December 19, 2025

RFP ATTACHMENT C:
PERFORMANCE WORK STATEMENT (PWS)
DEPARTMENT OF HOMELAND SECURITY
DEPARTMENT-WIDE UNIFORM CONTRACT
REVISION 2

1. BACKGROUND:

The Department of Homeland Security (DHS) has five core missions: preventing terrorism and enhancing security; securing and managing our borders; enforcing and administering our immigration laws; safeguarding and securing cyberspace; and ensuring resilience to disasters. DHS is comprised of many different components, each having its own unique mission. In many components, uniformed officers and agents are utilized in the execution of the mission. The goal of this contract is to provide quality uniforms and related accessories to all authorized personnel in DHS, as well as DHS partners at the Food and Drug Administration (FDA), in a timely and fiscally responsible manner.

The PWS outlines the requirements of the DHS Uniform Program. Approximately 135,000 employees across multiple components are authorized to participate in the DHS and FDA uniform programs. Uniformed employees are located throughout the United States and overseas locations. Therefore, an effectively managed uniform program is vital in meeting the uniform and related accessories needs of the components' officers and agents.

Many officers face daily threats to their lives and operate in rugged and hostile environments. Uniforms must be able to stand up to abrasion as well as bend and flex with the officer in dynamic situations where lives can depend on an officer's ability to conduct law enforcement activities effectively. In addition, uniformed employees are exposed to bugs and pests and must navigate hazards such as branches, brush, conveyor systems, and rapid ingress and egress from vehicles, boats or aircraft. As such, DHS places a high regard to new and advanced textile technologies (e.g., moisture-wicking, UV blocking/filtering, odor resistance, color-fastness, textile strength, fabric longevity, flame retarding, anti-microbial or materials made of recycled content), which provide the quality, durability, breathability, true-fit, and flexibility to meet the needs of the intended environment.

2. SCOPE:

The tasks performed by the officers and agents include, but are not limited to, securing the nation's borders, inspecting cargo and trade at air, rail and seaports, protecting Federal facilities, screening passengers for air travel, and upholding America's immigration laws within and beyond our borders through efficient enforcement and removal operations. Their duty stations range from extremely cold climates in Alaska, Montana, and North Dakota, to extremely dry and hot climates in the deserts of the southwestern United States to tropical climates of Florida and the Caribbean.

The goals of the DHS Uniform Program are to:

- Provide quality uniforms;
- Project a distinctive and professional publicly recognized image while promoting employee identification and pride;
- Provide employees with consistent, functional, durable, economical, and comfortable clothing which is appropriate for assigned duties and area climates and fosters employee health and safety;
- Ensure uniforms meet required specifications where applicable and pass quality control standards;
- Provide economies of scale;

- Review and incorporate, where feasible and applicable, new technologies and textile advancements;
- Maintain a uniform distribution system that consistently provides high quality uniforms in a timely manner and is financially accountable and cost effective;
- Provide a mechanism to provision, manufacture, distribute, and manage uniform inventory;
- Provide a positive customer service experience;
- Provide a secure web-based uniform request system with order and allowance management (capable of supporting bulk and individual uniform fulfillment as well as return/replacement orders);
- Provide uniforms and uniforms management/support to students/trainees located at academies including Glynco, Georgia, Artesia, New Mexico, and Charleston, South Carolina, as well as field employees located across the country and at overseas postings;
- Provide near real-time data reporting capabilities (preferably direct, two-way networked systems which can push-pull data), as well as timely, accurate responses to ad hoc requests and recurring reports;
- Provide exemplary customer service at all levels;
- Deliver all orders in a timely manner;
- Provide uniforms rapidly to customers within requirements; and
- Provide minimum time between proposed additions to the uniform catalog and first deliveries.

Individual and unique Component requirements/deliverables will be provided in delivery orders. The DHS Uniform Program consists of the below listed Components, sub-Components and its partner, FDA. Other Government agencies may sign delivery orders under this contract with coordination of the DHS/CBP Contracting Officer, using a Delegation of Procurement Authority (DPA) process.

U.S. Customs and Border Protection (CBP) which includes the sub-Components:
- Air and Marine Operations (AMO)
- Office of Field Operations (OFO)
- Office of Training and Development (OTD)
- U.S. Border Patrol (USBP)
- Other smaller uniformed offices requiring uniform items

Federal Emergency Management Agency (FEMA), which includes the sub- Components:
- Incident Management Assistance Team (IMAT)
- Surge Capacity Force (SCF)

Federal Law Enforcement Training Center (FLETC)

U.S. Immigration and Customs Enforcement (ICE), which includes the sub- Components:
- Homeland Security Investigations (HSI)
- Enforcement and Removal Operations (ERO)

Transportation Security Administration (TSA), which includes the sub-Component:
- Federal Air Marshal Service (FAMS)

Cybersecurity and Infrastructure Security Agency (CISA),

Management Directorate (MGMT)
- Federal Protective Service (FPS)

U.S. Secret Service (USSS)

U.S. Coast Guard (USCG)

Other components of DHS not already listed above.

Food and Drug Administration (FDA) (not part of DHS)

Overview of Order Types: DHS utilizes several different ordering types, each of which is associated with separate funding codes and individuals who are authorized to make a purchase. These types must be tracked separately or easily filterable in data requests due to their unique requirements. Below are the most common types of DHS uniform orders:

- Bulk Orders – Orders placed by Component Contracting Officer (CO) or FLETC contractor (See Section 14) on a delivery order or government purchase card to fulfill uniform needs for more than one employee.
- Government Purchase Card Orders – Orders placed by Component Government Purchase Card Holders for individual employees or bulk orders.
- Allowance Account Orders – Requests placed by individual authorized employees on the Contractor's ordering website with their uniform allowance following the issuance of a delivery order by Component CO funding the allowances.
- Academy Orders – Orders placed by Component CO which utilize the Contractor for Academy and Quartermaster support.
- Special Orders – Other orders such as Emergency Hardship and Made to Measure orders placed by Component CO outside of the Allowance Account for individual employees affected by circumstances or a special need.

3. APPLICABLE DOCUMENTS:

The Contractor shall ensure all personnel and sub-contractors adhere to all relevant uniform and equipment policies and procedures established by DHS, as well as any particular standards for uniform items delineated in this PWS or the attached specifications. Moreover, the Contractor and any sub-contractors shall ensure compliance with all applicable trade agreements consistent with Federal Acquisition Regulation (FAR) Part 25. At a minimum, the Contractor shall comply with the following list of applicable documents, which may be updated by the Government during contract performance:

Kissell Amendment, 6 U.S.C. § 453b
48 C.F.R. (HSAR) Subpart 3025.70 at:
Class Deviation re: Applicability of the "Kissell Amendment" to Department of Homeland Security Acquisitions (Mar. 5, 2013):
https://www.dhs.gov/sites/default/files/publications/cpo-HSARclassdeviation13-01_0_0_0_0_0.pdf
Trade Agreements Act, 19 U.S.C. §§ 2501 et seq.
ICE ERO Uniform Policy
DHS uniform handbooks and operational manuals
CBP AMO Uniform Guidance
CBP OFO Uniform Wear Policy
CBP Border Patrol Uniform and Grooming Standards Policy
CBP OTD Use of Force Policy Division Authorized Equipment Lists
CBP Uniform Handbook
CBP Uniform Management Division Quartermaster Standard Operating Procedures
National Fire Protection Association (NFPA) 2112: Standard on Flame-Resistant Garment for

Protection of Industrial Personnel Against Flash Fire (http://www.nfpa.org/aboutthecodes/AboutTheCodes.asp?DocNum=2112)
CISA Distinctive Clothing and Uniform Management Directive
CISA Distinctive Clothing and Uniform Standard Operating Procedures
NFPA 1975: Standard on Station/Work Uniforms for Emergency Services (http://www.nfpa.org/aboutthecodes/AboutTheCodes.asp?DocNum=1975)
U.S. Secret Service Uniformed Division (UND) Manual – 24
FLETC Directive FD 65-94.A Law Enforcement Instructional Staff Uniform Regulations and Dress Code
FLETC Manual 20120803 FM 65-94A Law Enforcement Instructional Staff Uniform Regulations and Dress Code
FLETC Directive FD 54-01 20110215 Student Dress Code
FLETC Manual FM 54-01 20110215 Student Dress Code
MGMT Federal Protective Service Uniform and Grooming Manual
FEMA Directive 123-18-REV Standard FEMA-Distinctive Clothing
TSA Management Directive (MD) 1100.73-2, TSO Dress and Appearance Responsibilities and its Handbook
TSA MD 2800.5, Internal Security Reporting: Foreign Contact and Travel
TSA MD 3700.4, Handling Sensitive Personally Identifiable Information
LE-FAMS 3427, Dress, Uniform, Personal Grooming, and Appearance Standards for Federal Air Marshals.
DHS MD 11042.1, Safeguarding Sensitive but Unclassified (For Official Use Only) Information Federal Travel Regulations (FTR) (http://www.gsa.gov/portal/content/104790)
Privacy Act of 1974, as amended, 5 U.S.C. § 552a

4. SPECIFIC TASKS:

The objective of this requirement is to provide uniforms for both male and female officers, agents, and other uniformed personnel, as well as trainees and students of DHS and the FDA.

The Contractor shall utilize innovative and creative technical approaches to manage the supply chain of the DHS Uniform Program in accordance with standard commercial business practices and DHS policies. In the event of a conflict between those, the CO and Contracting Officer's Representative (COR) shall determine the best course in consultation with the Contractor (See Section 13: Contract Administration). The Contractor shall, at a minimum, be responsible for:

- provisioning and inventory management of uniforms (Note: detailed uniform requirements for all uniform items are included as several attachments to this PWS) (listing the attachments is too voluminous to include)
- on-site uniform service operations
- providing a secure web-based uniform requesting system with order and allowance management (capable of supporting bulk and individual ordering as well as return/replacement orders) which can automatically send and receive data to/from Government systems. The Contractor must be able to import a data file (such as Excel®) with allowance account changes to update the Contractor's system. Manual input of changes is not acceptable.
- near real-time data reporting (at minimum: ordering, invoicing, and allowance account balances) capability
- providing a customer service center that will provide efficient and courteous support online, via email, and a toll-free phone number.

4.1 Provisioning of Uniform Items:

The Government seeks to ensure the Contractor provides quality uniform items that meet requirements in a timely manner. Uniform items must not contain Per- and Polyfluoroalkyl Substances (PFAS chemicals). The Government may waive specific testing activities for certain uniform items; however, the first article samples shall still be required for all uniform items.

Throughout the period of performance, the Contractor shall:

- Comply with uniform specifications and number system that are provided as attachments to this PWS;
- Ensure consistency of patterns, fit, fabric and color of each item regardless of the location of manufacture or the time of manufacture throughout the contract period;
- Twice annually evaluate fit standards to ensure fit standards are consistent with published employee sizing charts;
- Ensure compliance with Government-established acceptable shade ranges for each product;
- Assume responsibility for the adequacy of uniform item sources and locating suppliers who can provide the required level of quality and quantity, while ensuring sources comply with applicable laws;
- Provide garment care, item number, manufacturer name, date of manufacture, and sizing information within each uniform item or the packaging of the item;
- Proactively address, and correct when required, quality/durability, functionality /performance, and safety issues with items as they arise and promptly address questions as needed;
- Notify and request permission from the Government of any change in material, design or construction of any item on the contract, prior to implementing the change; and
- Notify and request permission from the Government of any change in material, design, construction, or manufacturer in a commercial off-the-shelf (COTS) or modified commercial off-the-shelf (MCOTS) item, prior to implementing the change.

Table 1: Scheduled Dates for Item Approvals

Items/Actions	Due Date
Non-COTS GOV samples to Contractor	15 days after contract award
Contractor body measurements/standard sizes for Non-COTS	30 days after contract award
Contractor color swatches	60 days after contract award
GOV approval/disapproval of color swatches	10 days after receipt of color swatches
Contractor First Article Samples (FAS) off non-COTS	60 days after GOV approval of color swatches
GOV approval/disapproval of FAS	30 days after receipt of FAS
COTS FAS	120 days after contract award
MCOTS FAS	120 days after contract award
GOV approval of all COTS & MCOTS FAS	30 days after receipt of FAS

4.1.1 Non-COTS Items:

Non-COTS items are garments that are not commercially available, made specifically to DHS specifications and requirements, and for which the Government provides the patterns and retains all proprietary rights. The Government owns all specifications provided, regardless of the type of uniform. The Contractor shall indicate in its Management Plan the type of Computer Aided Design (CAD) software it shall use for patterning and grading of non-COTS Items during the contract period of performance. (See Section 6.1: Management Plan.)

The Government will provide samples of these items to the Contractor within 15 business days of the contract award. Within 30 calendar days of the contract award, the Contractor shall provide the Contract COR and Component CORs with body measurements that correspond to the Contractor's standard sizes for all non-COTS uniform clothing items (grading patterns). The Contractor shall provide color swatches of fabrics to the Contract COR and applicable Component COR for review and approval within 60 calendar days from the award of the contract. The Government shall approve or disapprove the color swatches within 10 business days after receipt. The Contractor shall perform Quality Assurance (QA) testing prior to submitting the first article samples (FAS). The Contractor will provide up to five (5) FAS for testing to the Contract COR and applicable Component COR within 60 calendar days of Government approval of color swatches. (See Section 6.4: Change Management Process and Appendix B: Performance Requirements Summary for more information on first article testing and acceptance.) The Government shall perform testing of first article samples, as required. The Government will approve or disapprove FAS within 30 calendar days of receipt. The Contractor shall provide the Government with all uniform base patterns and specifications for all non-COTS items provided within 30 calendar days of first article approvals. The Government shall own these patterns and specifications.

4.1.2 Commercial off the Shelf (COTS) and Modified COTS (MCOTS) Items:

COTS items are commercially available garments and products that meet DHS operational requirements. MCOTS items are commercially available garments and products that have been modified (e.g., change in color, branding, etc.) to meet DHS operational requirements. The Contractor shall have effective quality control techniques in place to meet specifications before adding COTS items to the inventory both at contract award and throughout the life of the contract. Some examples include correct sewing and color.

The Government will provide the Contractor with a general specification of all COTS and MCOTS products. The Government may allow the Contractor to physically review current COTS and MCOTS products to facilitate sourcing of those products. The Contractor shall provide up to five (5) First Article Samples (FAS) that meet most specification requirements (some deviations may occur due to what is commercially available) for evaluation and approval of every COTS and MCOTS product after contract award. COTS FAS shall be provided within 45 calendar days and MCOTS within 60 calendar days of contract award. The Government will perform testing of FAS, if required. The Government will approve these FAS within 30 calendar days of receipt.

