

demonstration initiatives. These activities also promote system integration, automation, and interoperability across border security operations. Current NII technology includes large-scale X-ray, radiation detection equipment, small-scale baggage x-ray systems, plus portable and hand-held devices. NIID requires engineering expert advisory services to support these initiatives.

2.0 APPLICABLE COMPLIANCE DOCUMENTS AND REFERENCES

The contractor shall perform work under this Statement of Work (SOW) in compliance with the most recent edition/version of the following:

- CBP Directive 5290-015B Radiation Detection Standard Operating Procedures
- CBP HB 1400-05D Information Systems Security Policies and Procedures Handbook
- DHS Acquisition Management Directive 102-01
- CBP HB 5500-08 Program Lifecycle Process
- CBP Directive 3340-036A Non-Intrusive Inspection (NII) Technology
- DHS MD 11042.1 Safeguarding Sensitive but Unclassified (For Official Use Only) Information
- DHS Form 11000-6 Non-Disclosure Agreement
- Federal Acquisition Regulation (FAR)
- DHS MD 140-01 Information Technology Security Program, DHS Sensitive Systems Policy Directive 4300A and DHS 4300A Sensitive Systems Handbook
- CBP Directive 1210-007A Tracking of Contractor Employees

3.0 GENERAL SCOPE – ENGINEERING & MANAGEMENT EXPERT ADVISORY SERVICES

The scope of this effort is to provide the NII Division with program and technical management support to include systems engineering, operational analysis, resource planning, performance management and communications support. This support requires the contractor to have the capacity to quickly develop an mastery level of understanding of the following areas:

- CBP OFO's trade and travel operations at land, sea, air, rail, and international mail facilities;
- CBP's NII operations, technology, and challenges associated with examining a larger portion of trade and travel;
- Resource optimization strategies associated with achieving efficiencies across NII operations; and,
- CBP and DHS's policies surrounding acquisition strategies, resource allocation planning, reporting practices, policies, and procedures.

Service deliverables may take the form of information, advice, opinions, alternatives, analyses, recommendations, support to program and technical management, support to program planning and oversight, exercise development and evaluation, technical assessments & evaluation, training and/or services to augment and complement the Government's technical expertise in accomplishing its mission. The nature of this work will at times require the contractor to be able to respond quickly to surge requirements and/or stringent deadlines.

3.1 SUPPORT REQUIREMENTS

The contractor shall provide subject matter experts with detailed and extensive knowledge of specific disciplines within the OFO trade and travel operations missions space who also possess knowledge of national border security and trade facilitation policy, strategy, planning, international collaboration, future concepts, planning, programming, budgeting & execution/accountability (PPBE/A) process, enterprise engineering, architecture development and technology lifecycle management.

Contractor personnel shall participate in and support policy and planning, budget, and architecture development related activities as well as provide subject matter expertise to support cross-functional and branch efforts and taskings and integrate budgeted related information into OFO-wide analyses and studies supporting OFO trade and travel operations capabilities.

These subject matter experts shall perform the following broad tasks:

- Task 1: Technical Engineering and Integration Support Services
- Task 2: Project Management and Technical Support for Operational Assessment
- Task 3: Planning, Programming, Budgeting & Execution/Congressional Support
- Task 4: Strategy, Planning & Communications
- Task 5: Studies Assessments & Analyses
- Task 6: Data Science & Analysis
- Task 7: Business Operations & Administration Support

3.1.1 Task 1: Technical Engineering, System Integration and Information Technology Support Services

Independently apply Subject Matter Expertise to various project initiatives as requested by the NII Director or Branch Chiefs, and investigate, analyze, plan, design, develop, implement, and evaluate solutions for current, near-term and long-term technology project efforts. As requested, provide technical input for technology evaluations and source selection support for NII solicitations or other DHS solicitations that require NII review and input (e.g., Contract Awards, Broad Agency Announcements, Grants, and Other Transactions Agreements). Additionally, the contractor shall support NII systems integration solutioning and design efforts, including laying out an architectural and process roadmap to integrate NII systems with CBP information technology infrastructure, other CBP technology program systems and related requirements.

