

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE	PAGE OF PAGES 1 2	
2. AMENDMENT/MODIFICATION NO. P00005	3. EFF. DATE 08/17/2010	4. REQUISITION/PURCHASE REQ. NO. 0020054211	5. PROJECT NO. (If applicable)		
6. ISSUED BY DHS - Customs & Border Protection Department of Homeland Security 1300 Pennsylvania Ave, NW Procurement Directorate 1310 - NP Washington DC 20229	CODE 70050800	7. ADMINISTERED BY (If other than Item 6) DHS - Customs & Border Protection Department of Homeland Security 1300 Pennsylvania Ave, NW PROCUREMENT DIRECTORATE 1310 - NP Washington DC 20229		CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code) INFOPRO INC 8200 GREENSBORO DR (SUITE 1450) MCLEAN VA 22102-3892 CODE 601711534 FACILITY CODE			9A. AMENDMENT OF SOLICITATION NO. 9B. DATED (SEE ITEM 11) 10A. MODIFICATION OF CONTRACT/ORDER NO. / HSBP1010F00089 10B. DATED (SEE ITEM 13) 02/18/2010		

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended, is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

<input type="checkbox"/> A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
<input type="checkbox"/> B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (Such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103 (b).
<input checked="" type="checkbox"/> C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 43.103(A)(3), BILATERAL AGREEMENT BETWEEN BOTH PARTIES
<input type="checkbox"/> D. OTHER (Specify type of modification and authority)
E. IMPORTANT: Contractor <input type="checkbox"/> is not <input checked="" type="checkbox"/> is required to sign this document and return _____ copies to issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

The purpose of this modification P00005 to HSBP1010F00089 is to incorporate a project being funded by American Recovery and Reinvestment Act (ARRA) funds. By accepting these funds the contractor shall be required to meet the ARRA reporting requirements outlined in FAR 52.204-11. A Monthly ARRA Status Report shall be provided within five (5) days of the Monthly Status Meeting. The Contractor shall be compliant with all the terms and conditions consistent with ARRA reporting requirements.

The following changes apply to this task order:

1. Increase the Not to Exceed (NTE) on the Base Period.

The NTE amount of \$45,889,547.89 on the base period is increased by \$6,773,342.17 for a new total of \$52,662,890.06.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) (b) (6) CFO	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) HERMAN T. SHIVERS Contracting Officer
15B. CONTRACTOR/OFFEROR (b) (6) (Signature of person authorized to sign)	15C. DATE SIGNED 9/8/10
16B. UNITED STATES OF AMERICA BY (b) (6) (Signature of Contracting Officer)	16C. DATE SIGNED 8/17/2010

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT - Continuation	1. CONTRACT ID CODE
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2. AMENDMENT/MODIFICATION NO. P00005	3. EFF. DATE 08/17/2010	4. REQUISITION/PURCHASE REQ. NO. 0020054211	PAGE OF 2	PAGES 2
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14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

2. ARRA funding.

The following Line Items 1170 - 1190 have been added in the amount of \$6,733,342.17 see attachment 1 for details.

3. FAR 52.204-11 American Recovery and Reinvestment Act – Reporting Requirements see attachment 2 for details.

4. Attached Program Management and Reporting Systems (PMRS) Statement of Work (SOW) detailing the support for this ARRA project.

5. The total value of this task order is changed from \$43,816,472.69 increased by \$6,773,342.17 for a new cumulative value of \$50,589,814.86.

6. The overall cumulative value of the task order after adding this ARRA estimate is changed from \$57,218,161.85 to \$63,991,504.02.

All other terms and conditions of this task order remain unchanged.

ATTACHMENT 2

AMERICAN RECOVERY AND REINVESTMENT ACT—REPORTING REQUIREMENTS (JUL 2010)

52.204-11 American Recovery and Reinvestment Act—Reporting Requirements.

As prescribed in 4.1502, insert the following clause:

(a) *Definitions.* For definitions related to this clause (*e.g.*, contract, first-tier subcontract, total compensation etc.) see the Frequently Asked Questions (FAQs) available at http://www.whitehouse.gov/omb/recovery_faqs_contractors. These FAQs are also linked under <http://www.FederalReporting.gov>.

