

STATEMENT OF WORK

U.S. Customs and Border Protection Office of Professional Responsibility

Statement of Work

Administrative Support Services

1. BACKGROUND

The Department of Homeland Security (DHS), U.S. Customs and Border Protection (CBP), Office of Professional Responsibility's (OPR), Assistant Commissioner's (AC) Office has a need for program management and administrative support services.

The OPR AC's Front Office, led by the Chief of Staff, is responsible for the daily office operations. This includes ensuring professional, executive level support in the planning, preparation, and execution of executive leadership schedules and logistics, and ensuring the development and proper distribution of all internal and external communications on behalf of OPR Senior Leadership. The OPR AC's office has many diverse administrative, programmatic, and strategic requirements that require professional, accurate, and timely responsiveness to the needs of internal/external stakeholders and customers and all work products executed on behalf of the OPR enterprise and senior leadership.

2. SCOPE OF WORK

The contractor shall provide administrative support to OPR's AC's office, Executive Leadership (Executive Directors) for Investigative and Security Operations.

To obtain support that enables OPR to improve organizational and personnel processes and procedures. The contractor will meet the needs within the following support areas:

- Administrative Support

3. SPECIFIC TASKS/DELIVERABLES

The contractor shall provide all necessary services and qualified personnel, to perform all assigned duties in accordance with established Standard Operating Procedures (SOPs) located on Microsoft Teams. The contractor is responsible for selecting personnel who are well qualified to perform the requirements of tasks, for supervising techniques used in their work and for keeping staff informed of all changes to standard operating procedures. Contractor personnel shall conform to all Government regulations in effect during the period of performance to support the AC's Office and Investigative and Security Operations as described in this section. The contractor shall work directly with the Chief of Staff, Deputy Chief of Staff, Executive Directors and other OPR support staff to meet these requirements and provide clear, accurate and timely deliverables. The contractor shall support OPR in a range of tasks; provide oversight and support

in the collection, analysis, and assembly of a range of data, as well as develop deliverables such as reports, visual aids and project plans that support OPR initiatives with a focus on the following:

Option Period 4 June 1, 2025 through August 31, 2025

Note: The hours and LCATs reflected below are estimated to occur in the performance period identified above.

Functional Category	Labor Category	HCaTS Labor Category (LCATs)	Number of Personnel	Estimated Hours
<u>Team Lead/Project Manager (Key Personnel):</u>	SME General Operations	Senior General and Operations Manager	1	544
<u>Tasking / Correspondence Management, and Programmatic and Administrative Support:</u>	Senior Business Operations Specialist	Journeyman Business Operations Specialists	4	1,881

Team Lead/Project Manager; SME General Operations: One (1) Contractor (KEY PERSONNEL)

- Managing, controlling, coordinating, and integrating administrative and programmatic programs.
- Making recommendations to senior management.
- Maintain content for OPR's Office of Assistant Commissioner CBP Collaboration (SharePoint) site for use by OPR employees.
- Reviewing program progress, measuring performance, and taking necessary corrective steps to modify actions, products, or services to ensure compliance with policies or to provide improved results.
- Lead efforts in the OPR Annual Assistant Commissioner Awards to include logistics, planning, preparation, and execution.
- Provide oversight and management of task, administrative support, strategic communications, performance management and employee engagement personnel/areas.
- Delegate and review the teams work and performance as needed.
- Track and monitor deliverables.

Tasking / Correspondence Management, and Programmatic and Administrative Support/Senior Business Operations Specialist: Four (4) Contractors

- *Three (3) contractors* for the Assistant Commissioner's Office. Contractors shall provide staggered coverage between the core hours of 7:30 AM and 5:30 PM so the front office is continually staffed during these hours.
- *One (1) contractor* for Investigative Operations located at the Ronald Reagan Building (1300 Pennsylvania Ave NW); for an 8-hour shift between the hours of 7:30 AM to 5:30 PM; to be determined by the Executive Director.
- Daily administrative support to include ad-hoc requests for data/information related to current tasks at hand, monitoring, tasking, review and oversight of internal and external

assignments, and presentation and correspondence materials in a fast-paced, task-driven office environment from 7:30 AM and 5:30 PM.