Representative tasks include the following:

Technical and engineering support services:

- Provide specific engineering, systems analysis, testing, and evaluation processes and operational technical assistance.
- Provide programmatic analyses, determining system performance specifications, identifying and resolving interface problems, developing requirements, developing work statements, determining parameters, resolving technical controversies.

Engineering and Integration (E&I) services:

- Integration support of new technologies and programs with legacy systems and programs,
- Support for advanced technology demonstrations, operational test and evaluation, and advanced concept technology demonstrations,
- Support for initiatives through which a suite of programs will support a capability,
- Systems transition support to operational uses, and
- Support for planning and building prototype equipment with advanced technology capabilities for demonstration.

IT Technological Architecture, Network and System Security Services:

- Develop and support NII Systems integration Strategies while addressing associated security requirements with technology-based solutions.
- Assess plans, designs, and deployment process for integration NII system including analyses alternatives.
- Provide NII systems integration support for solution design, functional testing, and solution integration with CBP IT infrastructure, including network, CBP CLOUD resources, application and other CBP technology program solutions such as LBI and BEE.
- Identify emerging and innovative technologies to optimize system performance and achieve NII Integration Program objectives.
- Support the solution architecture, system development, deployment and sustainment of Assisted / Automated Threat Recognition (ATR) systems and algorithms to enhance NII screening operations.
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3.1.2 Task 2: Project Management and Technical Support for Operational Assessment(s)

Provide support to plan, manage, and execute operational assessments relative to CBP's NII operational capability. Representative tasks include the following:

- Consult with CBP executive management within Headquarters and Field Offices, technology end-users, federal agency partners, port and terminal operators, vendors, and others to define and develop the project scope, goals, measurable objectives, and operational scenarios, as required,
- Support the coordination of logistical planning for operational assessments or projects supported
- Support the development, review, and approval process of documentation required to execute operational assessments or assigned projects,
- Provide briefings, on behalf of the NII Director, to external or internal stakeholders on the status of operational assessments or projects, and
- Based on the results of assessments or projects supported:

- Formulate program development needs and acquisition strategies for program initiatives, including full rate production contracts.
- Provide input to other organizations or other contract personnel within OFO on project level systems analysis, design support, concept of operations, and inputs related to business, functional and/or technical enterprise architectures.
- Provide input to other organizations or other contract personnel within OFO to determine and document operational, functional and technical requirements, to recommend alternative solutions and to provide corresponding justifying analyses and rationales for these recommendations.
- Provide input to other organizations or other contract personnel within OFO to capstone program and acquisition documentation including, but not limited to, mission needs statement, operational requirements, concept of operations, analysis of alternatives, test & evaluation plans, and statement of works to inform follow-on or future acquisition strategies and plans.

3.1.2.1 Management and oversight of DHS Science and Technology (DHS S&T) Portfolio under the DHS S&T Portfolio Manager. The contractor shall provide the CBP NII Division with programmatic and technical management support to include systems engineering, operational analysis, resource planning, performance management and communications support for all CBP Projects under the direction of the DHS S&T Portfolio Manager.

- Conduct technical, management, and financial and resource analysis for CBP Projects at DHS Science and Technology.
- Support of the DHS S&T CBP Portfolio Manager as an oversight advisor of CBP Projects directed by DHS S&T Program and Project Managers.
- Working with the DHS S&T Portfolio Manager provide the CBP NII Director with briefings and issue papers on CBP projects at DHS S&T as requested by CBP.
- As directed by the DHS S&T Portfolio Manager, conduct technical and financial advisory roles for DHS S&T Solicitations including source selection support for NII solicitations or other DHS solicitations that require NII review and input (e.g., Contract Awards, Broad Agency Announcements, Grants, and Other Transaction Agreements).
- Provide programmatic and technical advice on identified areas of potential efficiencies, insufficiencies, effectiveness or ineffectiveness.
- Conduct business, technical and financial analyses of ongoing DHS S&T program for CBP. Establish ongoing metrics to monitor project performance and milestones.