4.1.3 First Article Samples (FAS):

The applicable Component will review the First Article product sample, perform any additional tests and conduct field wear tests (if required) to approve the item. The Component COR will provide the Contractor with a written decision on each FAS. (See Section 6.4: Change Management Process and Section 7: Key Performance Indices, Deliverables and Delivery Schedule for more information on first article samples, Contractor testing, and Component acceptance.)

The Contractor shall provide along with each FAS:

- An identification tag which outlines the uniform item number, sample purpose (prototype, first article, field wear test, final approval, other), item description, fabric content and weight, size, color, and whether the item is COTS, MCOTS, or non-COTS.
- Warranty information
- If the Government has not provided the following information to the Contractor on the Government specification, the Contractor shall provide at a minimum: fabric content, weight, weave, dimensions, specific color, style description, performance details, gender sizes and fit describing the item submitted.
- Confirmation that the item submitted for first article testing meets the uniform requirements and specifications provided by the Government.
- Inventory delivery timeframe and anticipated stocking levels, replenishment alert rates, and anticipated replenishment lead time rates.

FAS must be produced in the same facility in which they will be produced during manufacturing.

4.1.4 Warranty:

The Contractor shall provide the warranty term that is provided to its most favored customers and shall unconditionally warrant all uniform items for quality and defects in materials and workmanship. See definition of Defect in Appendix C. Specific defects relating to individual items may also be listed in that item's specific purchase description (PD) or commercial item description (CID). Excessive shrinkage or fading after washing per manufacturer's suggested instructions will be construed as a manufacturer's defect. Warranties for COTS items will be established, at a minimum, by the manufacturer.

4.1.5 Storage and Housing:

The Contractor shall provide documentation to the Contract CO and COR substantiating those uniform items, directly controlled by the vendor, shall be housed in a secured facility/warehouse(s) that shall:

- Be clean and have an overhead sprinkler system for fire prevention;
- Adhere to all applicable basic guidelines outlined by the International Organization for Standardization (ISO) which can be found by visiting its website at www.iso.org/iso/home/standards.htm;
- Be protected from theft by a security system that is connected to dispatch service and security cameras monitoring all entry and exit points of the facility/warehouse(s);
- Have a separate, locked area (e.g., cage or room) to house individual branded uniform items (e.g., patches, badges, shoulder emblems, and other individual branded items not affixed to a uniform). (See "Existing Inventory List" in Table 9: Government Furnished Property (GFP) and Information (GFI)). This area must be access-controlled, and the Contractor is required to maintain an access log;
- Maintain a temperature of 65 to 75 degrees Fahrenheit, with a relative humidity between 50 to 55 percent; and
- Protect uniform items from direct sunlight and/or exposure to ultraviolet radiation.

For inventory housed in a government owned facility, such as the space allocated at the Federal Law Enforcement Training Centers (FLETC) or Academies, the Contractor will work with the Component facility staff to ensure adherence to the above listed requirements.

4.2 Specific Uniform Requirements:

4.2.1 Standard Sizes:

The Contractor shall define and provide the body measurements that accompany each of its standard sizes for uniform items and include those sizing charts on the website for ease of ordering. Standard sizes shall be considered the sizes for which a standard stock pattern already exists.

4.2.2 Made-to-Measure Uniform Items:

In addition to maintaining the standard sizes, the Contractor shall have the capability to produce or purchase garments with unique sizing requirements for employees whose measurements do not allow a standard stock pattern to be used. The Contractor shall be able to deliver all made-to-measure items within 90 calendar days of the order or other negotiated date, per the Delivery Order, and the measurements must meet the requested specifications/measurements. Made-to-Measure garments may have unique manufacturing requirements that may impact cost, delivery timelines, or require different minimum ordering quantities than standard sizing which will be negotiated as part of the Delivery Order. Made-to-measure size patterns, if they exist, shall be saved for each employee that requires a made-to-measure uniform and shall be submitted to the applicable Component COR at the end of the contract.

4.2.3 Cotton Uniforms:

The Contractor shall produce and provide 100% cotton versions of uniforms available for those employees with allergies. (Note: there may be restrictions to 100% cotton uniforms, for example, fire retardant items). The price for these items shall be the same as the standard versions (i.e., no price differential). The Contractor shall identify when a cotton uniform item will not match the specified requirements due to the characteristics of the uniform material, prior to utilization of the item and negotiate a resolution or acceptance with the Government. These items shall be delivered within 90 calendar days of the order, or other negotiated date, per the Delivery Order. The Component COR will provide the Contractor with documentation indicating which officers/agents require 100% cotton uniforms or other allergy-free uniform requirements. The Contractor shall keep the documentation on file until contract closeout per FAR 4.804. At contract closeout, the documentation shall be destroyed.

4.2.4 Uniform Materials:

The Contractor shall seek to balance performance characteristics and materials with reduced exposure to potential allergens or other substances that may induce sensitivities. Materials should be breathable where practical, durable, and suitable for the environment in which they are intended to be worn. Contractor shall suggest technology insertions, whenever possible, subject to Government approval.

4.2.5 Female Uniforms:

The price for the female uniform items shall be the same as the male versions (i.e., no price differential). The Contractor shall produce female uniforms with true female sizing, pattern design construction, and grading to pattern alteration. This shall also include maternity wear and skirt options. Female uniforms, including maternity wear and skirt options, shall be considered as “standard sized” uniform items and shall be kept in adequate stock to prevent unnecessary back orders. Special care should be provided for maternity wear inventory levels; these items are especially time sensitive and timeliness metrics will be monitored closely to ensure they meet uniformed employees’ needs. The Government will provide maternity wear order history upon request.

For awareness and planning purposes, CBP alone has approximately 10,000 female uniformed employees and 45,000 male employees. Female employees often report they purchase male uniform items due to poor fitting female uniform options.

4.3 On-Site Quartermaster/Uniform Services Operations:

The Contractor shall provide a plan to establish a presence at the FLETC facilities in Glynco, Georgia, and Artesia, New Mexico. Detailed on-site uniform services requirements, as required by any Component, will be included in each delivery order. Component delivery orders shall be used for billing purposes for these Component-specific services. On-site uniform services include:

- managing on-site operations as directed in each delivery order;
- measuring and fitting new employees, including alterations;
- maintaining inventory at the Artesia and Glynco facilities, if required and included in each delivery order;
- issuing prescribed uniforms for each employee during the training period per timelines specified in each delivery order;
- ensuring each new employee has the proper attire and proper fit according to the specific Component's uniform wear policy;
- maintaining hours of operations at the facilities per the requirements specified in each delivery order;
- providing the necessary personnel to perform the required services;
- providing own equipment and fixtures including computers, fax machines, desks, shelving, printers, phones, chairs/tables, sewing supplies (e.g., sewing machines, cutters, irons, and other necessary sewing materials), and appropriate insurance levels; and
- providing a facility in the Glynco, Georgia, area to provide Quartermaster uniform services for non-CBP Components due to space constraints at the Glynco training academy. (See Table 2: On-Site Uniform Services.)

The Contractor will be responsible for measuring new employees in Charleston, SC, but not required to provide the other quartermaster uniform services listed above including the issuing, storing, fitting, or altering of uniforms.

The Contractor shall develop a system of door key controls at these facilities to be included in Section 6.7: Security Plan. The plan shall ensure that all keys and lock combinations issued to the Contractor by the Government are not lost, misplaced, duplicated, left unsecured or used by unauthorized persons. All keys and lock combinations are to be returned to the Government upon the end of the contract.

CBP and ICE/HSI employees at the training academies will be issued uniforms in accordance with the Components' respective delivery orders.

Uniform items shipped to the Artesia academy facility are received by the Academy's Distribution Center. The Contractor is then required to pick up the uniform items from the distribution center and move them to the building space in which the Contractor performs the on-site Quartermaster/uniform services.

Table 2: On-Site Uniform Services

Locations Requiring Contractor Presence	Components to be supported with on-site uniform services
Artesia, NM	CBP/USBP
Glynco, GA	CBP/AMO; CBP/OFO; ICE/HSI; MGMT/FPS
Charleston, SC	CBP/AMO; CBP/OFO; CBP/AMO (measuring services only)

4.4 Web-Based System (WBS):

The Government utilizes a multi-sectioned approach to online uniform ordering, data tracking, reporting and training as illustrated in the table below.

Table 3: Web-Based System

Section 1 Web-Based Uniform Requesting System (WBURS)	**Section 2 Orders Not Funded by Allowance Accounts**	**Section 3 Order Data & Inventory Tracking, Reporting and WBS Training**
For Allowance Account Holders Only: Web page for Officers/Agents to place online uniform requests.	An individual web page for each participating Component or agency that does not have allowance accounts but may require non-allowance accounts.	All Contractor inventory levels and data from all orders and requests shall be tracked and available online on a real-time (preferred) or monthly basis regardless of funding source.
Component may authorize use of personal credit card	Online orders shall be placed with Gov purchase card or placed against Component delivery order line items.	Data shall be trackable by individual account, component or agency, and contract wide.
	All other orders (not placed through the WBS) shall be placed with Gov purchase card via phone call to appropriate Contractor PM or via transmission of delivery order	Contractor shall provide online training on use of the WBS.

Overview:

The Contractor shall provide a secure website that is user-friendly and allows for easy data entry and retrieval. Consistency in formatting, simplicity, comprehension, and accuracy of reporting data will be considered critical performance factors. Additionally, the WBS shall be Section 508 compliant (See Appendix F). The Government shall own and have complete access to all data on the WBS. Contractor will ensure compliance with integration and access from Government computer systems to allow near-real-time data access and reporting directly from the website or system, as well as to consolidate inventory, ordering, financial, and allowance account data into one database system.

This website shall be used exclusively by the Contractor and authorized Government employees and shall deny access in the entirety to all other individuals. The WBS shall be password-protected. The website shall have a process for individuals to log into the system using unique credentials (e.g., unique username and password or the ability to eAuthenticate with Personal Identity Verification (PIV) credentials via Okta Verify). At a minimum, the Contractor shall provide each authorized individual with an initial username and password, which shall not contain Personally Identifiable Information (PII), where the password can later be changed by the individual. Initial passwords shall be either random or non-sequential alpha-numeric combinations. It is preferred that the contractor work with each component to enable eAuthenticate for PIV card log-in access.

Only authorized individuals shall be allowed to establish log-in credentials. The secure website shall allow various levels of access while ensuring the security and integrity of the site and employee allowance account information. There will be certain Government employees identified by the contract CO or COR who shall have full access (with near real-time access to all reports directly downloadable from the website) to all uniform items, all ordering data, all contract management data and reports including customer feedback. The Contractor shall manage the website and have e-commerce staff to maintain the website and implement future enhancements, when required and in coordination with the Components.

The website shall provide:

- a user-friendly interface for placing uniform requests and orders that meets the approval of the Government;
- levels of Contractor inventory of all DHS uniform items including Work in Progress (WIP);
- real-time information of estimated delivery timeframes and include backorder information for each uniform item directly on the item page to assist users in making informed decisions prior to making the purchase. Once an employee makes a request or purchase, the Contractor shall provide the original estimated delivery date within the Uniform Ordering Report, so that Components may track accuracy of estimates;
- the ability to accept and coordinate returns/exchanges;
- a capability to track, report, search and query data for designated users and allowance account information and amounts;
- identification of the animal species for all items made entirely or partially from leather in the online item listings; and
- a numbering system that identifies the item, which can be a contractor item/catalog number or DHS/FDA CLIN #. However, for bulk purchases, the DHS/FDA CLIN # must be used on the orders.
- the ability for users to rate uniform items and provide feedback/comments to be seen by all users with access to the item.

Component COs and CORs shall be able to view only the items for their Component or Agency and for DHS employees, those items that are identified as available to multiple components or DHS-wide. There shall be an online listing of all uniform items and related articles, described in Section 4.5.2 below.

4.4.1 WBS Implementation Schedule:

WBS testing and acceptance by the Components' CORs must occur by the end of the transition period in order to be considered delivered on time. Contract CO will confirm acceptability of the WBS. The WBS testing and acceptance shall comply with the Contractor's Phase-In Plan. (See Section 6.6. Transition Plan – Phase-In Plan.)

4.4.2 System Upgrades:

The Contractor shall provide a yearly report outlining the updates, upgrades and planned enhancements for the entire website and by Component to ensure full and continuous functionality. The report shall be made available to both Contract CO/COR and Component COs/CORs. Updates to the WBS that constitute only the addition or deletion of uniform items will be part of maintaining the website with current information and are not chargeable to the Government. Any contemplated upgrades or enhancements that would constitute a change to the contract shall not occur until bilateral agreement has been reached between the Contractor and CO.

4.4.3 Data Access:

Table 4 outlines the various individual WBS account access rights that will be further specified in Component delivery orders. Component CORs will provide this information in their respective delivery orders. Levels of access to this information shall be restricted as directed by the COR of the contract and delivery order COR for each applicable Component.

Table 4: Employee Level of WBS Access

WBS Account Access Rights	Individuals
Use Government purchase card	Limited to authorized account holders
Use personal credit card	All CBP individual account holders; other Components as authorized
Search, view, and download Component-specific data/reports (include all ordering data, customer feedback, allowance data, individual ordering history, management data, invoices, and reports)	Contract CO & COR Applicable Component COs & CORs Designated representatives
Search, view, and download all contract data	Contract CO & COR Designated representatives
View all contract invoices	Contract CO & COR Designated representatives
View Component invoices	Applicable Component COs & CORs Designated representatives
Place urgent uniform requests for disaster response	Component COs Designated representatives
Place bulk purchases for the Component (other than using Government purchase cards)	Component COs & FLETC contractor
Place employee hardship replacement orders	Component CORs Designated representatives
Quality Control Plan (QCP)	All COs and CORs Designated representatives

4.5 WBS Section 1: Web-Based Uniform Requesting System (**WBURS**) for Allowance Accounts Only:

4.5.1 WBURS Process for Officers/Agents:

Only authorized officers and agents within DHS will be allowance account holders and will be authorized to use the WBURS to place uniform requests against their Allowance Account, with a single exception for DHS components that allow Government Purchase Card holders to place bulk purchase orders for employees that have non-allowance accounts in WBURS. The Contractor shall provide an online listing of all uniform items that will be accessible 24 hours a day, every day, except for scheduled maintenance days during the online ordering period (normally from delivery/task order award through Aug. 31). The WBURS shall, at a minimum:

- accept uniform requests and store detailed order history down to the employee level (i.e., employee name, account number, DHS item number, item size, item description, item quantity, item price, personal funds details (if applicable), shipping/tracking details, delivery times, order status, pending uniform requests, size history, and customer feedback);

- track individual employee allowance account balances in near real-time; and
- store/keep track of the uniform request/order history for each account for the entire contract period of performance regardless of if the individual transfers to a different sub- Component or Component.

