HSBP1010J00840

Passenger Systems Program Office (PSPO)
Trusted Traveler
Performance Work Statement
Dated September 17, 2010

1. Background

Since 2001, CSC has been operating and maintaining existing systems; implementing change requests to these systems; and designing/implementing enhancements. The CSC team will continue to select the most appropriate technical approach for a task based on the specific work required. CSC will provide a release-based technical solution. CSC will plan software releases are planned for applications at regular intervals with concurrence of CBP managers. CSC will negotiate the contents of the releases with the CBP Task Manager and other stakeholders to meet the constraints of resources and time.

1.1. Specific Work Tasks

CSC will provide qualified and sufficient technical and management personnel at the appropriate resource levels to accomplish the following tasks:

- Coordinate with government program managers, government employees, and other contractors to ensure success across projects.
- Assist OIT in meeting the CBP process, procedure, and policy requirements for government property.
- Recommend solutions as issues arise and play an active role in their resolution.
- Coordinate and effect deployment to additional sites and upgrade existing sites, including travel, labor, and equipment. Deployment may include hardware and/or implementation of software.
- Produce ad hoc reports.
- Provide all required documentation.
- Perform Project Planning.
- Perform user requirements analysis.
- Design solutions to meet user requirements.
- Perform system integration analysis.
- Perform system integration development and testing.
- Perform software maintenance.
- Develop, operate and/or Maintain TTP systems in both web-based and non-web-based settings.
- Perform configuration management compliant with PSPO policies and procedures.
- Perform project technical compliance.
- Participate in various SELC-related phase gate reviews.
- Support and maintain CBP Risk Management Plan.
- Modify and develop programs.
- Identify, design, develop and maintain system enhancement elements.
- Participate in staff meetings.
- Provide periodic status reports as required.
- Provide documentation and input to facilitate security certification.
- Provide help desk support during core hours from 8 A.M. to 5 P.M. EST, Monday through Friday. Outside core hours

- Provide on-call support 24/7.
- Provide user status notification within four hours of notification by the Level 1 help desk
- Escalate help desks calls according to PSPO directives.
- Provide Emergency Release Support.
- Respond to OIT data calls for financial, budgetary and administrative information.
- Use the CBP Dimensions tool for all projects.
- Provide testing and software quality assurance support to correct test problem reports.
- Support the PSPO independent test and configuration management teams for production releases.
- Conduct or participate in technical reviews.
- Operate and maintain the specified TTP systems.
- Identify and resolve problems or inefficiencies in TTP systems including but not be limited to:

    - Problem analysis
    - Systems analysis
    - Program modifications
    - Help screens change
    - Program rewrite or refactoring
    - Stored procedures or triggers creation/modification
    - Database and data file modifications or conversions

- Ensure that QAT and QAX testing of all changes to the system are complete prior to release.
- Document systems changes in compliance with PSPO SELC procedures.
- Identify process improvement opportunities.
- Sustain systems within the DHS enterprise at the highest levels of service and availability consistent with cost, schedule and performance objectives.
- Provide the full range of business and technical management services to assist in the development, implementation and continuous improvement of policies, procedures, guidelines and directives.
- Provide personnel with specialized and demonstrated experience in an environment similar and relevant to the CBP information technology environment.
- Provide the requisite internal controls and management oversight.
- Provide flexible approaches to innovatively manage the program schedule and mitigate risks.
- Strive to increase operational efficiencies in the development, implementation and operations of CBP systems by improving service ratio/response times, reducing cycle times, and improving automated reporting.
- Deliver reliable and secure information technology and support a service that meet or exceeds customer requirements and expectations.
- Use a rapid spiral development method.

- Establish a risk management system.
- Improve and evolve hardware, software and communications to adapt to new technical requirements.
- Design systems to the CBP/DHS enterprise architecture, transportable between DHS data centers.
- Design for the reuse of existing assets, applications, and investments where new services can be created from an existing IT infrastructure of systems.
- Perform system migration to the SOA.
- Perform rigorous functional and stress tests prior to release.
- Design systems to minimally impact other systems located in the designated facility.
- Make use of IT industry best practices and models including CMMI, PMBOK, and ITIL to the maximum extent.
- Improve testing and configuration management practices and capabilities.
- Enhance quality, timeliness, accuracy and consistency in delivered systems.

