

# **Land Border Integration (LBI) Task Order Modification 0006 Statement of Work (SOW) for Pedestrian Solution Installation**

## **1. Background**

Land Border Integration Task Order was recently awarded to UNISYS. Under the contractual requirements, UNISYS provided a firm fixed price proposal to implement the LBI requirements. Based on changes that have occurred subsequent to the award of the LBI Task Order scope changes have been defined and additional requirements and adjustments recently identified – these are addressed in this request for Task Order modification. The Government's intent is to seek a technical and cost proposal to implement the remote pedestrian solution installation at Boquillas / Big Bend National Park as summarized in this SOW. The contractor shall design and implement a pedestrian solution at Big Bend National Park for inspection of travelers entering the U.S. from Mexico.

## **2. Operational Description:**

The opening of a POE at Big Bend has high political importance, but is projected to have a relatively low number of crossers per year. Given the low number of crossers, the remote location of the site and the lack of existing housing and other services for CBPOs, it was decided to establish a Big Bend crossing as an unmanned Class B Port of Entry with inspections conducted by CBP officers at El Paso.

A Class B POE would only allow entry for specific types of travelers, including a U.S. or Canadian citizen, a properly documented Mexican National, or a properly documented National from another foreign country who has already been legally admitted to the U.S. at a Class A POE. All travelers would need to be in possession of a valid and approved travel document, including compliance with the Western Hemisphere Travel Initiative (WHTI).

There will be no vehicles inspected at Boquillas because there is no bridge at this site. Travelers will cross most often by boat, with some travelers wading across the river. In any case, inspections will be for pedestrians only. Inspections will be performed by using a kiosk at a Park Service building near the Rio Grande River. There will be two kiosks at the site, to ensure efficient inspections and to provide for redundancy in case one kiosk has a problem. The connection to agents in El Paso will be established by the traveler signaling readiness to be inspected.

The CBP officer in El Paso will commence the inspection by asking basic inspectional questions. The traveler will be instructed to use the MRZ scanner. MRZ scanned documents will initiate automatic law enforcement queries or the officer will manually query any unreadable documents. If query results are negative, the officer will continue the inspection. If the traveler has an appropriate travel document, there are no negative results from the queries, and there is no admissibility or other law enforcement concerns, the officer will ask for a declaration of anything acquired in Mexico. If all questions are answered satisfactorily and the traveler appears to be admissible, a crossing is recorded in US Pedestrian by the officer. The officer then verbally informs the traveler that they may enter the U.S.

If there are any issues - such as a non-compliant or ineligible document, admissibility concerns, an enforcement requirement from law enforcement query results, or prohibited agricultural products - action will be taken by the officer and recorded appropriately in the CBP systems.

### **3. Technical Requirements:**

This section defines the technical requirements for implementing the pedestrian solution installation at Boquillas / Big Bend National Park. The requirements for each of the three distinct pedestrian zones are detailed below. (The post primary zone requirements are not applicable for this solution.) The Contractor shall propose a solution that meets all of these requirements. The proposed solution shall primarily include the use of kiosk and video and camera surveillance systems. The requirements for the kiosks and video surveillance systems are detailed in Sections 4.0 and 5.0.

The Boquillas operational scenario addresses the following requirements as detailed in the sections of the Ped reengineering requirements:

- Approach to Pre Primary
- Pre Primary
- Primary Processing

#### **3.1. Approach to Pre Primary:**

- The Contractor shall implement a solution that provides a capability to effectively monitor the entire facility, with all approaches. This shall be achieved by deploying a video surveillance and camera system as detailed in Section 5.0 of this requirement.

#### **3.2. Pre Primary:**

- The Contractor shall implement a solution that provides a capability to maintain a secure environment in the pre primary area. This shall be achieved by deploying a video surveillance and camera system as detailed in Section 5.0 of this requirement.

#### **3.3. Primary:**

- The Contractor shall design, implement and maintain a kiosk solution that provides adequate information on the screen to allow the traveler to activate the kiosk. When the kiosk is activated, the solution design shall enable the traveler to communicate with a CBP officer stationed in El Paso using a 2-way audio and 1-way video link. The contractor shall design, implement and maintain two separate monitors at EL Paso, linked to each kiosk, that shall provide for a video display of the traveler as well provide for a 2-way audio communication with the traveler at the kiosk.
- The Contractor shall design, implement and maintain a solution that will enable the CBP officer a clear view of the face and full body profile view of the traveler and all accompanying family members. The facial view and the body profile view to be captured by the use of carefully placed cameras in the room and on the kiosk.
- The Contractor shall design, implement and maintain a solution that leverages existing investments in WHTI-compliant travel documents and make information associated with those documents available to the CBP Officer at the El Paso location. The solution design

shall prompt the traveler (and accompanying family members) to swipe the MRZ of their document via the card reader on the kiosk or display an unreadable MRZ document to the kiosk camera capable of allowing the officer to read and manually query the document. If the traveler appears admissible, has no prohibited items, and there are no additional law enforcement concerns, the crossing is recorded in US-Pedestrian by the officer. The officer then verbally informs the traveler that they may enter the U.S. For any other circumstances, the officer will record actions taken in US Pedestrian and inform appropriate parties as necessary.