(b) This contract requires the contractor to provide products and/or services that are funded under the American Recovery and Reinvestment Act of 2009 (Recovery Act). Section 1512(c) of the Recovery Act requires each contractor to report on its use of Recovery Act funds under this contract. These reports will be made available to the public.

(c) Reports from the Contractor for all work funded, in whole or in part, by the Recovery Act, are due no later than the 10th day following the end of each calendar quarter. The Contractor shall review the Frequently Asked Questions (FAQs) for Federal Contractors before each reporting cycle and prior to submitting each quarterly report as the FAQs may be updated from time-to-time. The first report is due no later than the 10th day after the end of the calendar quarter in which the Contractor received the award. Thereafter, reports shall be submitted no later than the 10th day after the end of each calendar quarter. For information on when the Contractor shall submit its final report, see http://www.whitehouse.gov/omb/recovery_faqs_contractors.

(d) The Contractor shall report the following information, using the online reporting tool available at www.FederalReporting.gov.

(1) The Government contract and order number, as applicable.

(2) The amount of Recovery Act funds invoiced by the contractor for the reporting period. A cumulative amount from all the reports submitted for this action will be maintained by the government's on-line reporting tool.

(3) A list of all significant services performed or supplies delivered, including construction, for which the contractor invoiced in this calendar quarter.

(4) Program or project title, if any.

(5) A description of the overall purpose and expected outcomes or results of the contract, including significant deliverables and, if appropriate, associated units of measure.

(6) An assessment of the contractor's progress towards the completion of the overall purpose and expected outcomes or results of the contract (*i.e.*, not started, less than 50 percent completed, completed 50 percent or more, or fully completed). This covers the contract (or portion thereof) funded by the Recovery Act.

(7) A narrative description of the employment impact of work funded by the Recovery Act. This narrative should be cumulative for each calendar quarter and address the impact on the Contractor's and first-tier subcontractors' workforce for all first-tier subcontracts valued at \$25,000 or more. At a minimum, the Contractor shall provide—

(i) A brief description of the types of jobs created and jobs retained in the United States and outlying areas (see definition in FAR 2.101). This description may rely on job titles, broader labor categories, or the Contractor's existing practice for describing jobs as long as the terms used are widely understood and describe the general nature of the work; and

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(ii) An estimate of the number of jobs created and jobs retained by the prime Contractor and all first-tier subcontracts valued at \$25,000 or more, in the United States and outlying areas. A job cannot be reported as both created and retained. See an example of how to calculate the number of jobs at http://www.whitehouse.gov/omb/recovery_fags_contractors.

(8) Names and total compensation of each of the five most highly compensated officers of the Contractor for the calendar year in which the contract is awarded if—

(i) In the Contractor's preceding fiscal year, the Contractor received—

(A) 80 percent or more of its annual gross revenues from Federal contracts (and subcontracts), loans, grants (and subgrants) and cooperative agreements; and

(B) \$25,000,000 or more in annual gross revenues from Federal contracts (and subcontracts), loans, grants (and subgrants) and cooperative agreements; and

(ii) The public does not have access to information about the compensation of the senior executives through periodic reports filed under section 13(a) or 15(d) of the Securities Exchange Act of 1934 (15 U.S.C. 78m(a), 78o(d)) or section 6104 of the Internal Revenue Code of 1986.

(9) For subcontracts valued at less than \$25,000 or any subcontracts awarded to an individual, or subcontracts awarded to a subcontractor that in the previous tax year had gross income under \$300,000, the Contractor shall only report the aggregate number of such first tier subcontracts awarded in the quarter and their aggregate total dollar amount.

(10) For any first-tier subcontract funded in whole or in part under the Recovery Act, that is valued at \$25,000 or more and not subject to reporting under paragraph 9, the Contractor shall require the subcontractor to provide the information described in paragraphs (d)(10)(i), (ix), (x), (xi), and (xii) of this section to the Contractor for the purposes of the quarterly report. The Contractor shall advise the subcontractor that the information will be made available to the public as required by section 1512 of the Recovery Act. The Contractor shall provide detailed information on these first-tier subcontracts as follows:

(i) Unique identifier (DUNS Number) for the subcontractor receiving the award and for the subcontractor's parent company, if the subcontractor has a parent company.

(ii) Name of the subcontractor.

(iii) Amount of the subcontract award.

(iv) Date of the subcontract award.

(v) The applicable North American Industry Classification System (NAICS) code.