CSC understands that the fundamental requirement for all TTP systems applications is user accessibility to the information required to carry out CBP inspection functions. CSC will ensure that all technical solutions proposed for system changes either enhance or maintain the type of information, the currency of information, and the speed of the information available to the users. With each change to any of the TTP systems, CSC will strive to maintain the integrity of user interfaces and data as its primary objective. CSC will perform work and make recommendations in collaboration with the respective CBP task managers.

2. Period of Performance

2.1. Period of Performance

The period of performance for this effort is :
Base Period: September 30, 2010 through February 01, 2011
Option Period: February 02, 2011 through May 01, 2011

2.2. Place of Performance

Work will be performed at DHS offices in Newington and Tysons Corner, VA. Some local travel to various sites in the Washington, DC metropolitan area for meetings and briefings will be required. Travel to sites outside of the Washington, DC area will likely be required.

2.3. Work Hours

(a) The Contractor shall manage employee work schedules so that adequate coverage is available 24 hours a day, 7 days a week, 365 days a year.

(b) Contractor employees shall typically work 8 hours a day, 5 days a week, but may be required to work beyond this typical schedule. Contractor personnel shall observe a consistent tour of duty of 40 hours per week, Monday through Friday, as well as work coverage on the weekends.

(c) The Project Manager shall notify the COTR when Contractor personnel are absent due to illness, late arrival, early departure, or unscheduled leave. The Project Manager shall notify the COTR and Branch Director one week in advance of scheduled absences of all Contractor personnel. Excessive unexcused absences will be documented and corrective measures identified to the COTR and Branch Director. The Project Manager shall provide the COTR with a weekly absentee attendance report of all Contractors.

2.4 Overtime

The effort under this Work Statement is subject to the Services Contract Act of 1968. Contractor personnel may not work more than 40 hours a week without prior approval of the COTR. Approved overtime hours shall be invoiced at the normal hourly rate for this effort.

3. Estimate level of effort

The government estimates approximately 120,757 hours to address the requirement as stated in this PWS this would include exercising the Option.

4. Travel and Other Direct Costs (ODCs)

Travel is anticipated in conjunction with this delivery order. All travel shall be in accordance with the Federal Travel Regulations (for travel in 48 contiguous states), the Joint Travel Regulations, DoD Civilian Personnel, Volume 2, Appendix A (for travel to Alaska, Hawaii, Puerto Rico, and U.S. territories and possessions), and if required by the PWS, the Standardized Regulations (Government Civilians, Foreign Areas), Section 925, "Maximum Travel Per Diem Allowances for Foreign Areas" (for travel not covered in the Federal Travel Regulations or Joint Travel Regulations).

The Government does anticipate Travel. In the event there is a requirement for Travel, advance approval of the COTR is required. CBP will reimburse all allowable travel costs. All travel costs are subject to Federal Acquisition Regulation Subpart 31.205-46, Travel and the Federal Travel Regulation. Unallowable costs include such items as: 1) mileage costs in the use of a privately owned vehicle for to and from place of work; 2) parking fees; 3) fines of any kind; and 4) air fare tickets above the Government authorized amount.

ODCs may result from any approved and procured materials in support of this effort, or any associated O&M efforts. These costs may include such items as: materials, equipment, information, support and training costs associated with utilization of the Contractor provided tools, regular and overnight shipping services, and Video

Teleconferencing. All other direct costs must be approved by the COTR in advance of the incurred cost.

5. Government Furnished Resources

CBP will furnish all necessary related documentation and subject matter experts required by Contractor to perform this task. CBP will provide the use of on-site workstations and other equipment including photocopiers, facsimile machines and telephones for use by Contractor personnel in executing project tasks at CBP facilities. As available, CBP will furnish CBP laptops to Contractor personnel to permit secure remote access to CBP networks.