- The Contractor shall design, implement and maintain a solution that provides capability to more efficiently and accurately identify travelers at primary, to include the use of 10 print fingerprint devices and fingerprint biometric applications and the use of US Pedestrian ( PDN Pedestrian ReEngineering) as the primary client application. The solution design shall incorporate the fingerprint scanner into the kiosk design.

#### **4. Kiosk Functional Technical Requirements**

##### **4.1. Functional Kiosk Capabilities**

When the traveler activates the kiosk and opens the link to communicate with the CBP Officer, the kiosk must have the following capabilities:

- Two-way audio, so the officer can converse with the traveler. This is critical, and the sound quality must be the best possible, so that there is minimal misunderstanding due to sound quality.
- A dedicated camera in the kiosk for one-way video connection to the remote location which will allow the inspecting officer to:
  - View the traveler's face (sufficient quality to allow the officer to visually match the traveler at the kiosk to any photographs available to the officer).
  - View any documents with sufficient clarity to allow all data on the document to be read by the officer. The officer will need to be able to manually query from the information on the document image if necessary.
- An MRZ reader to allow the traveler to scan any type of document with a Machine Readable Zone (passport book/passport card/BCC/etc.).
- A 10 print biometric capture capability to meet US Visit and Pedestrian requirements.
- All inspections - both audio and video - shall be recorded according to current CBP policy.

##### **4.2. Kiosk Training**

The contractor shall develop training materials related to the operation of the kiosks. The contractor shall:

- Provide 2 hours of training of operational instruction and 6 hours of maintenance instruction. Seminars are to be hands on instruction held at Government's facility.
- Provide Government with manufacturer's operating instructions.
- Provide trained representatives to instruct Government's personnel in the operation of system equipment.
- Provide Government's representative with training plan and training checklist two weeks before planned training according to manufacturer's instructions.

### 4.3. Kiosk Operation and Maintenance

The Contractor shall provide maintenance service for deployed components of the kiosk systems. This will include technical services for scheduled preventative and unscheduled on-call maintenance to ensure the system remains fully operational. Support services shall include system upgrades and reprogramming to address equipment upgrades or other maintenance operations on the installed equipment and technology refreshment. The Contractor shall update the current system Maintenance Plan with recommendations for scheduled preventive and emergency maintenance/service, including quality control activities. Additionally the technical support shall include:

- Support for all systems that are part of the kiosk. A technician will be available for on-site repairs.
- Self-diagnosis capability at each kiosk, so that any technical issues can automatically be reported.
- To the extent possible, the ability for remote repair of problems.
- Any problem not capable of remote repair will be responded to on-site within 24-hours.

### 4.4. Kiosk Service Level Objectives

The Contractor shall provide system support services for the kiosk and associated equipment under the resulting modification to the contract that meet the service level objectives defined in the original contract between CBP and the Contractor. The Contractor shall achieve service availability objective of 99.9% of the time, excluding scheduled maintenance and outages due to electrical or network availability or other circumstances beyond the Contractor's control.

### 4.5. Kiosks provided as Government Furnished Equipment

The government plans to reuse the kiosk designed and deployed by US VISIT (as part of the H2A Exit Land Exit Pilot) to maximum extent possible to meet the requirements of the pedestrian solution at Big Bend Park as defined above. Seven H2A kiosks will be delivered to the Contractors facility at Sterling as GFE.

The basic components of the kiosks are:

Each kiosk contains a Dell workstation running Microsoft Windows XP. The table below outlines the component hardware composition of each kiosk:

**Table 1: H-2 Land Exit Pilot Kiosk Hardware Components**

Kiosk Component	Make	Model
PC	Dell™	Dell™ OptiPlex™ 760
Fingerprint Scanner	Cross Match Technologies	L SCAN GUARDIAN® R 920113
Document Scanner	Honeywell	MS4980 with OCR License
Display	LiteMAX	17" Panel Brite Hi Bright LCD, p/n LD1703b2
Touch Screen	Elo Tyco Electronics	17" Projective Capacitive, p/n ZYT17-

Overlay		0.0014-R
Alternate Pointing Device	Storm Interface	Storm EZ® Access Panel, p/n EZ08-22201
Audio (Handset and Speakers)	Kiosk Information Systems	KIOSK Audio System, (p/n ELCO608-2 & ELCO599)
Uninterruptible Power Supply (UPS)	Tripp-Lite	Tripp-Lite™ SmartPro® 550 USB
Air Conditioning Unit	Kooltronic	Profile Series DP21 HVAC KA4C3DP21L

A detailed H-2 Land Exit Pilot Design Document as developed by US VISIT to meet the requirements of the H2A project is attached. The plan is attached for reference only and should be used to gain a better understanding of the scenario in which the kiosks were used as well as provide an understanding of the kiosk components delivered as GFE.