(vi) Funding agency.

(vii) A description of the products or services (including construction) being provided under the subcontract, including the overall purpose and expected outcomes or results of the subcontract.

(viii) Subcontract number (the contract number assigned by the prime contractor).

(ix) Subcontractor's physical address including street address, city, state, and country. Also include the nine-digit zip code and congressional district if applicable.

(x) Subcontract primary performance location including street address, city, state, and country. Also include the nine-digit zip code and congressional district if applicable.

(xi) Names and total compensation of each of the subcontractor's five most highly compensated officers, for the calendar year in which the subcontract is awarded if—

(A) In the subcontractor's preceding fiscal year, the subcontractor received—

(1) 80 percent or more of its annual gross revenues in Federal contracts (and subcontracts), loans, grants (and subgrants), and cooperative agreements; and

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(2) \$25,000,000 or more in annual gross revenues from Federal contracts (and subcontracts), loans, grants (and subgrants), and cooperative agreements; and

(B) The public does not have access to information about the compensation of the senior executives through periodic reports filed under section 13(a) or 15(d) of the Securities Exchange Act of 1934 (15 U.S.C. 78m(a), 78o(d)) or section 6104 of the Internal Revenue Code of 1986.

(xii) A narrative description of the employment impact of work funded by the Recovery Act. This narrative should be cumulative for each calendar quarter and address the impact on the subcontractor's workforce. At a minimum, the subcontractor shall provide—

(A) A brief description of the types of jobs created and jobs retained in the United States and outlying areas (see definition in FAR 2.101). This description may rely on job titles, broader labor categories, or the subcontractor's existing practice for describing jobs as long as the terms used are widely understood and describe the general nature of the work; and

(B) An estimate of the number of jobs created and jobs retained by the subcontractor in the United States and outlying areas. A job cannot be reported as both created and retained. See an example of how to calculate the number of jobs at http://www.whitehouse.gov/omb/recovery_faqs_contractors.

**ATTACHMENT INFORMATION
FOR
AWARD/ORDER/IA MODIFICATION: HSBP1010F00089P00005**

I.1 ACCOUNTING and APPROPRIATION DATA

ITEM #	ACCOUNTING and APPROPRIATION DATA	AMOUNT
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ITEM #	ACCOUNTING and APPROPRIATION DATA	AMOUNT
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ITEM #	ACCOUNTING and APPROPRIATION DATA	AMOUNT
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1190	6100.2525USCSGLCS0928040600Z48J09439PM02 105012525	

ATTACHMENT 1

1.2. Line Item Titles for funding lines

Line Item	Description	Amount
1170	PMRS Contract Travel	(b) (4)
1180	PMRS Contract Dev Support	
1190	PMRS Fixed Fee (b) (4) %	
	Grand Total	\$6,773,342.17

**U.S Customs and Border Protections (CBP)
Border Enforcement Management Systems (BEMS)
Task Order 1010-F00089
For
Program Management and Reporting Systems (PMRS)
Software Development Support
Statement of Work**

1.0 BACKGROUND AND INTRODUCTION

The Office of information and Technology (OIT) is the information technology component of CBP. OIT'S Border Enforcement and Management Systems Program Office (BEMS) is responsible for supporting business processes with the design, development, testing, implementation, training and maintenance of CBP automated systems. BEMS is responsible for the full system development life cycle from planning through deployment of all Border Enforcement, Mission Support and Web-Based Application dissemination and administrative software application systems to include development, enhancements, and maintenance of all mission related systems.

2.0 OBJECTIVE

The objective of this solicitation is to provide services to allow OIT to deliver a COTS Integrated Workplace Management System (IWMS) solution which will manage full real property lifecycle performance from planning, project management and acquisition through sustainment and disposal. The IWMS COTS system will provide improved capabilities in the areas of Project Management, strategic Master Planning, Capital Budgeting, Real Property and Lease Administration, Space/Move Management, Environmental and Energy Planning and Compliance, Computer-aided Drafting (CAD) Integration, Geographic Information System (GIS) Integration, Maintenance Management, Facility Condition Assessments, Service Desk/Work Order Management, Mobile Technology, and Enhanced Reporting/Dashboards.