6. Security, privacy and disclosure of information

All personnel employed by the Contractor or responsible to the Contractor for the performance of work hereunder shall either currently possess or be able to favorably pass a full field five-year employment background investigation. The Contractor shall submit within ten (10) working days after award of this contract a list containing the full name, social security number, and date of birth of those people who claim to have successfully passed a background investigation by the Bureau of Customs and Border Protection, or submit such information and documentation as may be required by the Government to have a background
investigation performed for all personnel. The information must be correct and be reviewed by a CBP Security Official for completeness. Normally, this shall consist of SF-85P,"Questionaire for Public Trust Positions" or SF-86, "Questionnaire for Sensitive Positions (For National Security)" TDF 67-32.5, "Bureau of Customs and Border Protection Authorization for Release of Information"; FD-258, "Fingerprint Chart"; and a Financial Statement. The forms are obtained from CBP by contacting the COTR for the contract.

Failure of any Contractor personnel to pass a background investigation shall be cause for the candidate's dismissal from the project and replacement by a similar and equally qualified candidate as determined and approved by the Contracting Officer. This policy also applies to any personnel hired as replacements during the term of the contract. All background investigation forms must be accepted by CBP with verbal approval from CBP Internal Affairs before the employee can report to work. Internal Affairs estimates these procedures will take approximately ten (10) days from the time they receive the packet. Completion of the investigation will take approximately 90 days.

The Contractor shall notify the Contracting Officer's Technical Representative (COTR) and Contracting Officer via phone, FAX, or electronic transmission, no later than one workday after any personnel changes occur. Written confirmation is required for phone notification. This includes, but is not limited to, resignations, terminations, and reassignments including to another contract.

The Contractor shall notify the OIT Information Systems Security Branch (ISSB) of any change in access requirements for its employees no later than one day after any personnel changes occur. This includes name changes, resignations, terminations, and transfers to other contractors. The Contractor shall provide the following information to OIT Information Systems Security Branch (ISSB) at Tel. (703) 921-6116 and FAX (703) 921-6570:

Full Name
Social Security Number
Effective Date
Reason for Change

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) must have the appropriate security clearance and all information must be protected to the degree and extent required by local rules, regulations, and procedures.

Privacy.

Since data processed at the U.S. Customs Service may contain Privacy Act information, the Contractor must read, sign and adhere to appropriate nondisclosure requirements for Privacy Information.

Disclosure of Information.

Any information made available to the Contractor by the Government shall be used only for the purpose of carrying out the provisions of this Task Order and shall not be divulged or made known in any manner to any persons except as may be necessary in the performance of the Task Order.

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.

In performance of this Task Order, the Contractor assumes responsibility for protection of the confidentiality of Government records and shall ensure that all work performed by its subcontractors shall be under the supervision of the Contractor's responsible employees.

Each officer or employee of the Contractor or any of its Subcontractors to whom any Government records may be made available or disclosed, shall be notified in writing by the Contractor that information disclosed to such officer or employee can be used only for a purpose and to the extent authorized herein. Further disclosure of any such information, by any means, for a purpose or to an extent unauthorized herein, may subject the offender to criminal sanctions imposed by 18 U.S.C 641. That section provides, in pertinent part, that whoever knowingly converts to their use or the use of another, or without authority, sells, conveys, or disposes of any record of the United States or whoever receives the same with intent to convert it to their use or gain, knowing it to have been converted, shall be guilty of a crime punishable by a fine up to $10,000 or imprisoned up to ten years, or both.

All assigned personnel must possess or have the ability to possess a Secret or higher clearance level. Contractor shall also comply with CBP's administrative, physical, technical, and systems security controls to ensure that the Government's security requirements are met. During the course of these tasks, Contractor shall not use, disclose, or reproduce data that bears a restrictive legend, other than as required in the performance of this task.

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.*

7. Acceptance criteria of all deliverables

- Accuracy - All deliverables shall be accurate in presentation, technical content, and adherence to accepted elements of style.
- Clarity – All deliverables shall be clear and concise; engineering terms shall be used as appropriate. All diagrams shall be easy to understand and relevant to the supporting narrative.
- Conformance – All deliverables shall conform to the U.S. Customs Service SDLC.
- Specifications Validity – All deliverables shall satisfy the requirements of the Government as specified herein.
- File Editing – All text and diagrammatic files shall be editable by the Government.
- Timeliness – All deliverables shall be submitted on or before the due date specified in this Task Order.

8. Contracting officer's technical representative.

(b) (6) [redacted]

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