4.5.2 Uniform Item Listings:

The Contractor shall provide an online listing of all uniform items that will be accessible 24 hours a day, every day, apart from scheduled maintenance days. The online item listing shall also be available in .PDF format. Each item shall include the following information in the Item Description:

- a high-resolution (at least 640 pixels wide by 480 pixels tall) thumbnail photo that can be expandable to full-screen view and rotated for 360-degree view;
- item description (including sizes, material composition, garment care instructions, color, branding options);
- material composition(s), including species if any leather components;
- size scales and guides (Fitting instructions and measuring guide for each item which will remain standard regardless of any changes in supplier);
- garment care instructions (Garment care instructions shall be viewable for all items even if the item is discontinued or no longer available for purchase on the WBS);
- country of origin;
- contract item price;
- user ratings and comments;
- availability; and
- ship date estimate (state if on backorder and expected in stock date).

The allowance account holders will be able to view only this information:

- Listings of uniform items that the individual officer/agent is authorized to purchase;
- DHS item number;
- Item description (outlined in uniform item listings above);
- Ship date estimate, if item is on backorder;
- Item replaced (if applicable);
- 100% cotton/allergy uniform authorization (if approved by COR);
- Made-to-measure uniform authorization (if approved by COR);
- Personal credit card authorization (if authorized by Component);
- Personal order history for the calendar year, including size history;
- Allowance balance;
- Shipping/tracking number for all active, backorder (including estimated timeframe for backorder delivery) or exchange orders;
- Customer ratings and feedback for the item;
- Individual's customer service feedback history; and
- Ability to change login passwords (Components may request this ability to be locked.)

Each uniform item shall be visible on the WBURS **only** to those personnel authorized to purchase it. Certain uniform items will be identified as available for purchase from multiple Components or multiple offices within a Component, or certain groups within each Component, which will be identified in the contract.

4.5.3 Personal Credit Cards:

The Contractor shall create a mechanism to accept and report usage of personal credit cards only for those Component employees that are authorized to use credit cards and only under the conditions for which employees are specifically authorized to use credit cards. (See Table 4: Employee Level of WBS Access.) For example, if an item costs $100 but an employee has only $10 remaining in his/her allowance, he or she may choose to spend additional personal funds to pay for the remaining $90 of the uniform item. These purchases will be tracked in the Data Reporting (Section 3) of the WBS, and specifically on the Uniform Ordering Report. The Contractor will establish controls to confirm individual allowance expenditures are exhausted prior to accepting personal credit cards. Employees returning an item from an order in which they paid a portion of the order with personal funds will have those personal funds refunded prior to refunding the allowance account.

In the case of sales where personal credit cards are used to pay for a transaction, state sales tax shall apply only to the portion of the order that is funded by personal credit cards. Any personal credit cards used shall be tracked separately from Government funds for audit and data reporting purposes. If a personal card is used for partial payment, and there is a problem with the credit card transaction, any portions of the transaction covered by the allowance account balance should be shipped and not held up until the credit card transaction is validated.

4.5.4 WBS Feedback:

The WBS shall have the ability for customers to provide feedback on uniform items, ordering, customer service, and returns/exchanges. All employee responses shall be available near real- time and without any modification and be visible when an employee views the item online. (See "Appendix A: Table of Required Reports" for additional details.) Furthermore, Components' COs, CORs, or other personnel designated by the COs shall have real-time access to the customer feedback responses. The Contractor must not edit, delete or otherwise alter any customer feedback or customer service responses. The Contractor must make available the opportunity for the Government, upon request, to provide links within WBS to surveys or feedback (such as Survey Monkey) that report directly and solely to the Government.

4.5.5 Customer Service:

The Contractor shall provide a customer service center that will provide efficient and courteous support online, via email, and a toll-free phone number. The customer service center shall take uniform requests, process returns, resolve problems or complaints, and assist with information pertaining to uniform fitting and other program information. Call wait times shall be kept to five (5) minutes or less. Customer service center staff shall speak English and be easily understood by employees. Service center staff shall be located within the United States or its territories.

The customer support center must be available Monday through Friday from 8:00am-5:00pm Central Standard Time, at a minimum. Federal Government Holidays (Appendix C) will be excluded from operating days. Contractor will notify Government of any Customer Service downtime (phone outages, etc.). Customer Service will respond and address any issues, in writing to any customer feedback/comments within two (2) business days. All responses will be loaded into the customer service report on WBURS.

4.5.6 Returns/Exchanges for Allowance Accounts and Government Purchase Cards:

The Contractor's process for returns, exchanges, warranty issues or recalls shall be posted on the WBURS. The Contractor shall accept any returns/exchanges that are shipped back to the Contractor

within 60 calendar days of delivery regardless of reason or serviceability. The Contractor shall pay shipping costs for all returns/exchanges on all orders regardless of size of order. The WBURS shall allow an individual to obtain and print a pre-paid return shipping label for returned/exchanged item(s), in addition to a pre-printed return shipping label and return form included in the original package.

All returns/exchanges shall be tracked online. The Contractor must be able to manage returns/exchanges that extend beyond the contract end date but fall within the 60 calendar day return timeframe.

Before allowing the printing of the pre-paid return shipping label, the WBURS shall require the allowance account holder, or Government Purchase Card holder to select the item he or she is returning or exchanging from his or her account order history. Subsequently, the WBURS shall require the employee to provide the following information on the item(s) he or she is returning or exchanging. The employee shall select from amongst the following button items:

- **Reason for return:** shipped wrong item, shipped wrong size, incorrect customization, defect or quality issue, fit too large, fit too small, inconsistent sizing from website fit chart, terminated/transferred, ordered incorrect item, item did not meet expectations, no longer needed.
- Additional comments
- **Exchanges:** Reason for exchange, order number, shipped item size, requested exchange DHS item number, requested exchange size, and additional comments

All WBURS uniform request returns and exchanges shall be managed by the Contractor through the WBURS. For any exchanges, the exchanged items will be treated as a new line item and reportable under the applicable metric. For all returned items, the Contractor shall issue refunds to the funding source used to place the order in the same amount that was charged. There will be no use of credit memos. Serviceable returned inventory shall be re-utilized to fulfill future orders. Items that have only been tried on for fit, then returned, are considered serviceable. Items that have obviously been worn or laundered are no longer serviceable. The Contractor will track the number of unserviceable items returned or exchanged per account and clearly annotate and make easily filterable such returns, exchanges, and unserviceable returns in the Uniform Ordering Report.

4.6 WBURS Account Creation and Setup:

By the end of the transition period (outlined in Section 6.6: Transition Plan – Phase-In Plan) the Contractor shall implement a computerized system to establish and maintain individual employee allowances which will be associated with their individual WBURS accounts as well as non-allowance accounts for Government Purchase Card holders. Each individual WBURS account will have an associated allowance value, with the exception of non-allowance accounts. The following Components will have allowance accounts:

CBP, which includes the sub-Components:

- USBP
- OFO
- AMO
- OTD
- Other smaller uniformed Offices

ICE/ERO

CISA

MGMT

- FPS

TSA

The following Components will have non-allowance accounts:

ICE/HIS

Other components may be added at a later date.

4.6.1 WBURS Account Creation:

The Contractor shall create and manage upwards of 145,000 online accounts for the applicable Components' individual officers/agents allowance accounts, separate bulk purchase accounts, and separate accounts that authorized users who can use Government Purchase Cards (either for bulk purchases or for individual non-allowance accounts). Components may utilize different processes for establishing these accounts (e.g., the use of an Excel spreadsheet, Access Databases, or paper-based digitized form submitted via email or fax). For those Components that utilize online or other electronic databases to submit account creation and modification requests, the Contractor must establish a way to push/pull data easily in order for quick and accurate system and account updates. The Contractor must be able to accept changes via Excel® spreadsheet that can be automatically imported into the system. (Manual entry of data is not acceptable.) The largest Components will be CBP with up to 65,000 active accounts (with additional inactive accounts which need to be maintained/stored) and TSA with approximately 50,000 accounts.

4.6.2 Uniform Authorizations Within Each Account:

Within two (2) business days of receiving the appropriate Health Insurance Portability and Accountability Act (HIPAA) compliant documentation from the Component COR or Component COR-designated representative, the Contractor shall provide approved officers/agents the ability to request 100% cotton or other allergy-free uniforms or made to measure items on the WBURS. Only approved officers/agents can request 100% cotton, allergy-free or made-to-measure uniforms. (See Sections 4.2.1 – 4.2.3: Standard Sizes, Made-to-Measure Sizes and Cotton/Uniform Material Requirements.) This information should be posted prominently on WBURS.

Allowance account holders shall be able to view and purchase only the items authorized for their job classification/Office/Component.

4.6.3 Master File and Electronic Updates:

The Contractor shall create an electronic employee master file that contains all information for each Component's authorized account holders in a format that matches the data model used by the Component in order to facilitate automatic updates and data reconciliation. This database shall be able to both push and pull, electronically, data from and to the Government for updates or reporting. CBP will manage its accounts via the Allowance Account Management Tool (AAMT) with a two-phase approach to provide updates that the Contractor must make to their system. The AAMT is an in-house CBP system used to manage an allowance account database. Phase 1 updates are committed via a spreadsheet containing the updated data reflecting the periods required modifications. This file is referred to as the Send to Vendor file and is often, though not always, sent each business day. Referenced changes must be made within one (1) business day via upload (not manual entry) into the Contractor's system. Phase 2 is a direct read-only connection between the systems with live real time access to the data. Phase 1 must be available at least 30 days in advance of the Component's implementation date on the contract so that the Uniforms

Management Center (UMC) can verify its operability, guide any necessary corrections and coordinate the upload of existing data. The Component COR may determine whether extra time is allowed for testing and modification to work with government methodology if problems arise.

Phase 2 must be available by the end of the contract's first year, provided the Government has the capacity for connection. For Components who do not utilize an equivalent AAMT, the Contractor shall manage accounts and accept changes directly from those Components within three (3) business days. The Contractor shall submit Component and employee master files within 90 calendar days after the end of each fiscal year and contract end. If an employee's information is not complete due to back orders or returns/exchanges by the 90th calendar day, the Contractor shall still submit the master files on the 90th calendar day and annotate the specific employee(s) whose information is not complete.

A final version shall be submitted once all account data is complete and all back orders are fulfilled.

4.6.4 Account Numbers:

Each account shall have a unique account identifier (account number), which does not contain Personally Identifiable Information (PII), for each individual Component employee authorized to buy uniforms. Components may reserve the right to create the account number themselves, and the format may be alpha numeric up to 15 characters. The Contractor shall be able to accept these Component-derived account numbers and use them to look up an account and other related data. If a Component elects not to create its own account numbers, the vendor must be able to generate them in such a fashion that it cannot be derived (e.g., not a serially generated number) and electronically furnish the Component with them within 1 business day. When a Uniformed Employee is sent an initial "welcome email" which contains their new account number no password should be supplied or inferred. Passwords should be changed via a "password reset link" which has no ties to the Uniformed Employee or their account number. Password resets must be required for a Uniformed Employees first log in and the password cannot be their current account number or any PII relating to their account. Passwords strength requirements should adhere to industry standards. Passwords shall be encrypted and never stored in plain text (e.g. unknown to the Contractor and Component alike).

Personnel sometimes transfer between different sub-Components within the same Component (i.e., from OFO to USBP within CBP) or from one Component to another (i.e., from ICE to CBP). The provided system must be able to distinguish between employees of the same name and track all employees regardless of their movement within DHS by leveraging their Component email address and never any PII such as a full or partial Social Security Number (SSN). Account numbers will be the Contractor's main means to differentiate between users with email addresses serving as a backup mechanism. The Contractor must securely protect data provided by the Government that contains any PII and be able to transfer account information data to the Government upon request and through WBURS.

4.7 Allowance Account Funds Balances:

Individual accounts will be established with a set allowance amount, which will vary by Component and Government fiscal year. Uniform requests using allowance amounts (not paid by credit card) shall be invoiced monthly or as directed in each Component delivery order and shall be paid via Electronic Funds Transfer (EFT). Some accounts will be authorized to use Government and/or personal credit cards for payment. The Component delivery orders shall provide this information.

The Component's employees' allowance account spending shall not exceed the established allowance amount. To this end, the WBURS shall include current information as to allowance account balances. Any spending exceeding the authorized allowance amount can be accomplished by personal credit card funds only, if authorized by the employing Component. Should an employee place a uniform request that

exceeds the uniform allowance balance, the WBURS shall require the employee to use a personal credit card to complete the uniform request, if authorized by the employing Component, or reject the order. The Contractor shall manage and report on cumulative funding expenditures per Component Delivery Order(s). (See Appendix A: Table of Required Reports.)

Before an order is placed within the WBURS, the Uniformed Employee shall be presented with and required to confirm the shipping address to ensure items will go to the correct destination with supplemental instructions guiding them on how to update the shipping address, if necessary, before committing the order.

4.7.1 Delivery Order to Establish Allowance Accounts:

A Component CO may issue a Delivery Order for allowance accounts. The fulfillment of the Delivery Order will be accomplished when:

- All employee requests for uniform items during the period of performance of the Delivery Order have been processed;
- The requested uniform items are shipped to the employee; and
- The return period or Contractor's warranty period, whichever is longer, has expired.

The Delivery Order will identify the number of allowance accounts to be established for individual employees authorized to request uniform items through the WBURS.

The Contractor shall have allowance accounts available for use by the end of the Phase-In period, or within 30 calendar days (whichever is earlier). Allowance account orders will be annotated and easily filterable within the Uniform Ordering Report (See Appendix A Table of Required Reports.) Allowance Account ordering is often cyclical, with exceedingly large ordering numbers occurring during the first weeks of website order opening and last weeks prior to closing. Typically, opening occurs within the first few months of the fiscal year when funding becomes available and ends a few weeks prior to fiscal year end. Any funding not used for ordering by officers and agents will be de-obligated from the delivery sometime after the closure of the website for the year. (Other items on the delivery order such as academy initial issuance or hardship funds that are not used will be de-obligated in the same manner as allowance accounts.)

4.7.2 Allowance Balance Management:

Allowance balances shall be updated when a uniform request is placed. The Contractor shall ensure that allowance spending does not exceed either an employee's authorized allowance amount or the amount obligated by the Component's Delivery Order(s) for that fiscal year.

The WBURS shall track real-time uniform allowance balances. Allowance balances are to be debited once items are requested and are to be credited when a return/exchange is processed. Under no circumstances shall the use of credit memos be authorized. This information shall be available to the Government directly downloadable from the website. (See Section 4.5.6 Returns/Exchanges for Allowance Accounts for more information.) In the event a uniform request requires personal funds in order to fulfill the request, the Contractor shall require the WBURS user to provide the payment information on the WBURS (i.e., credit card number) and the Contractor shall pre-approve the payment information. The request shall be included in the Uniform Requests report as a separate data column identified as Personal Funds Payment.

Under no circumstances shall a Government purchase card be used to pay for allowance uniform requests. For allowance accounts, uniform requests within the total authorized allowance amount shall be fulfilled immediately if a funded delivery order is in place.