IWMS will interface with CBP's Enterprise Resource Planning (ERP) System, SAP, as well as CBP's Enterprise Geospatial Information System (eGIS), ESRI ArcGIS; thus closing the capability gaps and reducing the time and expense of creating, synthesizing, and reviewing required reporting.

3.0 SCOPE OF WORK

The scope of this task order encompasses Contractor support to provide detailed systems development services in support of the full life cycle in planning, development, deployment, operations and maintenance of systems. This assistance shall involve the designing,

programming, developing, testing, implementing, training, operations and maintenance, and security of the IWMS COTS solution.

The Contractor shall be accountable for maintaining and reporting accurate and current technical, administrative, and financial status of all programs, personnel data, and other related activities subject to this task order. The Contractor shall submit this information in periodic status reports described in Section 14 of this document.

The Contractor shall provide technical support personnel who are experts with the Systems Engineering Life Cycle (SELC) process and the IT environment and perform the requirements analysis, design, programming, and unit/integration testing steps of the SELC process for each assigned system/project. Depending on the project scope and status, the contractor may also be required to support any of the other steps in the life cycle, including project planning, requirements definition, and implementation. In addition, the contractor shall provide support for all software development process improvement efforts. For each specific project and work assignment, the contractor shall adhere to the project plan and schedule established by the COTR. The contractor shall comply with the SELC process, the BEMS Quality Management Plan, and the BEMS Configuration Management Plan.

Further, these personnel shall either hold a current CBP clearance or shall be able to qualify for a CBP clearance, prior to beginning work on the site. Additional security requirements are described in Section 7.4 of this document.

All applications/systems supported by the Contractor as a developer or by performing O&M will be hosted at a DHS Enterprise Data Center, unless at least one of the following is true: 1) application/system is providing office automation capability (MS Office products or Exchange Server), 2) CBP has an approved waiver from the DHS CIO to host the application/system elsewhere, or 3) the application/system will be migrated to a DHS Enterprise Data Center and is/will be scheduled for migration in the CBP Data Center Migration Plan provided to DHS CIO.

4.0 TASK DESCRIPTIONS

The objective of this task is to provide a broad range of systems and software engineering development, evaluation and maintenance for BEMS support for the Office of Administration (OA) Program Management and Reporting System (PMRS). This is funded from the American Recovery and Reinvestment Act of 2009 (ARRA) to support the implementation of a COTS solution as provided by OA Facilities Management & Engineering Directorate (FM&E). CBP plans to host the PMRS system at the DHS Consolidated Data Centers.

The Contractor shall:

- Provide overall project management assistance, including project planning, tracking, budgeting, investment/portfolio management and project scheduling.
- Provide overall development and implementation support needed to implement the OA procured PRMS COTS solution and integration with existing systems as needed.

- Provide all necessary support to allow PMRS to be hosted at the DHS Consolidated Data Centers at Level 2 support.

5.0 DESCRIPTION OF SUB-TASKS, SKILLS AND EFFORT

This is a Cost plus Fixed Fee (CPFF) contract.

In the performance of this contract and under the technical direction of the COTR and BEMS Director, the Contractor shall provide support for the following:

- Requirements Analysis – The Contractor shall conduct analysis to determine the program needs, translate these needs into user requirements and, after BEMS approval, create functional requirements;
- System Design – The Contractor shall develop detailed system design specifications for new and/or existing systems based upon user requirements. The Contractor shall follow existing CBP design standards unless otherwise directed and shall conduct system design walkthroughs with key CBP personnel. The walkthroughs are quality checks to ensure design consistency and completeness;
- Programming Specifications – The Contractor shall develop detailed programming specifications, which describe the logic flow and processing requirements at a level sufficient for a programmer to develop an operational computer program, mappings or usable objects;
- The Contractor shall resolve variations from normal processing that have not yet resulted in a failure or outage and are not reasonably expected to result in an outage or systems failure within the next four (4) hours. The Contractor shall resolve systems failures of operation outside of specification, and outages where the system is unavailable during a period of required availability;
- The Contractor shall resolve emergency situations caused by a system failure or outage or will cause a system failure or outage within the next four (4) hours. The Contractor shall immediately assess and alleviate the damage to the greatest extent possible and resolve the situation as quickly as possible. The Contractor shall provide immediate support and coordination with onsite personnel;
- The Contractor shall perform configuration management for BEMS applications to include documentation, programs, hardware, software and metadata. The Contractor shall develop and present a configuration management plan that will include baseline establishment, change initiation procedures, approval procedures, a change notification procedures and audit trail conventions;
- The Contractor shall identify processes to find data discrepancies in order to assist in the analysis of automated information. The Contractor shall implement plans and procedures to monitor data quality, evaluate data system quality and efficiency, and report on metrics that indicates the status of the overall data quality program;
- The Contractor shall code and debug programs. Programming tasks may also require modifications to existing programs. All source code and program decode must be fully

documented by the Contractor and conform to CBP's SELC. During the course of programming, the Contractor shall develop detailed plans of unit and integration testing;