- Operate under pressure and deal effectively with competing demands while always maintaining complete confidentiality and professional decorum.
- Monitor, review, task, and assign incoming assignments/task to appropriate offices; review and recommend edits/changes on content/format in proposed responses, and conduct quality control reviews on all types of correspondence.
- Greet and escort visitors and guests and capably engage them to identify, process and/or effectively manage inquiries, requests or expectations.
- Maintain/update daily and weekly electronic calendars for senior executives
- Prepare daily briefing books and read ahead materials to ensure senior executives are fully prepared for appointments and bookings.
- Preserve executive time by reading, researching, and routing correspondence, collecting and analyzing information, and initiating appropriate communication with staff, clients or other stakeholders.
- Plan, prioritize, organize, and resolve problems independently to complete multiple deadline-driven projects efficiently and on time.
- Create status reports to monitor and track high-priority deliverables and flag items that are lagging or overdue.
- Prepare and maintain Quick Reference guides and other internal operating procedures and templates to ensure efficient office operations.
- Arrange travel, accommodations, itineraries, and all related correspondence including authorizations and vouchers for Government approving official review and approval.
- Answer phone inquiries, screen and direct calls, and provide basic office information or alternative points of contact.
- Monitor incoming emails and answer, screen or forward as required.
- Schedule and coordinate meetings, reserve and prepare conference and meeting room space, and arrange IT/VTC technology as warranted; coordinate any IT repairs.
- Provide historical reference by developing and utilizing correspondence filing and retrieval systems or repositories.
- Build and maintain a repository for standard and approved language and materials in response to routine requests for information.
- Update and maintain databases such as office mailing lists, staff contact and portfolio lists, and other information.
- Maintain office supplies inventory by checking stock to determine inventory level, anticipating needed supplies, evaluating new office products, placing and expediting orders for supplies, and verifying receipt of supplies and,
- Additional administrative support as needed.

4. SKILL MIX AND QUALIFICATIONS

The Contractor shall provide personnel with the requisite experience and skills specified in this SOW. CBP will not provide or pay for training, conferences, or seminars to be given to contractor personnel in order for them to perform their tasks. The contractor shall also not charge

hours to the Government while attending said training, conferences, or seminars. If it is determined during the performance of the Task Order that training, conferences, or seminars not specified in the order are required, only the CBP Contracting Officer may approve the training.

The Contractor shall adequately manage its staff and plan, direct, control, measure, and monitor all employee activities. The Contractor shall be responsible for and ensure all processes for recruiting, training, retaining, advancing, cross-training, supervision of, managing, interfacing with the Government, and rewarding its employees. These processes shall incorporate obtaining timely security clearances for new employees.

The contractor personnel must have the ability to think strategically, set priorities, manage concurrent projects, handle pressure, manage time effectively, exercise independent judgment, and provide and assume responsibility for seeing projects through to timely and successful completion under timelines which may shift based on Government need.

Contractor shall provide resumes for the program office and COR to review and approve for proposed staff.

Key Personnel Qualifications:

Team Lead/Project Manager; SME General Operations:

Education/Experience: Must have a bachelor's degree in business or related field and at least five (5) years of general program management experience with (3) years specialized experience; specialized experience must include: strategic planning on an executive level, stakeholder coordination and communication planning, program performance metrics and execution of leadership schedules and logistics.

This selection is subject to CBP approval of the qualifications. The Team Lead shall be responsible for the overall coordination and implementation of the contract services with the COR. The contractor's technical quotation shall include their quoted PM and include a resume for this individual. The Team Lead must be available at time of award.

Changes to the contractor Team Lead at any time after Task Order commencement shall require the contractor to provide the COR and the Contracting Officer (CO) at least sixty (60) calendar days' notice prior to said change. Such notification shall be in writing and shall state the name of the new contractor PM. Any replacement shall have qualifications equal to or greater than the PM being replaced. Any proposed Team Lead is subject to CBP approval.

CBP may appoint a government COR and alternate COR who will be the point of contact regarding the activities of the Task Order.

The contractor Team Lead, the COR, and the government PM shall coordinate with each other on a regular basis to discuss any problems experienced by the government or contractor concerning performance of this contract. The CO shall be informed of all non-conformance issues and problems.