4.8 WBS Section 2: Orders not Funded by Allowance Accounts:

Bulk purchase accounts and accounts that can use Government Purchase Cards will not have an associated allowance amount. For FLETC-specific ordering requirements see Section 14.

For Components that do not use allowance accounts, the Contractor shall provide a webpage which will show all items available for order for that Component. This webpage is for informational purposes only. It will be accessible only to that Component's COR, assigned contracting officer, and any duly authorized ordering official (e.g. FLETC contractor) as well as the DHS-Contracting Officer and COR. The Contractor shall provide an online listing of all uniform items that will be accessible 24 hours a day, every day, with the exception of scheduled maintenance days. These webpages shall not close for reconciliation. The webpage shall provide the following:

- Listing of all DHS items authorized for that Component's purchase. Listing will use DHS item numbers **only**;
- Item description (including sizes, material composition, garment care instructions, color and branding options);
- Photo of item--a high-resolution thumbnail photo that can be expandable to full-screen view (at least 640 pixels wide by 480 pixels tall) and rotated for 360-degree view;
- Contract price;
- Country of origin;
- Counter for each line item to show how many items have been purchased. The counter will re-set annually on October 1 every year, and allow users to see purchased quantities of items for previous fiscal years;
- A mechanism for accepting Government purchase cards; and
- Whether items are currently available or on backorder.

Under no circumstances shall the Contractor use any identification numbers other than the designated DHS component or FDA specification number for any web-based systems, reports or other deliverables. Under no circumstances shall the use of credit memos be authorized.

4.8.1 Process for all Non-allowance Uniform Orders:

For non-allowance accounts, fulfillment shall occur upon receipt of a funded delivery order or purchase card order. Personal credit cards are specifically prohibited from use on non-allowance orders. Orders under the micro-purchase threshold can be placed in WBURS by an authorized Government Purchase Card holder for one or more employees who have a non-allowance account in WBURS.

Separate Delivery Orders will be placed by the Component COs or duly authorized ordering official (e.g. FLETC contractor) to fulfill work, duty, and ceremonial uniforms and accessories at the training academies or other bulk purchases, urgent requests for disaster responses, and employee hardship replacement requests. Components may issue Delivery Orders as frequently as on a weekly basis.

4.8.2 Returns for Non-allowance Orders:

Returns and exchanges for non-allowance orders will be handled on a case-by-case basis and will be subject to the same 60-day policy as allowance account orders, except for items issued at the academies. Items issued at academies will have a 60-day policy that starts when the employee receives the issuance. The WBS shall link the original request or order number and employee information with the return or exchange identifications for reporting purposes. (See Appendix A: Table of Required Reports.)

4.8.3 Bulk Order Delivery Orders:

This section applies to bulk purchases that are not allowance account orders and are not charged to a Government purchase card and typically exceed the micro-purchase threshold. Bulk orders will be placed only by Component COs or duly authorized ordering official (e.g. FLETC contractor). The Contractor shall be able to process and track Bulk Orders through the WBS. The vendor shall provide discounts for certain bulk orders, for example, if the Government were to purchase above a certain minimum amount, the vendor will provide a discount off those items. The Government anticipates a discount on larger orders as the processing and shipping costs are lower than standard individual allowance orders. Bulk orders will be clearly annotated and distinctly separate in the Uniform Ordering Report. Per Section 6.1: Management Plan, the Contractor shall outline the proposed plan for collecting this data from all Components and combining it into one system which is searchable and capable of generating reports. For purposes of compliance with performance standards (Table 7), Components within DHS may not consider Bulk Orders to be fulfilled until all items in the order have been delivered.

4.8.4 Urgent Orders for Disaster Response:

In certain instances, Components may need to place urgent, bulk delivery orders of uniform items for their employees responding to an emergency. These are typically delivered to a Government-specified staging location or forward deployed Government sites. The Contractor shall have the capability of accepting urgent orders 24-hours/seven (7) days a week/365 days a year with a dedicated phone number. This requirement is separate from and in addition to the requirement for 24-hour customer service support. Services for fulfilling urgent orders will be available only to a Component CO or authorized Government purchase card holder. Disaster Response orders will be annotated and distinctly separate within the Uniform Ordering Report. Components that require this level of support will include it on their delivery orders, and as such, this cost will only be charged to those Components versus across-the-board contract item pricing.

4.8.5 Employee Hardship Replacement Order:

In certain instances, employees may require uniforms delivered in an expedited manner due to a hardship situation (e.g., the employee's house flooded, and his/her uniforms are damaged). Employee hardship replacement orders will be transmitted by the employee's respective Component. An employee's allowance balance shall not be adjusted for hardship replacement uniform items. Hardship orders will be annotated and distinctly separate within the Uniform Ordering Report.

4.8.6 Training Academy Initial Issuance Delivery Order:

A Component CO may issue a Delivery Order for training academy initial issue. The fulfillment of the Delivery Order will be accomplished when either all employees are issued their authorized uniform items or the return period or Contractor's warranty period has expired, whichever is longer.

The Delivery Order will identify the number of training academy initial issues for individual employees. Training academy orders will be identified as such and easily filterable within the Uniform Ordering Report.

4.8.7 Other Non-Allowance Orders:

In certain instances, employees may require one-time uniform orders such as travel kits. These orders will be transmitted by the employee's respective Component. An employee's allowance balance shall not be adjusted for those uniform items; an alternative form of payment will be provided. Other one-time orders shall be annotated as a "one-time order" and easily filterable within the Uniform Ordering Report.

4.9 WBS Section 3: Order Data & Inventory Tracking, Reporting, and WBS Training:

4.9.1 Order Data & Inventory Tracking:

The data to be tracked for all purchases or requests will include the following fields:

- DHS Item CLIN number
- Item Description (including sizes, material composition, garment care instructions, color)
- Branding Indicator: whether the item is branded or not. If branded, is it office branded, or law enforcement branded?
- Contract item price
- Backorder status
- Ship date estimate
- Whether shipment was full or partial
- Item replaced (if applicable)
- 100% cotton/allergy uniform authorization (if applicable), quantity and personnel authorized
- Made to measure uniform authorization (if applicable), quantity and personnel authorized
- Manufacturer
- Date added to the contract
- Country of origin
- Components/Offices authorized to purchase
- Uniform Item Listings, by Component
- Contractor inventory levels of all DHS uniform items, including work in progress (WIP)
- Request and Order information and fulfillment
- Order tracking via postal carrier
- Processed account and Cost Center requests
- Abnormal spending, including buying excessive numbers of items, or buying outside of historic size ranges, etc.
- Account funding and drawdown
- Progressive spending amounts against obligated contract line items
- Initial Issuance Indicator: whether this item is part of initial issue at academies
- Item Group: whether this item is part of a special group classification such as Cold Weather Gear, maternity, Special Operations Group (SOG)
- Classification: combination, core, non-core, new
- Item Category
- Item Subcategory

Specific examples of the required data tracking fields and capabilities as well as key data elements are identified in "Appendix A: Table of Required Reports."

UNIFORM CLASSIFICATIONS: The Government will provide the Contractor with a list of classifications and the uniform items that are within each classification each fiscal year and upon any changes. The classifications may change at the discretion of each Component. The Contractor shall create an electronic master Component file that contains all classification information and their associated uniform by Component.

PARTIAL SHIP TRACKING: Partial shipments are authorized but shipping times of each item must be tracked separately and annotated correctly on the Uniform Ordering Report available on WBURS.

ALERTS: For Components with individual employee allowance accounts, the applicable Component COs and CORs shall all receive an email alert when the Component reaches 75% of its cumulative obligated funding for all of the Component's task orders within the fiscal year. It shall also send alerts to identified users when designated events occur. The events are listed in Table 8: Non-Uniform Deliverables and

Appendix A. Any other required alerts will be identified in the Component delivery orders.

UNSERVICEABLE ITEMS: The Contractor will track the number of unserviceable items returned or exchanged per account and clearly annotate and make easily filterable such returns, exchanges, and unserviceable returns in the Uniform Ordering Report.

REFUND TRACKING: The Contractor shall manage any refunds to the employee's allowance account or personal credit card based on the return or exchange. Detailed return/exchange information will be included in the Return Reason Summary Report, reporting both customer-reported return reason as well as any adjusted return reason by the Contractor. Adjusted return reasons can include additional details such as splitting defect and quality issues into two distinct categories. (See Appendix A: Table of Required Reports). Returns will be managed in the most advantageous way to the customer. Credit card returns will be annotated in the Uniform Ordering Report. Returns with split payments (employee's allowance account and personal credit card) shall be first processed with credit card refund back to personal credit card used and then remaining balance to employee's allowance account. The Contractor will submit credit card refund requests to an employee's bank or card issuer and notify the employees of refund being processed within five days of receiving the refund request.

4.9.2 Order Data Reporting:

QUERIES: The data reporting system shall provide a capability for users authorized by the Components' COs and CORs (or designees) to run data queries. The data queries shall be directly exportable to an electronic format that allows for data manipulation (e.g., Microsoft Excel, Access, and Word). Reports must be able to be downloaded directly from WBS via Government computers and not bypassed through email or other routing options. PDF files will not be accepted. For ad hoc reporting, if timeliness limits ability to load deliverable onto WBS, emails must be compliant with DHS IT policies and may not be larger than 23MB to ensure delivery. Data for all Components must be in the same format in order to be compatible and combinable into one database and reporting mechanism for easy Contract-wide data analysis.

Near real-time data shall be searchable by individual account, sub-Component, Component, and contract-wide and available as one report (e.g., one Excel tab report not multiple tabs or different data sets). The data queries shall be searchable by a time period (i.e., Day/Month/Year) and shall be filterable and user-friendly. All reporting data fields must be logical, maintain consistent naming conventions throughout all reporting products, and have simple filterable methods to obtain key metrics (e.g., one filter to identify all emergency orders vs several disparate filter calculations to view the totality of emergency orders).

Each Component has unique Uniform Deliverable requirements. Only a Contracting Officer shall have the ability to modify the delivery timeframe of uniform reports as each Component may have unique interval timeframes for the Contractor to transmit uniform requests data. However, if the direct downloadable access to near real time data is not functioning, Components may request the data at any time without cost.

The system shall provide the identified reports in Table 11 and Appendix A.

UNIFORM ORDERING DATA: Contractor shall provide a downloadable, Excel®-based Uniform Ordering Data to the applicable Component COs and CORs outlining all uniform requests placed during the reporting period directly downloadable off WBURS in near real time. Contractor will ensure there is no security or firewall issues with downloading the report from Government computers. Note: The Uniform Ordering Report must be filterable for each of the individual requirements listed as "Deliverables" in Table 8 so that all orders/items that fall under that category will be listed when filtered for that "Deliverable." The uniform item listings shall be available for near-real time download from WBS in .csv

or .xlsx format (excluding pictures).

CONSOLIDATED UNIFORM ALLOWANCE REPORT (CUAR): The Components that have allowance accounts and choose to opt into this process will provide the Contractor with a CUAR to validate and reconcile employee data. The Contractor will have 10 business days to complete the CUAR once received. The Contractor is to provide an electronic reconciliation of the CUAR and confirmation of the Contractor's system account update to the COR on a quarterly basis (due to the COR 15 calendar days after the end of each Government fiscal quarter). No accounts can be accessible to individual employees without an updated, verified CUAR from the COR.

ALLOWANCE ACCOUNT MONTHLY UPDATES/RECONCILIATIONS: In addition, the Contractor shall provide the Contract CO and COR, and applicable Component COs and CORs, with complete data as reflected in the monthly Component Employee Allowance Account Data. Upon Government review of the data, the Contractor may be required to perform updates to its data. No allowance accounts can be accessible to employees without updated, verified accounts from the COR. In addition, the Contractor must be able to accept changes via Excel® spreadsheet that can be automatically imported into the system. Manual system updates are not acceptable.

DEOBLIGATION RECONCILIATION: In order to close out delivery orders in accordance with FAR procedures, a de-obligation of remaining funds on each order must occur. At the end of the allowance period, the vendor shall provide a balance of all items procured and the remaining (dollar) balance for the delivery order. Not later than thirty calendar days after these balances are provided to the appropriate Component CO, the dollar balance shall be reconciled, and any remaining balance will be de-obligated. This de-obligation of funds will be accomplished by a modification to the delivery order.

4.9.3 WBS Training:

The Contractor shall provide Component CO/COR and designated employees training on all WBS functionality including online reporting functions and data filters. Training shall include a walkthrough of accessing reports and filtering those reports to obtain key performance metrics numbers. Training will highlight any Contractor -specific data or filtering nuances and terminology definitions.

A WBS user help guide and definitions form shall be provided online. The form shall include data master references and definitions used on the WBS. This guide shall be maintained in the reporting section of the website (WBS Section 3).

5. SHIPPING:

All items shipped on this contract will be shipped to official Government duty station locations only. No items, including exchanges and orders placed using personal credit cards, will be shipped to personal addresses, home addresses, or post office boxes unless approved by components Program Manager or CO. All shipments require a signature of receipt. The Contractor is responsible for replacement cost of any contested shipments for which they cannot produce a signed receipt from a designated Government employee authorized to sign for uniform purchases. Uniforms will be shipped in a plain box, and the contents will not be disclosed on the outside of the box. Individual accounts that contain an allowance amount will have the specified Government duty station (delivery address) associated with that account. Bulk purchases, urgent orders for disaster responses, and employee hardship replacement orders will be shipped to the address specified. Within seven (7) days of Component delivery order award, the Component shall provide a list of official government duty station shipping addresses and provide subsequent updates as circumstances require.

The Contractor shall ship all items via a trackable shipping method via a major carrier (e.g., FedEx, UPS,

or U.S. Postal Service). The shipment tracking number shall be available online in the order status section of the WBS, sent to the requester via email upon shipment, and included in the Uniform Ordering Report. Bulk order minimum delivery times shall be provided with each Component delivery order.

Partial shipments are authorized, but shipping times of each item shall be tracked separately and annotated correctly on the Uniform Ordering Report available on WBURS. The contractor shall not hold items for shipping that are currently available due to other items that were ordered that are on back order. Shipping shall be included in the unit item pricing with the exception of surcharge(s) for urgent and employee hardship replacement shipments, in which case no more than the actual shipping cost incurred may be charged to the Component and annotated separately in the Uniform Ordering Report. All individual employee allowance orders, as well as Government Purchase Card orders for individual non-allowance accounts, shall be shipped independently. That is, no two employee orders may be combined in the same package to the same duty station. Combining shipping in the same packaging should only occur in bulk orders. Reducing inventory levels through the use of drop shipping of COTS and non-personalized items directly from sub-vendors is encouraged if it provides a cost benefit. Contractor accepts full responsibility for quality, timeliness, tracking/reporting, and maintaining all PWS requirements when utilizing this method.