- Upon conclusion of the programming activities, the Contractor shall perform detailed unit and integration testing and provide a demonstration to designated CBP/BEMS technical staff. The Contractor shall evaluate and correct all problems resulting from integration testing prior to independent Systems Acceptance Testing (SAT); and
- BPM Tools, Reporting/Analysis Tools

6.0 TECHNICAL ENVIRONMENT

- BEMS performs system development and maintenance activities in a technical environment supported by a broad set of architectural components and/or COTS packages to include J2EE architecture, Net Architecture and SAP.

7.0 DHS COMPLIANCE LANGUAGE

The Contractor shall furnish the full range of solutions and services necessary to meet requirements of this contract as related to the categories described below. All solutions and services must meet DHS policies, standards, and procedures (e.g. enterprise architecture, information assurance, and personnel, physical and system security).

7.1 COMPLIANCE TO DHS AND INDUSTRY STANDARDS

The contractor shall perform, as a minimum, the requirements analysis, design, programming, and unit/integration testing steps of the CBP SELC model for each assigned system/project. Depending on the project scope and status, the contractor may also be required to support any of the other steps in the life cycle, including project planning, requirements definition, and implementation. In addition, the contractor shall provide support for all software development process improvement efforts. The contractor shall comply with the CBP SELC handbook. The contractor shall also comply with the BEMS Software Policies and Procedures Development Handbook, the BEMS Quality Management Plan and the BEMS Configuration Management Plan. For each specific project and work assignment, the contractor shall adhere to the project plan and schedule established by the COTR.

The CBP SELC model documents all system activities required for the development, operation, and disposition of IT systems. Required systems analysis, deliverables, and security activities are identified in the SELC manual by lifecycle phase.

The SELC is available upon request from the COTR.

7.2 EA (ENTERPRISE ARCHITECTURE) COMPLIANCE

All solutions and services shall meet DHS Enterprise Architecture policies, standards, and procedures as they relate to this Statement of Work and associated Task Orders. Specifically, the

contractor shall comply with the following Homeland Security Enterprise Architecture (HLS EA) requirements:

- **HLS EA Clause – Developed Solutions:**

All developed solutions shall be compliant with the HLS EA.

- **HLS EA Clause – Hardware/Software:**

All IT hardware or software shall comply with the HLS EA.

- **HLS EA Compliance for Data:**

All data assets, information exchanges and data standards, whether adopted or developed, shall be submitted to the DHS Enterprise Data Management Office (EDMO) for review and insertion into the DHS Data Reference Model.

- **IPv6 Clause:**

In compliance with OMB mandates, all network hardware required through separate award actions or as an approved cost of this task order as a result of this Statement of Work shall be IPv6 compatible without modification, upgrade, or replacement.

- **IPv6 Compatible Software:**

All Information Technology assets being developed, procured, or acquired shall be IPv6 capable.

7.3 ACCESSIBILITY REQUIREMENTS (SECTION 508 COMPLIANCE)

1 ACCESSIBILITY REQUIREMENTS (SECTION 508)

Section 508 of the Rehabilitation Act, as amended by the Workforce Investment Act of 1998 (P.L. 105-220) requires that when Federal agencies develop, procure, maintain, or use electronic and information technology (EIT), they must ensure that it is accessible to people with disabilities. Federal employees and members of the public who have disabilities must have equal access to and use of information and data that is comparable to that enjoyed by non-disabled Federal employees and members of the public.