Tasking/Correspondence Management and Programmatic Support/Senior Business Operations Specialist:

- Bachelor's Degree or
 - Experience Substitution: Six years of relevant work experience may be substituted for a bachelor's degree
 - Experience and Degree Substitution: Associate's degree plus four years of relevant work experience may be substituted for a bachelor's degree
- Program Analysis experience
- Tracking, oversight, and monitoring of assignments/initiatives/taskings
- Capability to analyze problems to identify significant factors, gather pertinent data, and recognize solutions
- Experience working with high-level officials and senior level executives.
- Proficiency in word processing, and/or spreadsheet manipulation of data and presentation creation tools
- Excellent verbal and exceptional written communications skills
- Ability to write clearly, succinctly, and in a manner that appeals to a wide audience
- Ability to work independently in a fast-paced environment
- Experience effectively prioritizing workload to meet deadlines and work objective

5. DELIVERABLES AND DELIVERY SCHEDULE

All Deliverables shall be delivered in electronic format. Unless otherwise specified by the Government, the contractor shall provide the deliverables as an attachment(s) to E-mail. The contractor shall prepare documentation in Portable Document Format (PDF) and the Microsoft Office version in use at CBP.

The Contractor shall provide all deliverables on their respective due dates. The Contractor shall prepare and provide monthly status reports. The status reports shall be submitted electronically in MS Word and Adobe PDF to the Contracting Officer Representative (COR). The status reports shall be submitted by 5:00 PM EST/EDT on the fifth (7th) business day after the end of each month.

Each of the reports shall summarize activities for the preceding month, to include work accomplished, work planned; problems encountered or anticipated; problems resolved; expenditure rate with corresponding roll up to major task component; and any other pertinent issues the contractor wishes to bring to the Government's attention.

List of Set Deliverables (does not include ad-hoc reporting deliverables as needed):

Deliverables	Method of Delivery	Due Date
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Monthly Status and Financial Report	1 electronic copy	Monthly (7th business day after the end of the month)
Monthly Contract Activity Meetings	Meeting	Monthly (as directed by the COR or Program Office)
Quality Assurance Surveillance Plan (QASP)	1 electronic copy	Updates as required throughout remaining TO period of performance.
Transition Out Plan	1 electronic copy to COR and to the CO	60 days prior to contract end date

5.2 Monthly Status and Financial Report

Monthly Status and Financial Report shall be submitted no later than the 7th business day of each month. This report should detail monthly invoiced amounts and remaining funds. The Financial Status Reports shall be a comprehensive tally of billed amounts, dates, and invoice numbers and shall be provided in excel and/or PDF format.

5.3 Quality Assurance Surveillance Plan (QASP)

Contractor shall submit a QASP to demonstrate how they plan to ensure tasks and deliverables are met in accordance with the acceptance criteria. The QASP shall be submitted to both the CO and the designated COR in accordance with the schedule of deliverables. This document shall be an evolving document and shall be updated, as required, by mutual agreement of the parties throughout the Task Order period of performance.

5.4 Monthly Contract Activity Meeting

The COR shall hold a monthly meeting to discuss contract activity with the Contractor's designated representative and key government stakeholders. The Contractors shall provide minutes of the meetings including attendance, issues discussed, decisions made, and action items assigned, to the COR within five (5) business days following the meeting.

5.5 Transition-Out Plan

The contractor shall plan for and support an orderly and efficient transition out from the contract beginning at the direction of the COR (approximately 60 days prior to the end of the contract) with minimal disruption to the customer. The transition out shall include the full range of plans and activities required to bring the work effort to logical completion and, where possible, record the status of any and all work-in-progress that shall be delivered to the Government for use at the Government's discretion. The transition out support includes, but is not limited to, the following key activities:

- All contractor personnel out-processing from CBP (to include security de-briefs as

needed, return of facility badges, and access, IT equipment returns, and return of all GFI and files (electronic or otherwise).

- Develop and maintain a transition-out plan to include time-phased list of key events, activities, and tasks.
- Develop and deliver a summary of all work-in-progress activities and projects. This will include any technical documents developed, delivered, and maintained during the performance of work under this contract. Report to the COR, and/or alternate COR, on all work-in-progress, unfinished projects, and future plans/projections.
- Submit status of transition-out tasks to COR at least every week until transition is complete.
- Applicable debriefing and personnel out-processing procedures. To be included as part of the proposal.