## 5. Video Surveillance and Monitoring Systems

### 5.1. Video Surveillance System at Boquillas

The Contractor shall procure, install and test the system. The contractor shall procure and install a combination of fixed focal length cameras and Pan Tilt Zoom (PTZ) camera systems as identified in the attached schematic. All cabling for data and power will be installed by the Government and the contractor is required to ONLY connect the data and power cables to the video surveillance system as designed. All selected equipment shall be on the CBP TRM.

The video surveillance and monitoring system shall be composed of the following elements:

- Video Management System (VMS)
- Digital Video Recording System (Vicon Kollektor Series DVR)
- Cameras and Lenses
- Camera Enclosures and Mounts
- Uninterruptable Power Supply
- Equipment Cabinet
- Console Rack
- Equipment Cabinet and Rack Accessories
- LCD/KVM console
- Monitor
- Matrix Switcher

The requirements for cameras and lenses are detailed in the *POE CAVSS General Design Guidelines, Section 3.0 Cameras*.

- Fixed Cameras:
  - 1 wide-angle fixed camera showing the entire kiosk area, including a view of the traveler from head to toe, enabling the officer to see any accompanying items or people.
  - 5 Fixed cameras as located on the diagram.

- PTZ Cameras:
  - 2 Day/Night PTZ, color cameras with housing, lens, etc - low light with .5 mile visibility (one on pole and other on roof on diagrams).
  - 5 Day/Night PTZ cameras. The cameras on the outside of the building must have sufficient zoom capability to read the license plates on all parked vehicles.
- With the exception of the kiosk cameras, which will be dedicated to inspections and will feed only to El Paso, all camera feeds must be available on the CBP intranet for monitoring.

Detailed requirements for each of the video surveillance components are detailed in the *POE CAVSS General Design Guidelines*.

### **5.2. Video Monitoring**

The contractor shall procure, install and test equipment at two locations (CBP El Paso (1) and BP Marfa Station (1)) to allow Officers and Agents to monitor the video system at Boquillas. The contractor shall procure and install one (1) DVR workstation and monitor at each location. The purpose of this installation is to allow CBP to monitor traffic in the approach to pre-primary and all entry zones, and for BP to provide support as necessary to CBP Officers. The requirements for the DVR workstations and display monitors are detailed in the *POE CAVSS General Design Guidelines, Section 10.3 and 10.4*.

### **5.3. Video Monitoring and Surveillance Installation**

The contractor shall follow the installation instructions when installing the video surveillance system as defined in the requirements.

- Provide new cameras per drawings and the specification of Section 5.2.
- Position cameras according to drawings and preconstruction walk-through. Once project begins, confirm each camera location and field of view with signature from Government's designated representative before camera mount is secured in place.
- Head end video surveillance equipment: Rack mounted with equipment positioned according to drawings. Once project begins, confirm equipment location(s) with signature from Government's designated representative before being mounted in place. Position equipment and racks to allow for most secure and convenient access for operation and service.
- Provide slack loops at head end and camera equipment locations for each cable run.
- Neatly dress and tie wrap cabling. Label cables with laser, inkjet or machine printed labels. The contractor shall not use handwritten labels.

### **5.4. Video Monitoring and Surveillance Testing**

The contractor shall perform electrical and mechanical tests recommended by equipment manufacturer and required in this specification. Bench settings are not acceptable. The contractor shall conduct final tests and acceptance in presence of Government. The contractor shall supply personnel and required auxiliary equipment for this test. The contractor shall allow for 5-day "burn-in" time prior to preliminary testing.

- Provide comprehensive training for designated Government representative for operation, maintenance, and troubleshooting of surveillance system.

## **6. Development and Implementation Schedule**

The contract requirements shall be deployed in full operation state by March 1, 2012. The contractor shall detail in their response of how they plan to achieve this deployment date.

## **7. Attachments**

- H-2 Land Exit Pilot Design Document dated October 15, 2009
- Boquillas Camera Placements
- POE CAVSS Guidelines ver 2.2