All EIT deliverables within this work statement shall comply with the applicable technical and functional performance criteria of Section 508 unless exempt. Specifically, the following applicable EIT accessibility standards have been identified:

1.1 SECTION 508 APPLICABLE EIT ACCESSIBILITY STANDARDS

36 CFR 1194.21 Software Applications and Operating Systems, applies to all EIT software applications and operating systems procured or developed under this work statement including but not limited to GOTS and COTS software. In addition, this standard is to be applied to Web-based applications when needed to fulfill the functional performance criteria. This standard also applies to some Web based applications as described within 36 CFR 1194.22.

36 CFR 1194.22 Web-based Intranet and Internet Information and Applications, applies to all Web-based deliverables, including documentation and reports procured or developed under this work statement. When any Web application uses a dynamic (non-static) interface, embeds custom user control(s), embeds video or multimedia, uses proprietary or technical approaches such as, but not limited to, Flash or Asynchronous Javascript and XML (AJAX) then 1194.21 Software standards also apply to fulfill functional performance criteria.

36 CFR 1194.23 Telecommunications Products, applies to all telecommunications products including end-user interfaces such as telephones and non end-user interfaces such as switches, circuits, etc. that are procured, developed or used by the Federal Government.

36 CFR 1194.24 Video and Multimedia Products, applies to all video and multimedia products that are procured or developed under this work statement. Any video or multimedia presentation shall also comply with the software standards (1194.21) when the presentation is through the use of a Web or Software application interface having user controls available.

36 CFR 1194.31 Functional Performance Criteria, applies to all EIT deliverables regardless of delivery method. All EIT deliverable shall use technical standards, regardless of technology, to fulfill the functional performance criteria.

36 CFR 1194.41 Information Documentation and Support applies to all documents, reports, as well as help and support services. To ensure that documents and reports fulfill the required 1194.31 Functional Performance Criteria, they shall comply with the technical standard associated with Web-based Intranet and Internet Information and Applications at a minimum. In addition, any help or support provided in this work statement that offer telephone support, such as, but not limited to, a help desk shall have the ability to transmit and receive messages using TTY.

1.2 SECTION 508 APPLICABLE EXCEPTIONS

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 COTR and determination will be made in accordance with DHS MD 4010.2. DHS has identified the following exceptions that may apply: 36 CFR 1194.3(b) Incidental to Contract, all EIT that is exclusively owned and used by the contractor to fulfill this work statement does not require compliance with Section 508. This exception does not apply to any EIT deliverable, service or item that will be used by any Federal employee(s) or member(s) of the public. This exception only applies to those contractors assigned to fulfill the obligations of this work statement and for the purposes of this requirement, are not considered members of the public.

1.3 SECTION 508 COMPLIANCE REQUIREMENTS

36 CFR 1194.2(b) (COTS/GOTS products), When procuring a product, each agency shall procure products which comply with the provisions in this part when such products are available in the commercial marketplace or when such products are developed in response to a Government solicitation. Agencies cannot claim a product as a whole is not commercially available because no product in the marketplace meets all the standards. If products are commercially available that meets some but not all of the standards, the agency must procure the product that best meets the standards. When applying this standard, all procurements of EIT shall have documentation of market research that identify a list of products or services that first meet the agency business needs, and from that list of products or services, an analysis that the selected product met more of the accessibility requirements than the non-selected products as required by FAR 39.2. Any selection of a product or service that meets less accessibility standards due to a significant difficulty or expense shall only be permitted under an undue burden claim and requires authorization from the DHS Office of Accessible Systems and Technology (OAST) in accordance with DHS MD 4010.2.

All tasks for testing of functional and/or technical requirements must include specific testing for Section 508 compliance, and must use DHS Office of Accessible Systems and Technology approved testing methods and tools. For information about approved testing methods and tools send an email to accessibility@dhs.gov.

7.4 ISO (INFORMATION SECURITY) COMPLIANCE

Information Security Clause:

"All services provided under this task order must be compliant with DHS Information Security Policy, identified in MD4300.1, *Information Technology Systems Security Program* and *4300A Sensitive Systems Handbook*."

The Contractor shall follow the general procedures governing physical, environmental, and information security described in the various CBP regulations pertaining thereto, good business practices, and the specifications, directives, and manuals for conducting work to generate the products required under this SOW.

All Contractor personnel will be responsible for the physical security of their area and government furnished equipment (GFE) issued to them under the provisions of the SOW.

The Contractor's personnel must have the appropriate security clearance and all information must be protected to the degree and extent required by local rules, regulations, and procedures.