6. ACCEPTANCE CRITERIA

The Government reserves the right to reject any deliverable based on defects with respect to completeness, correctness, clarity, and inconsistencies. In the event of a rejection of any deliverable, the COR will notify the contractor in writing within five (5) business days of the receipt of the deliverable of any deficiencies to be corrected. The contractor shall have five (5) business days to correct the deficiencies and submit the response to the COR. The CO will be involved, as needed and determined by the COR.

Additional criteria may be required for individual tasks.

- Accuracy – Work products shall be accurate in presentation, technical content, and shall adhere to elements of style in accordance with CBP correspondence policies and standards.
- Clarity – Deliverables shall be clear and concise.
- Timeliness of performance – Deliverables shall be submitted on or before the due date specified in the statement of work or submitted in accordance with a later scheduled date mutually agreed upon by the Government and contractor. A deliverable is considered timely if submitted on or before the date specified in the PWS and, and if the Government provides any written notifications of deficiencies, the contractor corrects the deficiencies within five (5) business days.

Monthly, the cognizant OPR COR, CO (if necessary) and contractor's representative shall meet at the CBP place of performance or via conference call to review work performance.

7. LEVEL OF EFFORT

The Contractor shall provide the appropriate mixture of personnel that possess the requisite skillsets and capabilities to meet the statement of work requirements. The Contractor shall provide a minimum of five (5) full-time employees in the respective labor categories to meet all aspects of this requirement.

8. GOVERNMENT-FURNISHED PROPERTY

The contractor is responsible for keeping Government Furnished Equipment (GFE) (e.g. laptops, printers, and other hardware and software) in a good and operational condition, maintaining their assigned areas in a clean and orderly condition, and providing accessibility at all times.

Workspace will be provided at the Government's facilities. Offsite facilities or telework, *if required*, shall be approved by the COR at no extra cost to the government.

The government will provide office furnishings to include the standard furnishings:

- a. Personal Identity Verification (PIV) Card;
- b. Workspace;
- c. Laptop with VPN;
- d. Chair;
- e. Telephone;
- f. Standard office supplies, as needed;
- g. Standard equipment and software to complete daily duties.

9. COVERAGE NEEDS

9.1 Hours of Contractor Operations:

The contractor is responsible for providing support and ensuring coverage as described in each task order Statement of Work (SOW) during core business hours. The normal duty day shall consist of an eight (8) hour day shift between the core hours of 7:30 AM to 5:30 PM. Please see section *Specific Tasks/Deliverables* for staggered hours for the administrative support of the AC's Front office.

9.2 Federal Holidays:

OPR observes all federal holidays as recognized by the Office of Personnel Management (<https://www.opm.gov/policy-data-oversight/pay-leave/federal-holidays/#url=Overview>).

9.3 Weather Policy and Early Releases:

During inclement weather, OPR follows the Office of Personnel Management (OPM) guidance for office closures, early release, or delayed arrival (<https://www.opm.gov/policy-data-oversight/snow-dismissal-procedures/current-status/>). OPM operating status determinations and/or procedures do not apply to contractors. The Contractor shall adhere to their company attendance policy in any event where the government facilities are closed. During government facilities closures for weather and/or emergency situations, contractor duties may be achieved through telework with the approval of the COR.

9.4 Telework:

All work performed by the contractor must be performed at the designated government offices unless telework has been approved by the COR or Government Program Office. If the facility is closed due to weather and/or emergency situations, telework may be authorized.

10. PLACE OF PERFORMANCE (See also Section 9.4- Telework and Section 11- Travel)

The place of performance shall be at the following locations:

Five (5) contractor employees shall be working at:
Ronald Reagan Building (RRB)
Office of Professional Responsibility
1300 Pennsylvania Avenue, NW,
Washington, DC 20229

Local Travel to other Washington DC area Government locations may be necessary.

No costs will be reimbursed for local travel or commuting to or from the places of performance. Local travel is defined as 50 miles from the places of performance. The Government will not be responsible for any relocation expenses associated with moving Contractor personnel to the Washington, D.C commuting area or other job sites as may be identified.