3.1.3 Task 3: Budget Planning and Congressional Support

The contractor shall provide technical program management support on matters and issues consistent with CBP OFO CCS sponsored projects, which includes, but is not limited to, participating in all aspects

of CBP's PPBE process, as appropriate, and other enterprise wide governance processes. Representative tasks include the following:

- Support the development *in drafts only* of future year budget and plans such as resource allocation plan, gathering information to support development of the President's budget request and other related requests, assistance and support with preparing and drafting analyses, presentations, testimonies, responses, reports; also, agency responses to the Office of Inspector General, U.S. Government Accountability Office, or other Federal Audit Entities, speeches, and reports relative to project and program management goals, objectives and results.
- Supporting Analyses of the DHS Resource Allocation Plan / Decision, President's Budget (PB), congressional marks, and Omnibus actions.
- Providing support and analyses of OFO Cargo and Conveyance Security Programs, specifically Non-Intrusive Inspection (NII) Current Program of Record and the future NII Integration Program
- Providing support and analyses to the validation of user requirements.
- Providing support to the NII Acquisition Program Management Office to ensure integration across all Decision Support Systems.

Congressional Inquiry Support:

- Provide budget and subject matter expertise to support answering congressional inquiries and questions for the record.
- Provide budget analysis of congressional marks in order to support senior decision makers on budget matters.
- As requested, provide legislative research support as well as legislative process instruction/mentorship.

3.1.4 Task 4: Strategy, Planning & Communications

The contractor shall provide Strategy, Planning and Communication Support:

- Provide technical support and expertise in planning and preparing strategic communications opportunities and associated communications related to OFO CCS related policies, priorities and congressional matters.
- Conduct research and analysis to write, edit and qualitatively and quantitatively evaluate executive communications products (speeches, testimony, presentations, round tables, etc.), ensuring written materials are commensurate with the level and authority of the target audience.
- Performance metric development, monitoring and reporting: Advise the NII Director, Branch Chiefs and other support personnel in appropriate operational, management and/or strategic metrics
 - Utilizing pre-existing data, report ongoing performance measure results in various communication for internal and external stakeholders.

- Provide improvement recommendation and advice to the NII Director based on performance trends.

3.1.5 Task 5: Studies, Assessments & Analyses

The contractor shall perform studies, analyses, and evaluation activities to support evaluation of complex issues to improve developments, decision-making, management or administration of processes. As requested, the contractor shall support a variety of studies/analyses/evaluations including, but not limited to: providing recommendations on emerging technologies and their applications to enhance mission performance and providing recommendations to leadership to strengthen current capabilities. These efforts may result in documents containing data leading to conclusions and/or recommendations.

- Preview, identify and assess emerging requirements, technologies, capabilities, concepts, and tactics of interest in areas related to CBP's objectives for selected OFO CCS programs.
- Assessment of various technologies to assess their potential for effective and efficient transition to production and use.
- Provide services to identify, recommend, coordinate, and prepare applicable assessments, plans, strategies, and opportunities for the transition of technology programs for further evaluation to support transition to an operational capacity, including assisting in establishing transition partner contacts, and will work cooperatively with those contacts in setting up relevant meetings and demonstrations.
- Support third-party test and evaluation communities in the development of test procedures, the review and monitoring of test/demonstration design and development, test/demonstration coordination and execution, and evaluation and reporting.
- Participate and support the Government and industry in preliminary and critical design reviews, program and financial reviews, Governmental and industry events, and sponsored and non-sponsored key demonstrations or tests. Support includes providing informal feedback to the Program Manager, as well as formal feedback at critical program junctures such as Milestone Reviews.

3.1.6 Task 6: Data Science & Analysis

The contractor shall advise the NII Director, Brach Chiefs and other support personnel in appropriate operational, management and/or strategic metrics and data. Representative tasks include the following:

- Analyze raw data for statistical trends, possible problem areas and workflow issues,
- Utilizing pre-existing data, report ongoing performance measure results in various communication for internal and external stakeholders,
- Provide improvement recommendation and advice to the NII Director based on performance trends, and
- Provide briefings, on behalf of the NII Director, to external or internal stakeholders on the status of operational assessments or projects.