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 Order, the Contractor shall not use, disclose, or reproduce data, which bears a restrictive legend, other than as required in the performance of this Order.

7.5 INTERCONNECTION SECURITY AGREEMENTS

Interconnections between DHS and non-DHS IT systems shall be established through controlled interfaces and via approved service providers. The controlled interfaces shall be accredited at the highest security level of information on the network. Connections with other Federal agencies shall be documented based on interagency agreements; memoranda of understanding, service level agreements or interconnect service agreements. Components shall document interconnections with other external networks with an Interconnection Security Agreement (ISA). Interconnections between DHS Components shall require an ISA when there is a difference in the security categorizations for confidentiality, integrity, and availability for the two networks. ISAs shall be signed by both DAAs or by the official designated by the DAA to have signatory authority.

7.6 PERFORMANCE AT GOVERNMENT SITES

If any of this task order effort is performed at specified government facilities, the contractor shall abide by DHS regarding provisions for authorized entrance and exit to these facilities.

8.0 PLACE OF PERFORMANCE

Customs and Border Protection offices

9.0 HOURS OF OPERATION

The contractor's staff shall generally work a regular weekly schedule of 40 hours. The contractor's staff shall generally work an eight hour schedule each day, starting not before 6:00am nor working later than 6:30pm. An alternate work schedule of five days at nine hours followed by three days at nine hours, one day at eight hours, and one day off is acceptable. The COTR shall be provided the standard work schedules for the contractor's staff and notified prior to any changes to the schedules. *If directed by the COTR or his representative, the contractor's staff shall work beyond their normal schedules to solve system problems, meet deadlines, or to resolve other exigencies declared by the COTR or Government Team Leaders.* Hours in excess of 40 hours per week are billable at the regular rate. No premium is payable for overtime unless specified in the GSA Schedule or for non-exempt personnel. Home contact data shall be provided for the contractor's staff to allow the Government to reach them in the event of system problems or emergencies. Alternatively, the contractor may provide its central point of contact to reach the necessary staff. If required by the COTR or Government Team Lead, the contractor's staff shall report on-site after normal hours to address system problems. Any ongoing work beyond normal working hours must be approved in advance by the Contracting Officer.

10.0 HOLIDAYS AND ADMINISTRATIVE LEAVE

The Customs and Border Protection (CBP) personnel observe the following days as holidays:

New Year's Day
Martin Luther King's Birthday
Presidents' Day
Memorial Day
Independence Day

Labor Day
Columbus Day
Veterans Day
Thanksgiving Day
Christmas Day

and any other day designated by Federal statute, by Executive Order or by the President's proclamation.

11.0 PROJECT MANAGEMENT AND PROGRAM REPORTING

The Contractor shall maintain adequate levels of project management, technical resources, quality assurance and financial controls throughout the performance of this task order. These areas and controls shall be continuously applied in the performance of the tasks. The Contractor shall ensure that all of its personnel are provided the necessary program management tools, guidance, plans, processes, procedures, and resources that will enable the Contractor Program Manger to comprehensively manage the activities. Details concerning how the Contractor intends to manage this effort shall be provided to the Government as part of the Contractor's proposal.

The Contractor shall perform program and project planning and management duties for the task elements. This will include the preparation of plans and schedules based on technical and management data; tracking budget and expended funds; scheduling and conducting technical and planning meetings; conducting reviews; and preparing status reports. BEMS utilizes MS Project Server 2007 for project management and it is expected the Contractor will be skilled with this application.

The Contractor shall submit two (2) copies, one electronic copy and one hard copy of program office level status reports, project schedules, and project level Earned Value Management reports, which outline program progress against cost and schedule, as well as life cycle cost estimates as required to the COTR by the 10th calendar day following the end of each month for review, processing, and acceptance.

The Contractor shall participate in Integrated Baseline Reviews (IBR) when deemed appropriate by the COTR. Such reviews shall be scheduled as early as practicable and should be conducted within 90 calendar days after (1) task order award, (2) the exercise of significant task order options, or (3) the incorporation of major modifications. The objective of the IBR is for the Government and the Contractor to jointly assess areas, such as the Contractor's planning, to ensure complete coverage of the statement of work, logical scheduling of the work activities, adequate resourcing, and identification of inherent risks. Each scheduled IBR shall be incorporated into the project schedules.