The Contractor shall include a packing list, a return label, and return form in all shipments (including partial shipments) which shall contain the following:

- Order number
- Shipping recipient, address, and ship date
- Itemized list of shipment contents including item number, description, quantity, and size
- Pre-printed return label
- Return/Exchange form

6. WORK PLANS AND CHANGE MANAGEMENT PROCESS:

The Contractor shall provide the plan for meeting or exceeding the tasks and goals outlined in this PWS. Table 5 outlines the required work plans, which are subject to Contract CO approval:

Table 5: Work Plans

Work Plan Name	Due Dates	Updated Versions Due to the Contract CO/COR
Management Plan	30 Days After Award	Review annually in October & revise as needed
Quality Control Plan	Draft: With Offer Final: 30 Days After Award	Review annually in October & revise as needed
Transition Plan: Phase-In Plan	Draft: With Offer Final: 30 Days After Award	Not Applicable
Transition Plan: Phase-Out Plan	Draft: With Offer Final: 30 Days After Award	Review annually in October & revise as needed
Security Plan	Draft: With Offer Final: 30 Days After Award	Review annually in October & revise as needed
Customer Outreach Plan	Draft: With Offer Final: 30 Days After Award	Review annually in October
Risk Management Plan	30 Days After Award	Review annually in October
Environmental Considerations Plan	30 Days After Award	Review annually in October & revise as needed

The following areas should be highlighted in the work plans to include recommendations for improvements to:

- approach to standardizing the account information input and update process across DHS so each Component is utilizing the same format and process to create, update and delete accounts;
- enabling account information changes to be easily made;
- keeping all account holders distinct and separate regardless of name similarity, location, or movement within DHS;
- tracking all account holders internally using PII provided by the Government; however, PII cannot be used externally (e.g., for a username, password, account number, and not visible on the WBURS);
- approach to research and include new uniform and textile technologies; and
- approach to improve and streamline the uniform logistic lifecycle, suggesting ways to standardize between Components and consolidate operations to increase efficiencies.

6.1 Management Plan:

Organizational Structure: The Contractor shall detail its organizational structure and how it relates to the performance of all tasks required in this PWS. This shall include, but not be limited to, the identification of human resources that will manage product development/manufacturing, order management, contract issues, inventory planning, and uniform distribution.

The Contractor shall provide its existing manufacturing, distribution, and information system capabilities to meet the Component delivery requirements. The Contractor's Management Plan shall ensure compliance with uniform specifications, which includes utilization of the DHS item numbering system.

PWS Requirements: As part of the Management Plan, the Contractor shall, at a minimum, outline the means of or process for each topic within Sections 4 and Section 5 of this PWS.

6.2 Quality Control Plan (QCP):

The QCP shall demonstrate the process by which the Contractor will maintain consistent quality control procedures for all products. It shall include the methods for identifying deficiencies in supplies or services and for taking corrective action before the level of performance becomes unsatisfactory.

The Contractor shall include quality assurance review policies and procedures to ensure continuous improvement in the delivery of high-quality products and services.

The QCP shall include processes for how the Contractor will comply with all other Federal Government regulations, standards, or guidelines to include carcinogens, irritants, and allergens that are used in or are by-products of the manufacturing process for apparel. The plan must include procedures to ensure that all uniform articles are consistently produced in strict compliance with the uniform requirements currently in use by the Components, unless specifically directed to change by the Government.

The QCP shall also include a process for conducting external audits (outside the manufacturing plants) to maintain product quality. Audit procedures and scheduled, periodic laboratory testing should be conducted to ensure products meet established quality standards. Laboratory testing shall at least include testing fabrics for strength, durability, pill rates, color fastness, allergens/sensitivities and shrinkage.

The Contractor shall ensure the QCP is updated annually to reflect changes approved by the CO. The most recent QCP is to be posted on the WBS. QCP access will be limited to all the COs and CORs or designees.

6.3 Risk Management Plan:

At a minimum, the Contractor shall describe the processes and procedures for mitigating the following risks (to include Contractor audits of sub-contractor(s) activities):

- Purchase and delivery of or access to For Official Use Only (FOUO)/Law Enforcement Sensitive (LES) uniform items by unauthorized persons;
- Managing lead times to prevent backordered/out of stock uniform items;
- Surge requirements to provide uniform items in disaster response situations;
- Contingency plan for how the Contractor shall accomplish on-site academy services (i.e., uniform issuance, measurement, and alterations) in the event Government space is not available;
- Non-delivery or delay of uniform items for any reason;
- Uniform/product liability risks or claims;
- Loss, theft, damage, or pilferage of Government inventory or insignia throughout the entire supply chain;
- Damage to onsite operations facilities;
- Loss, inaccessibility, or breach of WBS data and government/employee information;
- Breach of Government facilities used by the Contractor;
- Uniform items are not properly identified as defective or unserviceable item(s) and returned to inventory for reissuance;
- Inaccurate or incomplete documentation of uniform inventory following disposal or destruction; and
- Perform annual review of the Risk Management Plan and any revisions or changes must be submitted to the CO for approval.

6.4 Change Management Process:

The following terms are applicable in the testing and evaluation process:

Table 6: Change Management Terms

Term	Definition	Quantities
Sample	Initial item provided **with pricing** to the respective Component COR following a request to add a new item. (The sample may at the discretion of the Component COR become one of the prototypes.)	Up to three (3)
Prototype	Sample that meets the critical specification requirements, but not all. The use of prototypes is intended to help prevent delays in the evaluation process.	Up to five (5)
Prototype for Textile Testing	Prototype approved by Component COR in textile testing analysis. Vendor will supply samples for Textile (Lab) testing.	Up to 15
Prototype for Wear Test	Prototype approved by Component COR in wear test analysis. (Maximum of 5 wear tests per Component per year.)	Up to 100
First Article Sample (FAS)	Sample that meets all of the specification requirements. FAS must be approved by Component COR prior to production commencing. Each FAS becomes the exemplar for all deliverables.	Up to five (5)

The Change Management Process will use the following methodology to allow items to be added to the

contract. For items not manufactured by the Contractor, the items shall be sourced to the maximum extent practicable only through original-source manufacturers, not through distributors, pass-throughs or "middlemen." Regardless of how items manufactured by an entity other than the Contractor are sourced, any coefficient (discussed below) will only be applied to the original manufacturer's price. The only exceptions in this process are AbilityOne and UNICOR who may be treated as manufacturers under this section.

The Contractor shall, to the maximum extent practical, obtain quotes from at least three (3) different manufacturers for each item when initial samples are submitted. If an item is to be sourced through a distributor, the Contractor must obtain the manufacturer's pricing from the distributor and present it to the Government to be considered in its price evaluation. The coefficient will be applied to the manufacturer's pricing to determine the final contract price. Failure to provide this pricing may result in rejection of an item proposed for addition to the contract. Should the vendor fail to provide at least two (2) quotes, the market research documentation (i.e., vendors contacted, sites reviewed, etc.) will be provided to the Contract CO for review. This data may be shared with the Component CO/COR for purposes of verification/further analysis.

These quotes will be provided (concurrently with samples) to the Contract CO and the Component/agency CO and COR. These quotes will include geographic location for manufacture of the items and a determination of adequacy of the manufacturer. The price from the selected manufacturer will be multiplied by the contractual coefficient and added to the unit price to determine the final price to the Government for each item added. As an example: If a new item has a unit contract price from the manufacturer of $10.00, then it is multiplied by the coefficient of 10%, which calculates to a contract price of $11.00. Final technical acceptance of an item will be determined by the appropriate Component COR(s). A price evaluation will be completed by the Contracting Officer prior to any written modification. The new item will be added to the contract through a written modification. (A DHS Uniform Commodity Council will have final approval on whether a new item may be added to the contract.)

If a new item is to be manufactured by the Contractor, sufficient pricing data (including location of manufacture) shall be presented to the Contract CO for a price reasonableness determination. Final technical acceptance of an item will be determined by the appropriate Component COR(s).

For items manufactured by the Contractor, the coefficient shall not be applied. In both cases above, the Contractor shall provide up to five (5) First Article Samples for final item acceptance.

The Change Management Process shall allow the Contractor to make recommendations as to changing an item within the contract. This includes changing manufacturer(s) of an item. The Contractor must show how any change in item(s) will benefit the Government. If the benefit (comfort, quality, etc.) will cause the unit price to increase, no coefficient will be applied to this type of change, and the contractor will be able to maintain the same margins/mark-ups. The coefficient will not apply if the new item will result in a lower cost to the Government when factoring in the existing margins/mark-up of the previous item. In both cases, the vendor will have to produce pricing data to the CO in order to keep existing margins/mark-up. The pricing data (quotes or other) shall be provided to the CO and COR of both the Contract and impacted Component(s). For change recommendations, the Contractor must also provide up to five (5) First Article Samples for technical review and acceptance. The Contractor is specifically prohibited from changing manufacturers or items on the contract without following this process:

- Provide prototype and first article samples of every item manufactured or procured for each Component.
- Provide up to five (5) identical first article samples on every initial item for Component approval prior to the item being available on the WBS/WBURS. One of the samples will be retained by the COR and one will be returned to the Contractor. The samples will provide the Contractor and the applicable Component with identical copies of the uniform item for reference during the contract

period of performance.

- Prototype samples that pass inspection and meet the uniform specifications may become first article samples. One of the samples will be retained by the COR and one will be returned to the Contractor. The samples will provide the Contractor and the applicable Component with identical copies of the uniform item for reference during the contract period of performance.

The Contractor shall perform any necessary testing of the uniform item prior to submitting the first article samples. Testing costs shall be the responsibility of the Contractor. The testing shall confirm that the uniform item is in compliance with the design, configuration workmanship, dimensions, and other requirements in the item's specification. All uniform items (or a representative sample as designated by Component) will be subject to one or more of the following five areas for Government review and first article testing for approval, conditional approval, or disapproval:

- First Article Inspection: Inspected for design, configuration, measurements, overall workmanship, defects, and against Government-provided requirements documents. The presence of a defect or failure to pass any test shall be cause for rejection of the item.
- Conformance Inspection: Shall include shade and appearance of the complete item, finished measurements, and examination for defects. Tests for basic cloth materials include requirements validation of fiber, content, weight, tearing strength, dimensional stability, pilling resistance, and colorfastness. Tests for footwear include requirements validation of:
    - Performance: shock protection, puncture/sharp object protection, overall protection, traction on wet surfaces, overall traction, overall durability, and dryness
    - Construction: toe area, leather upper, heel, sole, seams, and closure system
    - Comfort/Fit: overall fit, overall comfort, regulating temperature, ease of breaking in boots, arch support, overall support, ease of donning and doffing

Inspections may include the following:

- Additional Government tests (i.e., performance/field wear tests)
- Visual Examination: Each item shall be subject to visual examination. All fabric and items shall be scored in accordance with certain characteristics (i.e., basic cloth, shade, components, accessories, lining cloth, waistband, and others), which are clearly noticeable at normal viewing distance and affect serviceability or appearance of the item.
- NOTE: The Government may waive specific testing and validation activities for certain uniform items; however, the first article samples will still be required.

The facility that produces the approved first article samples shall continue to produce all of those articles for the duration of the period of performance, unless a change is approved through the change management process. The Contractor may not change production facilities for any items without first completing the Change Management process.

Each prototype or first article sample shall include:

- An identification tag which outlines the DHS specification number, sample purpose (prototype, first article, field wear test, final approval, other), item description, fabric content and weight, size, color, and whether it is a COTS item.
- Warranty information.
- A detailed item description that shall include, at a minimum, fabric content, weight, weave, dimensions, specific color, style description, performance details, gender sizes and fit describing the item submitted.
- As deemed necessary, testing results of samples that were completed and that met the uniform item's requirements.

The Contractor presents the uniform item to the Component(s) COR(s) for uniform approval, changes, or

disapproval. The Component COR shall notify the Contractor, in writing, of approval or disapproval of the first article sample based on Component review. The notice of approval shall not relieve the Contractor from complying with all requirements of the specifications. A notice of disapproval shall cite reasons for the disapproval. The presence of defects or failure to pass any test shall be cause for disapproval of the item.

If the first article is disapproved, the Contractor shall make any necessary changes or repairs to the first article or select another first article for testing. All costs related to these tests are to be borne by the Contractor, including any and all costs for additional tests following disapproval.

The Contractor shall then conduct the tests and deliver another first article to the Government. Once approved, Component CORs will return one of the first-article samples to the Contractor to store. The Component CORs will store the other sample at their designated facilities. The Contractor shall bear all costs of uniform samples including shipping.

If additional prototype samples are required for field wear tests:

- The Component COR will coordinate with the Contractor on the field wear testing.
- The Contractor shall bear the cost of and provide up to 100 articles for wear testing.
- Any additional items will be negotiated at the time of the request.

For items to be field wear tested, the Contractor shall deliver the items to the officer/agent or COR within 120 calendar days of the Component providing total number of items and all sizes.

The Contractor shall bear the cost of and provide up to 15 samples of an item for lab/textile testing. Each component will be allowed to test up to 10 items each year. The maximum amount of the item should not exceed $150 per item. If the component requires more than 10 tests, or more than 15 samples per test, or if the item exceeds $150, the component will be responsible for the difference.

The Contractor shall bear the cost of and provide up to five (5) Government requested wear tests per year per Component. The Contractor will provide no more than 100 samples for the wear test and the costs of those items will not exceed $150 per item. Components that require more than five (5) wear tests in a given year or require more than 100 items will be responsible for the additional costs. Components that desire to test an item that exceeds the $150 threshold will be responsible for the additional costs above $150 per item. The Contractor shall bear all costs of any Contractor-requested changes that require a wear test.

If directed by the Component COR, the Contractor shall work with any designated third party for purposes of designing or re-designing uniform items. The Contractor, in partnership with the Component COR, shall assist with the product line changes and the development of the plan to implement these changes.

Once a new item has been approved and a modification to the contract has been signed, the Contractor shall immediately begin stocking inventory and create an inventory plan. After the modification of the contract by the Contracting Officer, the Contractor will not add those items to WBS until the Component PM and/or Component COR agree there are sufficient stocking levels to prevent unnecessary backorders, unless the Component requests the items to be added to WBS in advance of having sufficient inventory.

Changes due to subcontractor no longer manufacturing an item: For items that are no longer manufactured by a subcontractor, the pricing for any replacement item shall not change. It is the contractor's responsibility to ensure that the Government is not harmed by this type of occurrence and no price change (including coefficient) shall be considered. Any first article testing for this type of occurrence shall also be borne by the contractor.