3.1.7 Task 7: Business Operations and Staff Support

The contractor shall provide Technical Writing / Procurement Support:

- Develop and produce scientific, technical, and/or executive presentations and documents, based upon information provided by the technical lead, as well as the Contractor's specific NII knowledge
- Review and edit pre-award technical documentation (e.g., Task Order Requests/Requests for Quotation, Acquisition Plans, Independent Government Cost Estimate, Technical Evaluation Plans, Justification and Approvals, and Determination and Findings) to ensure documentation is of high quality and in compliance with CBP templates and standard procedures.
- Ensure proper use of terminology, style, content, grammar, punctuation, and clarity.
- Assist with creating, updating, and delivering documentation to ensure procurement packages contain all necessary/required documents while adhering to FEDSIM contract package processes.
- Organize and translate information into clear written documentation.
- Assist Divisions in updating and enhancing client documents.
- Ensure accurate, consistent, and quality documents.

Procurement Support:

- As requested, prepare and maintain pre-award and post-award contractual documentation and files. Ensure contract documentation/files are complete and filed in accordance with OFO standard procedures.
- Provide acquisition input, as appropriate, to include acquisition strategy, problem resolution, suggest contract alternatives and options.

Administrative Program Support:

- Assist in coordinating, organizing and scheduling meetings, taking meeting notes and attendance.
- Assist in preparing and maintaining briefing materials and standardized reports.
- Coordinate program level tasking to the program office, such taskings may include congressional responses, testimony reviews; program data calls; organizing and assisting with office drills, office filing, office correspondence; tracking system; coordinating office requests, (e.g. IT issues, etc.).

4.0 CONTRACTOR PERSONNEL AND REPORTING REQUIREMENTS

4.1 Qualified Personnel

The Contractor shall provide qualified personnel to address the Scope of Work and perform all Support Requirements stated within Section 3.1 of this SOW. The contractor shall provide personnel with

active, adjudicated CBP Background Investigations or, as a minimum, must be able to successfully pass a CBP Background Investigations before starting work to effectively support the NII's requirements.

The contractor shall ensure the collective sum of the personnel and their relative experience can address the collective sum of the Support Requirements listed within Section 3.1. It is not intended for each contractor personnel to perform the sum of all requirements.

4.2 Continuity of Support

The Contractor shall ensure that the contractually-required level of support for this requirement is maintained at all times, beginning no later than three (3) months after Task Order award (i.e., at the conclusion of the Transition-In period). In addition to meeting Key Personnel removal/replacement requirements specified in the Task Order, the Contractor shall provide a fully qualified replacement for any regularly scheduled contractor personnel who takes an extended leave of absence. For non-Key Personnel, the Contractor shall provide e-mail notification to the NII Director and the Contracting Officer's Representative (COR) prior to making any replacement. Replacement of Key Personnel requires prior notification and consent of the Contracting Officer in accordance with the Key Personnel clause included in the Task Order.

4.3 Key Personnel

This Task Order shall include the following four Key Personnel: Program Site Manager, Business Management Analyst SME, Radiation Detection Technology SME, and Non-Intrusive Inspection Technology SME; only one NII SME is considered Key. The key personnel must have at least 10 years' experience to meet the requirements listed in the SOW. They must possess a Bachelor's Degree or above degree. They must have or be able to get a favorable CBP BI.

4.3.1 Program Site Manager

The Contractor shall provide a Program Site Manager who shall be responsible for ensuring that all Contractor work is performed under this SOW in accordance with the requirements. The Program Site Manager shall be the single point of contact for the Contracting Officer and the COR. The Program Site Manager shall be available to the COR via telephone between the hours of 7:30 am and 4:30 pm, Monday through Friday, and shall respond to a request for discussion or resolution of problems within three hours of notification. Subject Matter Expert & Program Management Support for Technical Projects & Innovative Technology. Team member primarily aligns to Director; supports all Branches with projects and information as required; at least 10 years' experience in Program/Project Management. Must have a Bachelor's Degree or above.

4.3.2 Business Management Analyst SME

The Contractor shall provide a Business Management Analyst SME who shall participate in all aspects of CBP's PPBE/A process, as appropriate, and other enterprise wide governance processes. Subject Matter Expert in Planning, Communications, and Reporting Support with at least of 10 years'

experience. Team member primarily aligns to Director; supports all Branches with projects and information as required. Must have a Bachelor's Degree or above.