11. TRAVEL (non-local)

This task order will require the contractor to occasionally travel during the option periods of performance. Non-Local Travel (henceforth in this section referred to as travel) will be dictated as needed. Travel must be approved, in advance, by the Contracting Officer Representative (COR) in order for travel costs to be reimbursed by the government.

All travel plans must be submitted to the Contracting Officer Representative (COR) for approval, two (2) weeks prior to travel occurring. The travel plan must include, dates of travel (departure and arrivals), name of traveler, location(s), purpose, and estimated expense amounts.

Upon completion of travel and within the same month, exact expense amounts must be submitted to the COR. Expense amounts must not be greater than the estimated expense amounts, unless prior authorization was provided by the COR prior to the expense being incurred. The contractor shall not exceed the obligated Not to Exceed (NTE) total ceiling for travel. The contractor shall exceed this ceiling at their own risk.

Arrangements for, and costs of, all travel, transportation, meals, lodging, and incidentals are the responsibility of the Contractor. Travel costs shall be incurred and billed in accordance with the Federal Travel Regulations (FTR). These expenses will be reviewed, certified, and approved by the COR prior to payment of invoices. All travel and transportation shall utilize commercial sources and carriers. The Government will not pay for business class or first-class travel. Lodging and meals will be reimbursed in accordance with regulations defined in the FTR. This SOW includes activities that may require contractor travel to destinations outside of the United States. The Contractor shall ensure that assigned participants allow sufficient lead-time to obtain valid passports, country clearances, and immunizations to support security functions and/or activities.

Local Travel to other Washington DC area Government locations may be necessary. No costs will be reimbursed for local travel or commuting to or from the places of performance. Local travel is defined as 50 miles from the places of performance. The Government will not be responsible for any relocation expenses associated with moving Contractor personnel to the Washington, D.C commuting area or other job sites as may be identified.

Costs for transportation, lodging, meals, and incidental expenses shall be reimbursed in accordance with Federal Acquisition Regulation (FAR) Subsection 31.205-46 and acceptable accounting procedures.

If it becomes necessary for the contractor to use the higher actual expense method repetitively or on a continuing basis in a particular area (see FAR 31.205-46(3)(iii)), the contractor must obtain advance approval from the Contracting Officer and comply with all requirements for justifications and documentation set forth in FAR Subsection 31.205-46 for allowability of travel costs.

As provided in FAR 31.205-46(a)(5), the Contracting Officer may consider an advance agreement (see FAR 31.109) with the contractor to avoid confusion in the treatment of costs anticipated to be incurred in unusual or special travel situations. The advance agreement shall be incorporated in the contract.

Travel shall also include the cost of processing passports, Visas and landing fees. It shall also include the cost of the passports and all classes required by federal agencies to travel to such places that require special requirements.

12. SECURITY CLEARANCE

The work performed under this task order is sensitive in nature. All members of the contractor's project team must successfully complete a background investigation and be favorably adjudicated for at the Tier 5 level prior to performance.

Exceptions may be granted for additional members of the contractor's project team who shall not be on-site, will not be issued Personal Identity Verification (PIV) Credentials, and shall not have access to sensitive information.

13. PERIOD OF PERFORMANCE

The work as described herein and performed under this Modification P00013 SOW shall be in effect from June 1, 2025 through August 31, 2025.

The option to extend services clause under FAR 52.217-8 is included as well. If exercised, the Government may extend the period of performance, of the current performance period, for up to six months at the rates in effect for the performance period being extended.

14. SECURITY INFORMATION:

Disclosure of Information

Any information made available to the contractor by the Government, or its customers shall be used only for the purpose of carrying out the provisions of this contract. The information shall not be divulged or made known, in any manner, to any person(s) except as may be necessary in the performance of this contract.

In performance of this Task Order, the contractor assumes responsibility for the protection of the confidentiality of Government records.

The contractor shall adhere to the requirements found in Federal Acquisition Regulation, Part 24, "Protection of Privacy and Freedom of Information and all security clauses outlined in the SF18 Clause section of this RFQ.

15. CONTRACTING OFFICER'S REPRESENTATIVE (COR):

COR:

[REDACTED]
Management & Program Analyst
Contract Management Branch
Office of Professional Responsibility
U.S. Customs & Border Protection
PH [REDACTED]
[REDACTED]