12.0 DELIVERABLES AND DELIVERY SCHEDULE

All contractor deliverables or work products shall remain categorized as "Official Use Only." The release of any portion must be authorized in writing by the government.

The Contractor shall submit the deliverables that are indicated in the table below to the COTR. Unclassified soft copies are acceptable via Email if approved in writing by the COTR in advance of delivery. The Contractor shall respond to the Government's required format for all deliverables prior to commencing any effort on the tasking. The Contractor will be notified in writing by the COTR upon final acceptance of all written deliverables.

REFERENCE	DELIVERABLES	DESCRIPTION	DUE DATES
General Task Order Requirements	Bi-Weekly meeting with COTR	As defined in SOW, Section 13.1	Commence within 30 days of Contract award and continue bi-weekly till end of contract PoP.
General Task Order Requirements	Status Meeting	As defined in SOW, Section 13.2	Commence within 30 Days after Contract award and continue as needed till end of contract PoP.
General Task Order Requirements	Monthly Status Reporting	As defined in SOW, Section 14.1c	30 Days after Contract award and monthly thereafter

12.1 GOVERNMENT ACCEPTANCE OF DELIVERABLES

All written contract deliverables require COTR approval and formal acceptance by the COTR. The Government will have up to 10 business days after receipt of a deliverable to accept or reject any product. If the COTR reject a deliverable, the Contractor will be provided specific written comments detailing the basis for the rejection and recommended corrective action. The Contractor shall have up to 10 calendar days to address each specific written comment by either incorporating the requested Government change, or providing an explanation of why the Government change is not being incorporated. The Government will have an additional five calendar days to review and provide a final decision regarding acceptance or rejection of the deliverable.

13.0 OFFICIAL TRAVEL

Travel will be reimbursed in accordance with FAR subsection 31.205-46, Travel Costs and the General Services Administration's Federal Travel Regulations.

The estimate of travel costs is anticipated to be (b) (4) This is a "Not to Exceed" (NTE) amount that may be modified as events warrant.

Travel requests shall be submitted in advance of the travel with sufficient time to permit review and approval.

14.0 PERIOD OF PERFORMANCE

The Border Enforcement and Management Systems support period of performance is anticipated to be a total of 2 years (24 months). There is an anticipated One-Year Base Period with a period of performance of Twelve-Month Option Periods.

Performance Period	Duration	From/To Dates
Base Period	12 Months	02/19/2010 – 02/18/2011
Option Period 1	12 Months	02/19/2011 - 02/18/2012

15.0 GOVERNMENT FURNISHED PROPERTY, INFORMATION, AND EQUIPMENT

- (a) CBP intends to furnish only that equipment necessary for the Contractor to carry out its work efforts under this task order at the government facility. This only includes desk, chair, desk phone, and desktop computer. While performing work under this task order in DHS/CBP facilities, the Contractor may have the use of other normal office EIT devices, such as FAX machines (not classified), copiers, projectors, etc.
- (b) The COTR shall approve any requirement for off-site work due to emergency or other exigent circumstances. The Contractor shall be provided laptop computers and remote access devices for this type of effort when required.

16.0 TASK ORDER CLOSEOUT AND TRANSITION WORK PLAN

The Contractor shall provide a Plan for closing out task order effort at the end of the performance period. The Plan shall be part of the overall close out effort associated with the Task Order. This Plan shall address the following items:

- The Plan shall be submitted to the Government representatives 120 days prior to completion of the period of performance;
- The Plan shall identify all of the deliverables, as a historical record, to assist the Government staff in planning future efforts;
- The Plan shall include recommendations to the Government for improving the current activity;
- The Plan shall include a schedule to transfer the contracted service and deliverables to ensure continued support for the Government;
- The Plan shall include an orientation phase in the schedule to inform Government personnel, programs, and other users of the program team of tools, methodologies, and business processes, equipment, furniture, phone lines, computer equipment, etc.;
- Transfer of all necessary business and/or technical documentation;
- Transfer of Government Furnished Equipment (GFE) and Government Furnished Information (GFI), and GFE inventory management assistance;
- Applicable debriefing and personnel out-processing procedures.

17.0 CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE (COTRS)

Name: (b) (6)
Address: 2850 Eisenhower Avenue
Plaza Level
Alexandria, VA 20598

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