4.3.3 Radiation Detection Technology SME

The Contractor shall provide a Radiation Detection Technology SME who shall conduct research on nuclear engineering projects or apply principles and theory of nuclear science to problems concerned with release, control, and use of nuclear energy with at least 10 years' experience. The contractor should provide Scientific & Program Management Support for Technical Projects & Innovative Technology. Provides Program Management Support for Technical Projects & Innovative Technology. Must have a Bachelor's Degree or above.

4.3.4 Non-Intrusive Inspection Technology SME

The Contractor shall provide Non-Intrusive Inspection Technology five (5) SMEs with at least 10 years' experience who shall investigate, analyze, plan, design, develop, implement, and evaluate solutions for current, near-term and long-term technology project efforts. Contractor shall provide Program Management Support for Technical Projects & Innovative Technology, Radiation Frequency Identification (RFID). Subject Matter Expert & Program Management Support for Technical Projects & Innovative Technology, currently supporting tech demos for mail, outbound currency scanning, pedestrian scanning, POV scanning, and secondary support for MEPs. Test and Evaluation, Systems Engineering and Acquisitions SME, that would assist NII personnel identifying, acquiring, deploying, testing, and sustaining NII systems at U.S. ports of entry. These SMEs will support NII facilitate program strategic direction, define operational requirements, policies, procedures, and make resource allocation decisions. They will support NII with the alignment of NII program with CBP and Department of Homeland Security (DHS) mission priorities. They will provide support to the NII Acquisition Program Manager and DHS stakeholders, to acquire NII systems and other support sources.

4.4 Travel

The Contractor shall be required to travel within and outside of the continental United States. Allowable travel costs incurred by Contractor personnel to support the requirements of this Task Order for which prior written COR approval is obtained will be reimbursed in accordance with the Federal Travel Regulation up to the Not-to-Exceed maximum specified in the Schedule. Travel requests shall include a description of the trip purpose, destination, duration, dates, and estimated cost. Copies of approved travel requests and all receipts shall be included in the Contractor's invoice. The Government will not reimburse local travel within a 50-mile radius from the Contractor's primary place of performance, nor will local parking costs be reimbursed. Proposed travel costs will be considered in accordance with FAR 31.205-46, Travel costs.

4.5 Monthly Progress Reports

The Contractor shall submit a monthly status report in the Contractor's format to the Contracting Officer (CO), the NII Director, the NII PMs, and Contracting Officer's Representative (COR) by the tenth (10th) business day of each month. At a minimum, monthly progress reports shall include the following:

- The Contractor's name and address, the task order number, the date of the report, and the period covered by the report;
- Description of accomplishments by project / task;
- Description of issues, dependencies, significant events and unresolved problems;
- Planned work assignments and desired results for the next reporting period; and
- Significant changes, if any, to the Contractor's organization or method of operation.

4.6 Ad Hoc Reports

The Contractor shall be required to prepare various types of reports on an as-required basis. Reports may include Issue Papers, Information Papers, White Papers, PowerPoint Slides, and Technical and Scientific Reports. Copies of finalized reports and documents generated under this SOW shall be placed on the NII Shared Drive in an organized manner and shall be easily accessible by CBP.

4.7 Trip Reports

E-mail trip reports shall be submitted to the COR by no later than three (3) business days from the completion of approved travel. Trip reports shall include the dates, purpose of travel and a description of work accomplished.

4.8 Report Format

All report deliverables shall be delivered to the COR via e-mail.

4.9 Kick-Off Meeting

Within 3 business days of the award of this Task Order, the Contractor shall participate in a Kick-Off Meeting. The Government will conduct the Kick-Off Meeting with Contractor personnel and other Government representatives. All Contractor personnel attendees shall be prepared to review and discuss Task Order administrative matters, security requirements, project transition, Government Furnished Equipment (GFE) information, materials, etc., the milestone schedule, review cycles, invoicing and other applicable areas for discussion. The Government will hold this meeting at the Government site or remotely.