6.6 Transition Plan:

Individual Component delivery orders will be implemented in a phased approach. The Government will provide the Contractor with a proposed transition timeline for each Component to be added to the contract. The Contract CO will provide the Phase-in Component schedule. The Transition Plan shall address the orderly turnover of facilities, Government-furnished items such as badges, patches, emblems, equipment, data and/or records to ensure effective implementation of delivery orders, as well as responsibilities inherent at contract end. The Government shall determine if the plan satisfactorily supports the orderly transition and progressive addition of the Components onto the contract. The Transition Plan shall also address the following:

- process for accepting and turning over WBS data;
- timeframe for when uniform items will be available on the WBS once the Component delivery order COR approves the Contractor's fabric swatches;
- scheduled go-live dates for all individual Components on the WBS; and
- approach to managing Phase-In and Phase-Out Plans.

Phase-In Plan: The Phase-In Plan shall be designed to minimize disruption and adverse impacts on uniform operations and should identify key issues concerning the continuity of operations and include plans for the elimination or mitigation of such issues. The Phase-In Plan should address start-up requirements (such as suggested process improvements, if applicable) training, observance of uniform operations, staffing, and development and dissemination of the operational procedures. Additionally, the Phase-In Plan shall address the acceptance of facilities, equipment, and data/records from the previous contractor and/or the Government. The Phase-In Plan shall contain a schedule identifying milestones that chronicle the Contractor's sequence of phase-in events and measurable commitments for each Component's phase (e.g., go-live date of the WBS). The term "measurable commitments" refers to those tasks which the Contractor commits to perform during the Phase-In period. The Phase-In period shall not exceed 180 calendar days.

The Phase-In Plan shall address the establishment of allowance accounts (See Section 4.6.1: WBURS Account Creation and Section 4.8.6: Training Academy Initial Issuance.)

The Phase-In Plan shall be maintained and updated throughout the phase-in period by the Contractor to reflect current accomplishment of phase-in activities. Updates to the Phase-In Plan shall be submitted to the Contract CO/COR by 9:00am Eastern Time each Monday throughout the phase-in period. (See Section 13: Contract Administration.) Approved updates will be posted on the WBS for all users to see.

Phase-Out Plan: A maximum of 180 calendar days. The Phase-Out Plan shall address:

- Development and submission of lessons learned from the Contractor adhering to the requirements throughout the length of the contract;
- Ensuring warranty of uniform items past contract end date;
- Managing backordered items past contract end date;
- Process for handling returns/exchanges that occur after the contract end date but within the 60-calendar day return timeframe;
- Process for turning over all historical system data, including uniform details and photos, organized by Component, and an estimated list of inventory quantities prior to shipment, all in a format approved by the Government (e.g., Excel and JPEG); and
- Process for turning over all patterns and fabric swatches, by Component, to Contract CO/COR.

Furthermore, 60 calendar days prior to the completion of the contract, an observation period shall occur

where personnel of any successor contractor may observe current Government-site operations and performance methods for fulfilling component support including on-site academy operations. The Contractor shall fully cooperate with the Government and successor contractor.

6.7 Security Plan:

The Contractor shall provide a plan for securing all Government-furnished information and equipment (including keys or other building access materials); uniforms, patches, and badges throughout the supply chain process; the WBS; and online accounts. The Contractor shall maintain a staff that is dedicated to maintaining security on all automated systems, including websites, and preventing unauthorized access. The Contractor shall indicate if it and/or its subcontractors are participating in a DHS or Component-level business partnership program, e.g., CBP's Customs-Trade Partnership against Terrorism (C-TPAT) or the Importer Self-Assessment (ISA) Program. The Security Plan shall address how the Contractor will adhere to all security requirements outlined in this PWS. See Section 11: Security.

6.8 Customer Satisfaction/Outreach Plan:

The Contractor shall provide a plan for customer satisfaction/outreach that monitors customer satisfaction in the product lines for the Components based not only on feedback submitted on the WBS/WBURS or provided to the Contractor, but also on active solicitation of feedback. Any feedback shall be available for near real-time download from WBS/WBURS by the Contract CO and COR and relevant Component CO/COR and designees. Performance metrics for customer satisfaction and outreach will be partially dependent upon the plan submitted and followed by the Contractor and approved by the Government.

6.9 Environmental Considerations Plan:

The Contractor shall provide a plan that demonstrates current and ongoing efforts to reduce the impact of this acquisition on the environment. These goals can include, but are not limited to, reducing carbon footprints, utilization of green products (including washable versus dry-cleaned fabrics), energy efficiencies, and recycling.

7. KEY PERFORMANCE INDICES (KPI), DELIVERABLES, AND DELIVERY SCHEDULE:

The Contractor shall meet the Deliverables and timelines within the PWS. The tables in Section 7 provide critical due dates, as well as an overview of the types of expectations for performance metrics, by Component. Additional requirements and performance metrics will be specified in each individual Component delivery order.

7.1 Performance Indicators and Metrics, Contract-Wide:

Table 7 reflects the major performance standards that the Contractor is expected to meet. Most standards are not set at 100% in order to account for those circumstances out of the Contractor's control such as natural disasters, factory strikes, material shortages, etc. The Government suggests the Contractor aim to meet all metrics at 100%, as failure to meet standards will impact Government payments. Indices and metrics will be assessed monthly and cumulatively on a fiscal year basis. See Appendix B, Performance Requirements Summary for a more detailed explanation of performance indicators, metrics, including requirements, calculations, and additional compliance metrics.

Table 7: Performance Standards

Component	Performance Title	Deliverable	Due Date – defined in calendar days	Performance Standard
Contract Wide	Order Accuracy Indicator*	Orders accurately fulfilled and delivered to the correct location	N/A	≥ 99%
Contract Wide	On Time Shipment; Allowance Indicator*	Allowance Account Orders shipped within the required timeframe of this PWS.	Requirement of Allowance orders shipped within 7 days of order	≥ 90%
Contract Wide	On Time Shipment; Allowance Backorders Indicator*	Allowance Account Backorders shipped within 60 days of order being placed. Any order not shipped in the timeframes cited in this PWS will be considered a backorder.	Shipped within 60 days of order	≥ 90%
Contract Wide	On Time Shipment; % of Items Placed on Backorder*	Allowance Account orders for items that are placed on backorder or otherwise not available at time of order	Items placed on backorder or not available at time of order	≤ 10%
Contract Wide	On Time Delivery; Hardship/Emergency/ Disaster Orders	Delivery of Hardship or Emergency Orders	Within 72 hours from order date	≥90%
Contract Wide	Defect/Quality Control Issue Rate*	Acceptable performance standard for a uniform item received is free from defects or quality control issues. These items are accepted for returns throughout life/warranty	Defects/Quality Control issues accepted for returns throughout life/warranty	≥ 99%
CBP Only	On Time Shipment; Core Uniform Items*	Core uniform items as identified by CBP will be shipped timely. Each component will list their core items not to exceed 10 and will be weighted equally between OFO, USBP, and AMO at 1/3 each.	Requirement of Allowance orders shipped within 7 days of order	≥ 90%

Contract Wide	Deliverables and Reports Fulfillment Rate Indicator	Deliverables and reporting requirements within this PWS fulfilled within the individually listed requirements (fulfillment means deliverable was completed, accessible where stated, with quality content, on time)	Due dates for reports are as indicated in this PWS; reports and data which are required to be accessible in near real time must not be unavailable more than 7 days a month	
Contract Wide	Return Rate	Acceptable performance standard for rate of returns is based on returns for any reason by amount ordered.	Returns accepted for any reason for 60 days after delivery or per delivery order for bulk	≤ 5%
Contract Wide	Return/Exchange Processing Rate	Acceptable performance standard for processing returns and exchanges for any reason by amount returned.	Returns shall be processed within 30 days upon receipt.	>95%
Contract Wide	Bulk Orders Shipped Complete	The number of bulk orders where ALL items in a Delivery Order are shipped within the timeframe specified in the Delivery Order.	14 days or Per Delivery Order	100%
Contract Wide	On Time Shipment; Cotton or Made to Measure Items	Cotton or Made to Measure Orders shipped within required timeframe of this PWS.	90 days	90%
Contract Wide	Academy Orders Delivered on Time	Issuance of Academy Items within specified timeframe	Initial issuance within 2 days; Ceremonial/work duty uniform for specified locations prior to 14 days from trainee graduation	≥90%

*Indicates the items identified as one of the six key performance indices as tracked per section 12.4.

7.2 Non-Uniform Item Deliverables:

Below lists many of the non-uniform deliverable requirements. All reporting data fields must be logical, maintain consistent naming conventions throughout all reporting products, and have simple filterable methods to obtain key metrics (e.g., one filter to identify all emergency orders vs. several disparate filter calculations to view the totality of emergency orders.) A detailed listing and description of the reoccurring

reports due is located in Appendix A and data reporting capability requirements in Section 4.4.

Table 8: Non-Uniform Deliverables

Deliverable	Due Date	PWS Section
Web based system operational	Each Component added according to phase-in schedule	Section 4.4.2
Web-based system reporting and data training	Within 30 calendar days from WBS going operational, per Component	Section 4.9
Customer service center (telephone and online)	Each Component added according to phase-in schedule	Section 4.5.5
24-hour urgent disaster order phone number	Will be established only for Components who request it in their delivery orders	Section 4.8.4
Email alerts to person(s) designated in delivery orders	Per Component delivery order	Section 4.9.1
Confirmation of WBS account updates	Per Component delivery order	Section 4.6.1, 4.6.3, 4.9.2
Signed Non-Disclosure Agreements for covered Contractor employees	10 business days from contract award, or 10 business days from inclusion of a new employee on the contract	Section 12.2
Reconciliation of the CUAR (or equivalent)	To the Contract and Component CORs per Component delivery order	Section 4.9.2
Data Master Ref./Definition List and How-to Guide (WBS Training)	Upon WBS launch and updated when items/definitions are added or modified	Section 4.9.3
Ad Hoc Queries	As requested	Section 4.9.2
De-obligation Reconciliation	As requested	Section 4.9.2

8. GOVERNMENT FURNISHED PROPERTY AND INFORMATION:

Table 9: Government Furnished Property (GFP) and Information (GFI)

Item	Date Provided	Who Provides?
Class/Academy and Fitting Schedules	As class schedules become available	Component CORs
Allowance schedules	As authorized allowance schedules become available (usually available in the first quarter of the fiscal year)	Component CORs
Uniform Program Handbook(s)	Specified in delivery order	Component CORs
Phase-in Component Transition Schedule	14 calendar days after Contract Award	Contract CO/COR
Keys/building access for locations with onsite operations	14 calendar days after Contract Award	Contract COR
Government duty station shipping locations by component	Within the first week of each Component Phase-In	Component CORs

Technical artwork: DHS and Component logos, branding, embellishments for uniforms	Specified in delivery order	Contract and Component CORs
Documentation Indicating Officers/Agents Authorized 100% Cotton/Allergy-Free or Made to Measure Uniforms	30 calendar days after Contract Award	Component CORs
Accounts that can use a Government Purchase Card	30 calendar days after Contract Award	Contract CO/COR
Government-furnished badges, patches, emblems for some Components	14 calendar days after Contract Award	Component COR

9. PLACES OF PERFORMANCE:

It is anticipated that the Contractor will perform work mainly off-site at its established facilities, with some support provided at the Government facilities shown in Table 10.

Table 10: Places of Performance

Location	Component/ Sub-Component
Artesia, NM	CBP/USBP
Glynco, GA	CBP/AMO; CBP/OFO; MGMT/FPS and ICE/HSI
Charleston, SC	CBP/AMO; CBP/OFO; CBP/USBP (measurements only)

10. TERM OF CONTRACT:

The term of the contract is a three-year base period, with one two-year option period, and three one-year options.

Base Duration: 3 Years
Option 1 Duration: 2 Years
Option 2 Duration: 1 Year
Option 3 Duration: 1 Year
Option 4 Duration: 1 Year

11. SECURITY:

All work under this contract will be UNCLASSIFIED. The Government branding or uniforms affixed with the branding are identified as "FOUO and/or LES" to properly safeguard these products from unauthorized access or use. Some information may be classified as personally identifiable information (PII) and must be safeguarded per the Privacy Act of 1974 and all other applicable laws.

Contractor is expected to have an adequate security and loss prevention program to ensure zero loss from theft or mishap as well as zero breaches at the Government facilities, WBS, or Contractor's IT systems that manage Government data.

Security Breaches Reporting: Contractor must report product security breaches due to pilferage/theft and loss of keys to facilities managed by the Contractor or its sub-contractors throughout the entire supply chain. All incidences must be documented and reported to the Contract CO and relevant Component

COR and CO via email and phone within 24 hours of discovery along with the required "Security Breach Report" outlined in Appendix A: Table of Required Reports.

The Contractor shall secure all uniforms, patches, badges, emblems (and artwork for such), Government-furnished information and equipment throughout the supply chain process.

Badges, Emblems, Patches, Embellishment and Other Insignia Accountability: These items that are not yet affixed to a uniform must be stored in a separate, locked area (e.g., cage or room). The creation and destruction of these law enforcement sensitive items must be managed by the Contractor. These items, and items to which they are affixed, may not be sold or transferred to any individual or entity not specifically authorized to receive such items under this contract. The Contractor must ensure proper management of these items throughout the supply chain until DHS or FDA acceptance by means of inventorying and destruction/loss reporting. Any defective or unusable items must be destroyed. Destruction shall be considered accomplished by rendering the items unusable, with no possibility of reassembly. The destruction report shall include quantity and description of DHS or FDA items destroyed, method of destruction, and destruction date. This report shall be provided to the Contract CO and appropriate Component delivery order CORs. A Government witness is required. This documentation is subject to Government inspection/review.

This accountability applies to all uniform items that are manufactured or sourced by the Contractor and those that are provided to the Contractor as Government furnished inventory. All incidents should be documented and reported to the Contract CO and appropriate delivery order CORs within 24 hours of discovery. Notification must be made to the Contract and appropriate delivery order CORs via e- mail and phone. A uniform recycling program may be implemented. Regardless of the method of disposal chosen by the Contractor, all DHS emblems, patches, or other insignia must be removed, destroyed, and documented in the destruction report which shall include the following additional information: employee name, Component, uniform type, and lot pickup location.

All uniform items including logos, branding, artwork, embellishments, badges, patches, and other insignia depicting DHS are reserved solely for use in performing the work of this contract. DHS and FDA retain all intellectual property rights.

All personnel employed by the Contractor for work performed at Government facilities in Artesia, New Mexico, Glynco, Georgia, and Charleston, South Carolina under this PWS (including any new personnel hired as replacements) must receive a favorable "suitability/fitness for employment" determination by DHS following completion of a background investigation. Specific details shall be outlined in the Components' respective delivery order. Periodic reinvestigations will be required pursuant to applicable DHS requirements. A preliminary or provisional determination may be rendered by DHS or FDA, thereby authorizing the individual to begin work prior to completion and final adjudication of the investigation; however, access to DHS data may be restricted until the final adjudication has been completed.

The Government may perform security, inventory, or performance audits on the Contractor at its discretion.