4.9.1 Transition

Contractor shall plan for and support the smooth and efficient three (3) month transition on-board at the start of the Task Order performance period, and an orderly and efficient transition off the Task Order at the direction of the COR (approximately 3 months prior to the end of the period of performance).

5.0 PLACE OF PERFORMANCE

Work shall primarily be performed in contractor facilities, remotely within the National Capital Region, and at CBP operational locations nationwide. Intermittently and as required, work may be performed at CBP facilities located in Washington, DC, and Northern Virginia:

Washington DC:
U.S. Department of Homeland Security
Science and Technology
1120 Vermont Avenue, NW
Washington, D.C., 20005

U.S. Customs and Border Protection
Non-Intrusive Inspection Division
1300 Pennsylvania Avenue, NW
Washington DC 20229

U.S. Customs and Border Protection
Integrated Logistics Division
Northern Virginia

U.S. Customs and Border Protection
Office of Information and Technology
Northern Virginia

DHS Science and Technology
CBP Portfolio Manager Office
Vermont Avenue (VTA)
Washington, DC

6.0 PERIOD OF PERFORMANCE

The period of performance for this task order is one Base Year, plus four additional Option Years, exercisable at the Government's discretion.

7.0 GOVERNMENT-FURNISHED EQUIPMENT AND INFORMATION

7.1 The Government will supply all required computer equipment. All work shall occur on Government-provided equipment and through Government-provided electronic mail accounts and systems.

7.2. The Contractor shall use Government-furnished facilities, property, equipment and supplies only for the performance of work under this Statement of Work, and shall be responsible for returning all Government-furnished facilities, property, and equipment in good working condition, subject to normal wear and tear.

7.3 The Contractor shall use Government-furnished information, data and documents only for the performance of work under this task order, and shall be responsible for returning all Government-

furnished information, data and documents to the Government at the end of the performance period. The Contractor shall not release Government-furnished information, data and documents to outside parties without the prior and explicit written consent of the Contracting Officer. A Non-Disclosure Agreement (NDA) shall be executed by each Contractor personnel and submitted to the COR prior to an individual Contractor personnel beginning work on the task order.

8.0 Security and Background Investigations

8.1 Security

The Contractor shall comply with the CBP administrative, physical and technical security controls to ensure that the Government's security requirements are met. During the course of this task order, the Contractor shall not use, disclose, or reproduce data which bears a restrictive legend, other than as required in the performance of this task order.

8.2 Personal Security Background Data and Processes

The contractor shall provide personnel with active CBP Background Investigations or, as a minimum, must be able to successfully pass a CBP Background Investigations before starting work to effectively support the NII's requirements documented under "support descriptions" described below. The descriptions represent the full requirements for this task.

This policy applies to any new personnel hired as replacement(s) during the period of performance.

8.3 General Security

All Government-furnished information shall be protected to the degree and extent required by DHS and CBP rules, regulations, and procedures. The Contractor shall conform to all DHS security and training requirements as outlined on the DHS public website located at <https://www.dhs.gov/dhs-security-and-training-requirements-contractors>.

8.4 Privacy Act

In performance of this task order, the Contractor assumes the responsibility for protection of the confidentiality of all Government records and/or protected data provided for performance under the task order and shall ensure that (a) all work performed by any subcontractor is subject to the disclosure restrictions set forth above and (b) all subcontract work is performed under the supervision of the Prime Contractor. The Contractor shall also comply with privacy training requirements stated elsewhere in this task order.

8.5 Contractor employees working on-site at Government Facilities

8.5.1 Contractors shall wear a Government PIV identification badge that clearly displays the Contractor personnel's name, photo and badge expiration date.

8.5.2 The Contractor shall ensure that its personnel identify themselves as employees of their respective company while working on this CBP task order. For example, all Contractor personnel shall identify themselves as Contractors when their status is not readily apparent (in meetings, when answering Government telephones, in e-mail messages, etc.), and shall introduce themselves and sign attendance logs as employees of their respective companies, and not as CBP employees.

8.5.3 Visiting Contractor personnel shall comply with DHS CBP Government escort rules and regulations.

Section 508 Requirements

Section 508 of the Rehabilitation Act, as amended by the Workforce Investment Act of 1998 (P.L. 105-220) (codified at 29 U.S.C. § 794d) requires that when Federal agencies develop, procure, maintain, or use information and communications technology (ICT), it shall be accessible to people with disabilities. Federal employees and members of the public with disabilities must be afforded access to and use of information and data comparable to that of Federal employees and members of the public without disabilities.

1. All products, platforms and services delivered as part of this work statement that, by definition, are deemed ICT or that contain ICT shall conform to the revised regulatory implementation of Section 508 Standards, which are located at 36 C.F.R. § 1194.1 & Apps. A, C & D, and available at <https://www.gpo.gov/fdsys/pkg/CFR-2017-title36-vol3/pdf/CFR-2017-title36-vol3-part1194.pdf>. In the revised regulation, ICT replaced the term electronic and information technology (EIT) used in the original 508 standards.
2. When providing maintenance upgrades, substitutions, and replacements to ICT, the contractor shall not reduce the original ICT's level of Section 508 conformance prior to upgrade, substitution or replacement. The agency reserves the right to request an Accessibility Conformance Report (ACR) for proposed substitutions and replacements prior to acceptance. The ACR should be created using the on the Voluntary Product Accessibility Template Version 2.2 508 (or later). The template can be located at <https://www.itic.org/policy/accessibility/vpat>
3. When developing or modifying ICT for the government, the contractor shall ensure the ICT fully conforms to the applicable Section 508 Standards. When modifying a commercially available or government-owned ICT, the contractor shall not reduce the original ICT Item's level of Section 508 conformance.
4. When developing or modifying ICT that are delivered in an electronic Microsoft Office or Adobe PDF format, the contractor shall demonstrate conformance by providing Section 508 test results based on the Accessible Electronic Documents – Community of Practice (AED COP) Harmonized Testing Guidance at <https://www.dhs.gov/508-testing>.
5. Contractor personnel shall possess the knowledge, skills and abilities necessary to address the applicable revised Section 508 Standards for each ICT.
6. Exceptions for this work statement have been determined by DHS and only the exceptions described herein may be applied. Any request for additional exceptions shall be sent to the

Contracting Officer and a determination will be made according to DHS Directive 139-05, Office of Accessible Systems and Technology, dated November 12, 2018 and DHS Instruction 139-05-001, Managing the Accessible Systems and Technology Program, dated November 20, 2018.

Instructions to Contractor

1. For each ICT Item that will be developed, modified, installed, configured, integrated, maintained, or hosted by the contractor pursuant to this Task Order, the contractor shall provide an acknowledgement of the Section 508 requirements and a detailed explanation of the contractor's plan to ensure conformance with the requirements. The contractor shall also describe the evaluation methods that will be used to validate for conformance to the Section 508 Standards.

Acceptance Criteria

1. Before accepting items that contain Information and Communications Technology (ICT) that are developed, modified, or configured according to this Task Order, the government reserves the right to require the contractor to provide the following:
 - Accessibility test results based on the required test methods.
 - Documentation of features provided to help achieve accessibility and usability for people with disabilities.
 - Documentation of core functions that cannot be accessed by persons with disabilities.
 - Documentation on how to configure and install the ICT Item to support accessibility.
 - Demonstration of the ICT Item's conformance to the applicable Section 508 Standards, (including the ability of the ICT Item to create electronic content – where applicable).
2. Before accepting ICT required under the Task Order, the government reserves the right to perform testing on required ICT items to validate the contractor's Section 508 conformance claims. If the government determines that Section 508 conformance claims provided by the contractor represent a higher level of conformance than what is actually provided to the agency, the government shall, at its option, require the contractor to remediate the item to align with the contractor's original Section 508 conformance claims prior to acceptance.

8.6 Inherently Government Functions

In accordance with FAR Subpart 7.5 (Inherently Governmental Functions), this task order shall not be used for the performance of inherently governmental functions. Contractor personnel shall not place themselves or act in any position, role or function considered inherent to the Government.

8.7 Contractor Personnel Conduct

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