Additional details regarding Component security requirements, especially with regard to onsite operations, shall be provided in individual delivery orders. Additional badging requirements may be required for contractors working at Glynco, Georgia.

12. SPECIAL CONSIDERATIONS:

12.1 Travel:

The Component CO is the only person authorized to approve Contractor travel. Only travel defined in a delivery order and pre-approved by the Component CO will be reimbursable. All approved travel expenses including per diem will be reimbursed in accordance with Federal Travel Regulations (FTR). The Contractor shall use every effort to obtain the most economical airfares.

12.2 Non-Disclosure of Information:

The Contractor is responsible for having all covered employees and sub-contractors under this contract sign Non-Disclosure Agreements. Any information made available to the Contractor by the Government shall be used only for the purpose of carrying out the provisions of these tasks and shall not be divulged or made known in any manner to any persons except as may be necessary in the performance of these tasks.

12.3 Post Award Evaluation of Contractor Performance:

Quarterly and final evaluations of Contractor performance will be prepared on this contract. The Contractor may be required to physically attend quarterly performance and market pricing reviews. A final performance evaluation will be prepared at the time of completion of work. In addition to the final evaluation, annually, one of the quarterly evaluations will be scheduled to coincide with the anniversary date of the contract.

Evaluations will be provided to the Contractor as soon as practicable after completion of the evaluation. The Contractor will be permitted 30 calendar days to review the document and to submit additional information or a rebutting statement. Any disagreement between the parties regarding an evaluation will be referred to an individual one level above the Contracting Officer, whose decision will be final. Copies of the evaluations, Contractor responses, and review comments, if any, will be retained as part of the contract file, and may be used to support future award decisions.

12.4 Contractor Performance and Effects on Contract:

Disincentive Clause: If a vendor is unable to meet the six (6) (Highlighted in Table 7) Performance Indices per Component, then the vendor shall credit the Government 1% of total monthly invoice value for that period for **each** Key Performance Index that fails to meet the requirements. (Section 7.1: Key Performance Indices, Metrics.)

Those metrics reflecting on-time measures will not be applied to Allowance Account requests placed the first 30 days after website opening and 30 days prior to website closing for those Components who utilize Allowance Accounts due to the historically large number of orders placed at those times.

Non-Allowance Account Orders will be tracked separately and may incur different actions such as Cure Notices, equitable adjustments, and negative CPARS evaluations as necessary if requirements are not met. Delivery Orders will be delivered complete (100% of items ordered) by the date negotiated in the Delivery Order, or the vendor shall credit the Government 1% of total invoice value for that Delivery Order. The vendor's ordering data file must contain the date negotiated in the Delivery Order shipping date so performance can be tracked.

12.5 Areas of Efficiencies:

Continuous improvement is desired in the areas of, but not limited to, academy ordering efficiency; delivery times; lower uniform prices; improved accuracy of fittings and decreased rates of returns/exchanges, higher quality and longevity of uniform items; streamlining and identifying common uniform items across the Department, improved fabrics, and others. These areas of efficiencies will be goals for the Contractor as opposed to deliverables, unless otherwise stated.

13. CONTRACT ADMINISTRATION:

The Contractor shall accept directions only from the COs or the duly authorized CORs. There will be a CO and COR for the contract (issued by CBP) and a CO and COR for each Component delivery order. In the event of any conflict, the Contract CO shall make the final decision. In the event of a conflict between the contract and the Component delivery order, the contract shall take precedence. Component CO and COR contact information will be provided in the delivery orders. Any changes to the project scope or other provisions of this PWS or approved work plans must be authorized in writing by the Contract CO before execution. Designated representatives may request information and meetings in accordance with this PWS, but do not have the authority to modify the contract. The Contractor shall immediately contact the CO for any conflicts or directions given by a designated representative that go beyond the scope of the PWS.

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Appendix A: Table of Required Reports

The Contractor shall, at a minimum, provide the following summaries and reports. Section 4.8 and Tables 8 and 11 discuss deliverables and data tracking as well. Other reports may be requested in the Component delivery orders. As part of the Component delivery orders, the Component will indicate which reports in "Table 11: Reports" shall be submitted to its Component CO, COR, and designated representatives. The bullets below define frequencies required. If the due dates fall on a holiday (Appendix C), the reports will be due the next business day.

- Bi-Weekly Reports: available online no later than two (2) business days from the end of the second reporting week
- Monthly Reports: available online no later than four (4) business days from the end of each month
- Quarterly Reports: available online no later than six (6) business days from the end of each FY quarter (Q1: Oct – Dec; Q2: Jan –Mar; Q3: Apr – Jun; Q4: Jul – Sept)
- Semi-Annual Reports: available online on January 3 and July 1 of each fiscal year, unless otherwise specified in the report (e.g. CUAR Reconciliation Report)
- Annual/Fiscal Year-End/Contract-End Reports: available online 10 business days from the end of the calendar year, fiscal year, or contract end (based on report requirement)
- Other Reports: available online by the date specified in the report's requirements

Table 11: Reports

Report Name and Description	Frequency
On-Time Shipment/Delivery Metrics (Shipment or Delivery based on type of order per the PWS requirements) Definition: This standard measures the # of uniform orders that are complete and shipped on-time as a % of the total number of uniforms shipped/delivered (as required) during a specified timeframe. Calculation: [# Uniform Orders Completely Shipped on Time / Total # Shipped or Delivered That Should Have Been Shipped or Delivered During the Specified Timeframe] * 100. The report shall include breakdowns of average delivery times for each uniform item included in the contract, as well as by uniform order. The report shall allow the Government to specify a date range to display on-time order data. Report shall be made available to the Contract and Component COs/CORs.	Available for download, real-time

Report Name and Description	Frequency
Uniform Ordering report by item Definition: This report provides the following cumulative information for each item ordered/requested/returned/exchanged (in Excel-compatible format) with separate columns (use dropdown input methods where applicable to reduce human input errors) to allow for easy filtering as well as the option to select or deselect the following fields for download: Component, Contract number, associated employee account number, associated Delivery Order number, PR number, contract modification number (if applicable), Field office, associated uniform request number, item number, CLIN, size 1, size 2, size 3, description, gender, box ID, unique row ID, SKU, manufacture date, manufacture country, quantity, Allowance Account cost, Invoiced amount, amount charged to personal credit card, amount charged to government purchase card, CLIN Title (e.g. Bike Patrol, Cold Weather Gear, Academy Trainees, Hardship), Special Order indicator (e.g., made-to-measure, 100% cotton), uniform order date, applicable Uniforms Order Report submission and data inclusive date, Delivery Order Date, date shipment due per contract requirements, date item in stock or available, ship date, delivery date negotiated in the Delivery Order for bulk orders, original estimated shipment date, updated estimated shipment date, delivery date, return date (if applicable), Transaction type (order, return, cancelled), Customer return reason, Vendor Amended Return Reason, return reason code, associated uniform request number (if return, exchange, or reshipment), additional shipping costs (if applicable), backorder (was this order backordered at any point, Y/N), backorder reason (if applicable: inventory not kept on stock, non- standard sizing, secondary item not available, inventory restock issues, delay in processing order, building stocking levels of new item, etc.), backorder reason code, anticipated backorder ship date (if applicable), Government- owned inventory indicator (Y/N), shipping address line 1, shipping address line 2, shipping city, shipping state, shipping zip code, shipping country, status of request, tracking number, notes field (any internal notes/comments, changes to product, issues being worked, etc., free text field). The report shall allow the Government to specify a date range to display data with the option to download any order that was changed or had any movement/modification during that date range or the option to view only those items ordered during the period. For bulk purchases, the Contractor shall provide separate files organizing bulk purchases with the above appropriate information as well as indicating any special delivery order special instructions (delivery date requirement, etc.) that allows for tracking bulk purchases on time shipments for all items within each bulk purchase. This is a key requirement. Report shall be made available to the Contract, Component COs/CORs, and designated representatives. Upon request or requested schedule, provide any report requested by CO/COR stemming from the information contained in this report.	Available for download, near real-time data, at any time off of WBURS

Report Name and Description	Frequency
Backorder Report Definition: Report containing comprehensive backorder information: The # of items on backorder as a % of the total number of uniform fulfillments during a specified timeframe. Calculation: [# of items on backorder / total # of uniform fulfillments during the specified timeframe] * 100. The average # of days an item is on backorder. Calculation: [Total backorder days for all items / # of backorders]. Backorder reasons for each item (e.g. manufacturing delays, lack of fabric, and problems with sub-contractors). Listing of all uniform fulfillments that have an item on backorder with approximate delivery date. Report shall be made available to the Contract and Component COs/CORs.	Monthly
Total Spending Report Definition: Cumulative and monthly dollars spent by Component, Sub-Component, Delivery Order, PR number, and CLIN Title in the following areas: allowance spending, Academy Spending, government purchase cards, personal credit cards, return credits, customer owned credit, and additionally, aggregated quarterly spends are required when reporting Quarter 2, 3, and 4 figures. (See Figure 1: Sample Total Spending Report after this table). Additionally, the report shall include the total cumulative spending on the contract compared to the contract maximum. Report shall be made available to the Contract and Component COs/CORs.	Available for download, near real-time data, at any time off of WBURS
Invoice Balance Sheet Definition: Report outlining outstanding invoices by Component. Report shall be made available to the Contract and Component COs/CORs.	Semi-monthly
Product Matrix per Component Definition: Status of uniform items added/modified/removed from the contract. Report shall be made available to the Contract and Component COs/CORs.	Bi-weekly or as changes occur

Report Name and Description	Frequency
New Recruit Fitting Report for Each Academy Definition: Comprehensive report for Components with on-site academy services outlining uniforms issued for each new recruit (initial size and quantity issued), alteration details (if applicable), returned items (size and quantity), and exchanged items (size and quantity). The report should include employees that dropped out of the academy and final reconciled uniform sizes issued to each class (e.g., Number of 34Wx30L pants issued for class# 123: 30). Report shall be made available to the Contract CO/COR and applicable Component COs/CORs.	Monthly
Inventory Report Definition: Quantities, item type (branded/non), item number and description of all uniform items (including badges, emblems, embellishments, and insignia) on-hand, on order from a manufacturer, and ordered pending shipment, order refresh rates, and by storage location (e.g., central warehouse and training academy). Reports should include sizing in accordance with Uniform Ordering Report. Report shall be in Excel format, contain data from the system of record, and be un-manipulated or unaltered. Report shall allow the Government to specify a date range to display inventory data. This is a key requirement. Report shall be made available to the Contract, Component COs/CORs, and designated representatives.	Available for download, near real-time off of WBS
Customer Feedback reports Definition: Information on any feedback provided by WBURS, comment cards, or customer service centers, such as uniform items, customer service, and returns/exchanges, as well as timeframe of response to customer concerns. The report also includes percentages of total inquiries on the following: account information inquiries, uniform request modification inquiries, uniform status inquiries, product information inquiries, return inquiries, technical assistance, and other inquiries. Report shall allow the Government to specify a date range to display customer feedback data. Data will not be modified by Contractor. This is a key requirement. Report shall be made available to the Contract, Component COs/CORs, and designated representatives.	Available for download, near real-time off of WBS/WBS

Report Name and Description	Frequency
Returns and Exchanges Report: Report should include the reasons for the return/exchange, date the vendor received return, date return/exchange processed, and the number of days to process the return/exchange.	Monthly
Security Breach Report Definition: Report outlining any security breaches due to pilferage/theft, loss of keys to a government facility or caged area in the Contractor's facility/warehouse, or security breach of the WBS/WBURS. This is a key requirement. Report shall be made available to the Contract, Component COs/CORs, or designated representatives.	Incident report due within 24 hours of security breach. Summary report monthly, Historical reports stored on WBURS
Status of Customer Service and WBURS Report Description: Report outlining changes, upgrades, and planned enhancements for the entire website, online catalog, and customer service center. By Component and as entirety. Report shall be made available to the Contract, Component COs/CORs, and designated representatives.	Quarterly, Historical reports stored on WBS/WBURS
Consolidated Uniform Allowance Report (CUAR) Reconciliation (or equivalent) Definition: Report outlining the Contractor's reconciliation of Component allowance account information. Report shall be made available to the Contract CO/COR, applicable Component COs/CORs, and designated representatives when requested in the medium specified. The report may be returned to the vendor marked up with changes that must be made to the vendor's data.	Semi-Annual
Destruction Report Definition: Report outlining the quantity, item number and description of DHS items destroyed, reason for destruction, method of destruction, date identified for destruction and destruction date. In the event that the COR is not available to witness the destruction, the Contractor shall hold the items in a secured location to be destroyed until a PM or other representative from DHS can witness the destruction. This is a key requirement. Report shall be made available to the Contract CO/COR, applicable Component COs/CORs, and designated representatives.	Each time destruction is scheduled with COR, Historical reports stored on WBS

Report Name and Description	Frequency
Obligated Allowance Funding Status Report Definition: Report outlining how much of a Component's allowances has been spent out of the total obligated funding for that Component by fiscal year. Report shall be made available to the Contract CO/COR, applicable Component COs/CORs, and designated representatives.	Available for download, near real-time off of WBS/WBURS
Employee Account Status Report Definition: Report outlining the status of each employee's allowance account balance. Information should include employee name, account number, authorized allowance amount, any prior cold weather allowance authorizations, and allowance balance. Information should be organized by Component. This is a key requirement. Report shall be made available to the Contract CO/COR, applicable Component COs/CORs, and designated representatives.	Available for download, near real-time off of WBS/WBURS
Annual Activity Report Description: Report which includes the employee master file, Component master file, ending inventory levels, employee allowance balances, all order transaction information, and all WBURS account information. This information shall be organized by Component. Report shall be made available to the Contract CO/COR, applicable Component COs/CORs, and designated representatives.	Fiscal Year End and at Contract End
Customer Service Center Report Description: Report outlining the types of inquiries the Contractor's customer service center received. Report includes percentages of total inquiries on the following: account information inquiries, uniform request modification inquiries, uniform status inquiries, product information inquiries, return inquiries, technical assistance, and other inquiries. Additionally, the report shall indicate if unusual uniform requests were placed through the customer service center (e.g., purchased multiples of the same high-valued item in one order, or purchased an unusual size of an item compared to the requester's uniform request history). This information shall include the requester's name, account number, and order details. Report shall be made available to the Contract and Component COs/CORs and designated representatives.	Quarterly

Report Name and Description	Frequency
Quarterly Review Performance Report Description: The Contractor shall present performance related information at the Quarterly Performance meetings as outlined in the PWS, including steps taken and plans for improvement. Report shall be made available to the Contract and Component COs/CORs and designated representatives.	Quarterly
Unusual Trends/Anomalies Report Description: The Contractor shall outline all unusual uniform requests or trends placed during the reporting period. Each uniform request shall include the employee name, account number, and the unusual ordering behavior (e.g., purchasing multiple pairs of sunglasses, buying the items in various sizes, or buying the size of a uniform item that drastically differs from his/her order history, male purchasing female uniforms, large quantities of items purchased over time, multiple individuals purchasing items not usually purchased, etc.). The Contractor shall work with the Contract COR to develop additional unusual behavior characteristics; however, this does not prohibit the Contractor from including behaviors or trends noticed. Trends/behavior can be either individual in nature or taken as a whole/group. Report shall be made available to the Contract CO/COR, applicable Component COs/CORs, and designated representatives.	Monthly or as incidents occur
New Technologies Report Updates on new uniform logistics lifecycle technologies and processes or new textile/material upgrades/technologies and assessment of how those technologies could benefit and be incorporated into the Uniform Program. Report shall be made available to the Contract CO/COR, applicable Component COs/CORs, and designated representatives.	Biannual
Report of total numbers of all DHS uniform items sold (per item) per calendar year	Annually by January 15th

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"Figure 1: Sample Total Spending Report" illustrates the type of data the Contractor is required to submit to the Contract CO/COR for each month.

Month, FY25 (Month/Day – Month/Day)					
	A	B	C	D	
Component/ Sub-Component	Cumulative Allowance Spending	Cumulative Bulk Order Spending	Cumulative Government Purchase Card Spending	Cumulative Personal Credit Card Spending	Total
Component A	$	$	$	$	A+B+C+D
Component B	$	$	$	$	A+B+C+D
Component C	$	$	$	$	A+B+C+D
Component D	$	$	$	$	A+B+C+D
Component E	$	$	$	$	A+B+C+D
Component F	$	$	$	$	A+B+C+D
Component G	$	$	$	$	A+B+C+D
Total Spending, FY25 (Month/Day of first Month Reported – Month/Day of current Month being Reported)					
	A	B	C	D	
Component/ Sub-Component	Total Allowance Spending to Date	Total Bulk Order Spending to Date	Total Government Purchase Card Spending to Date	Total Personal Credit Card Spending to Date	Total Spending to Date
Component A	$	$	$	$	A+B+C+D
Component B	$	$	$	$	A+B+C+D
Component C	$	$	$	$	A+B+C+D
Component D	$	$	$	$	A+B+C+D
Component E	$	$	$	$	A+B+C+D
Component F	$	$	$	$	A+B+C+D
Component G	$	$	$	$	A+B+C+D

Figure 1: Sample Total Spending Report

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Appendix B: Performance Requirements Summary

Table 12 outlines priorities, performance standards, and metrics that will encompass the entire DHS uniform contract, in addition to basic performance management information. Components may develop additional metrics which meet the intent of this PWS in order to identify and fix performance issues. See Sections 7 and 12.4 for additional information relating to performance standards.

Table 12: Performance Priorities Summary

Component or Deliverable	Highest Priority
DHS	Only authorized employees obtain uniforms or uniform items
CBP	Timely delivery of all CBP uniforms
CISA	Timely and accurate delivery of uniforms
TSA	Timely new hire uniform issuance
TSA LE-FAMS	Accurately embellished/embroidered items delivered in a timely fashion
ICE HSI	Boots: quality and delivery time
ICE ERO	Delivery times
Secret Service	Delivery times
FLETC	Delivery times, student uniforms
FEMA	Urgent orders for disaster response
MGMTFPS	Timely and accurate delivery of uniforms; fair pricing; and quality of uniforms
FDA	Timely and accurate delivery of uniforms
Data reporting	Direct access to data online, near real time.
Continuous improvement is especially sought in these areas:	Academy ordering efficiency; shorter delivery times; lower uniform prices; improved continuity of colors across different uniform items; improved accuracy of fittings, improved continuity of sizing over time and across various sub-vendors, increased longevity and lower defects leading to decreased rates of returns/exchanges.

Quarterly Performance Meetings: The Contractor shall present performance-related information, improvement plans, answer questions and concerns on performance and deliverables, and address corrective action plan (CAP) requests during the Quarterly Performance meetings. The quarterly report shall be posted online five (5) business days prior to the quarterly review. Contractor can request more frequent reviews; Government can increase performance meetings to monthly if Contractor is not meeting PWS Standards. A written improvement plan addressing corrective actions is required anytime performance does not meet standards in more than one performance indicator.

METRICS AND MEASUREMENTS: Below is a list of metrics, measurements and their definitions.

Order Accuracy Rate: Acceptable performance standard for uniform requests being accurately delivered at least 99% of the time based on the quantity of items delivered. This standard measures whether the product delivered is the product ordered by the DHS employee (e.g., correct size, correct color, correct name on nametape, etc.), in the appropriate quantity, and delivered to the entity specified by DHS. This rate is equal to the total items not accurately delivered divided by the total number of items ordered based on a rolling three-month average.

Defect/Quality Control Issue Rate: Acceptable performance standard for a uniform item delivered is free from manufacture defects or quality control issues (e.g., hemmed incorrectly, incorrect customization, nametag misspelled) at least 99% of the time based on quantities ordered. Defects and quality control issues can be measured based on return reasons cited in ordering data. Defect and quality control issue items are accepted for returns throughout life/warranty. This rate is equal to the number of items returned with defect or quality control issues divided by the number of items ordered during the specified period (based on a rolling three-month average).

Deliverables and Reports Fulfillment Rate: Acceptable performance standard for deliverable fulfillment based on individually listed requirements is deliverable was completed, accessible where stated, with quality content, on time at least 90% of the time. Due dates for reports are as indicated in this PWS, reports and data which are required to be accessible in near real time must not be unavailable more than 7 days a month. This rate is equal to the number of reports not meeting standard divided by the number of total reports required.

Return Rate: Acceptable performance standard for rate of returns is five percent or less based on returns divided by orders. This rate is equal to the number of items returned for any reason divided by the number of items ordered during the specified period (based on a rolling three-month average).

On Time Shipment/Delivery Metrics: On Time Fulfillment can be used for any metric requiring delivery within a certain time frame 90% of the time unless otherwise stated in the KPI (e.g., On Time Shipment Allowance Account Backorder Indicator, On Time Shipment Allowance Account Indicator). On Time Fulfillment metrics will be measured individually and account for the timeline stated. If there are special orders within the category such as Made to Measure or Cotton, those orders will be measured separately if their timelines are different than the metric being measured. The On Time Fulfillment Rate is equal to the number of items in the specified category shipped on time divided by the number of items in the specified category ordered during the specified period. (Metric is inclusive only of orders which can be identified after the shipping window has expired d, usually calculated after a 7-day lag. For example, an item can be identified as not meeting on time requirements regardless of if it has shipped.)

Percentage of Items Placed on Backorder: Acceptable performance of this standard is considered less than 10% of orders being placed on Backorder.

On Time Shipment; Core Uniform Items (CBP only): On Time Fulfillment metrics for up to 10 core uniform items per component (OFO, USBP, and AMO) will be measured individually and weighted equally (OFO, USBP, and AMO all equate to 1/3 of the metrics) regardless of the number of items ordered for each component. The On Time Fulfillment Rate is equal to the number of core items shipped on time divided by the number of core items ordered during the specified period. (Metric is inclusive only of orders which can be identified after the shipping window has expired, usually calculated after a 7-day lag. For example, an item can be identified as not meeting on time requirements regardless of if it has shipped.)

Made-to-Measure Sizes: Acceptable performance for made-to-measure items is considered 90 calendar days from original fitting or order date, accurately produced to agreed upon measurements.

Web-Based System (WBS) Availability: This standard measures the amount of WBS downtime (including ordering and reporting features), excluding authorized, scheduled outages, maintenance, or upgrades. The maximum unauthorized, unscheduled downtime per calendar year is nine (9) hours. Reporting features must remain available even during any authorized ordering downtimes.

First Article Testing and Acceptance: This applies to both Contractor manufactured and sourced uniform

items. The Contractor presents the uniform item to the Component(s) COR(s) for approval, modification, or rejection to validate functional (e.g., flame retardant flight suit) and technical requirements (e.g., washing, fading, shrinking, and pilling) are met. The uniform item is accepted once the first article and wear testing is completed to the satisfaction of the Component.

Bulk Orders Shipped Complete: This standard measures the number of bulk orders that are shipped with all items shipped within the specified timeframe designated in the delivery order. For bulk orders all items must be shipped on time per delivery order to be considered shipped complete.

Defect/Quality Control Issue Additional Measurements: This standard measures whether the item is free from defect or Quality Control issues. See definitions of Defect and Quality Control issue in Appendix C, Table 14. Defects or Quality Control issues can be measured through a specification review, measurement review against fit/sizing charts, ad hoc inspections, secret shopper inspections, items sent to COs or CORs for review, assessment on adherence to Contractor's Quality Control Plan, or any other means deemed appropriate by the CO. The Government may use other government agencies or contracted employees to perform the inspection. Government-Owned Items are excluded from this metric. Acceptable performance is considered to be performance that is free from defects 99% of the time or better. Due to the difficulty in measuring this metric (e.g., many defective items are not returned), the COR can choose any combination of the means to measure in order to obtain a percentage rating. For example, a spot inspection of 50 items and a secret shopper inspection of 50 items, 2 of which were found defective, would yield a 98%, failing rate, for that period. The totality of items ordered for that period do not need to be taken into account, only those items included in the inspection unless utilizing the returns from defects as a sole measure.

Customer Service/Outreach: The Contractor shall have a customer service center which at a minimum is open during the hours of 8:00 a.m. – 5:00 p.m. Central Time, Monday through Friday, except for Federal Government Holidays (Appendix C). Metric measures any times the customer service center is unavailable, or systems are unavailable for customer service to process orders when the customer service center is scheduled to be open. Acceptable performance is less than 72 hours down time per fiscal year.

Emblems, Patches and Insignias Accountability: This standard measures the accountability, losses, and destruction of DHS emblems, patches, insignias, and TSA shoulder boards. These items are controlled by DHS and must be controlled throughout the vendor's supply chain. The report shall include numbers of DHS emblems, patches and insignias produced, the number used in inventory, the number lost, and the number destroyed. Documentation of witnessed destruction must be maintained by the vendor and is subject to Government inspection/review. Documentation shall reflect two-person destruction and accountability illustrating that two people, with at least one being a Government employee, witnessed and signed for the destruction of these items. Acceptable performance is 100% accountability with zero losses.

Security Breaches: This standard measures a security breach to the facilities/warehouses managed by the Contractor as well as the WBS/WBURS. Acceptable performance is zero security breaches.

Supply Chain Security: This standard measures the security of the individual finished pieces custom- made specifically for DHS within the supply chain during manufacturing/production, packing, inventory/storage, shipping and disposal. Contractor must report product security breaches due to pilferage/theft, loss of key facility or subcontractors throughout the entire supply chain. All incidents should be documented and reported to the contract and applicable delivery order COR and CO via email and phone within 24 hours of discovery. Acceptable performance is 100% accountability with zero breaches.

Product Development: This standard measures the Contractor's development cycle time. For purpose of this standard, the desired level of performance is to meet or exceed the established productdevelopment timeframe. The product development timeframe will be agreed upon at the award of the contract and

will be stated in a number of calendar days.

Report Delivery: This standard measures the Contractor's submission of all required reports and accessibility of data/reports in near real time on WBS. Acceptable performance is 100% on-time delivery and accessibility of all reports. Consistency in formatting, simplicity and accuracy of reporting data will be considered critical performance factors.

Average Shipment Days: This metric measures the average days it takes an item to ship within the category identified. Any item not yet shipped will be excluded from the metric.

Average Days on Backorder: This metric measures the average days an item is on backorder. When measuring items not yet shipped, measure the day the report was generated as the nominal ship date.

Employees Affected by Late Backorders: Measures how many employees are affected by backorders that were not or have not been delivered within the appropriate backorder timeframe.

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Appendix C: Holidays and Administrative Leave

DHS personnel observe the following days as holidays:

New Year's Day	Juneteenth National Independence Day	Veteran's Day
Martin Luther King's Birthday	Independence Day	Thanksgiving Day
President's Day	Labor Day	Christmas Day
Memorial Day	Columbus Day	

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

When any such day falls on a Saturday, the preceding Friday is observed. When any such day falls on a Sunday, the following Monday is observed. Observance of such days by Government personnel shall not be cause for an extension to the delivery schedule or period of performance or adjustment to the price, except as set forth in the contract.

Except for designated around-the-clock or emergency operations, contractor personnel will not be able to perform on site under this contract with CBP on holidays set forth above. The contractor will not charge any holiday as a direct charge to the contract. In the event Contractor personnel work during a holiday other than those above, no form of holiday or other premium compensation will be reimbursed as either a direct or indirect cost. However, this does not preclude reimbursement for authorized overtime work.

In the event CBP grants administrative leave to its Government employees, at the site, on-site contractor personnel shall also be dismissed if the site is being closed. However, the Contractor shall continue to provide sufficient personnel to perform around-the-clock requirements of critical efforts already in progress or scheduled and shall be guided by the instructions issued by the Contracting Officer or her/his duly appointed representative. In each instance when the site is closed to Contractor personnel as a result of inclement weather, potentially hazardous conditions, explosions, or other special circumstances; the Contractor will direct its staff as necessary to take actions such as reporting to its own site(s) or taking appropriate leave consistent with its policies. The cost of salaries and wages to the Contractor for the period of any such site closure are a reimbursable item of direct cost under the contract for employees whose regular time is normally a direct charge if they continue to perform contract work; otherwise, costs incurred because of site closure are reimbursable as indirect cost in accordance with the Contractor's established accounting policy.

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Appendix D: Acronyms and Definitions

Table 13: List of Acronyms

Acronym	Definition
AATCC	American Association of Textile Chemists and Colorists
AMO	(CBP) Air Marine Operations
ASQ	American Society for Quality
ASTM	American Society for Testing Materials
CAD	Computer-Aided Design
CAP	Corrective Action Plan
CBP	U.S. Customs and Border Protection
CID	Commercial Item Description
CISA	Cybersecurity and Infrastructure Security Agency
CLIN	Contract Line Item Number
CO	Contracting Officer
COR	Contracting Officer's Representative
COTS	Commercial-Off-the-Shelf
C-TPAT	Customs-Trade Partnership Against Terrorism
CUAR	Consolidated Uniform Allowance Report
DHS	Department of Homeland Security
EFT	Electronic Funds Transfer
EPA	Environmental Protection Agency
ERO	(ICE) Enforcement and Removal Operations
FAMS	(TSA-LE) Federal Air Marshals Service
FAR	Federal Acquisition Regulation
FDA	Food and Drug Administration
FEMA	Federal Emergency Management Agency
FLETC	Federal Law Enforcement Training Center
FOUO	For Official Use Only
FPS	(MGMT) Federal Protective Services
FTR	Federal Travel Regulations
GFI	Government Furnished Information
GFP	Government Furnished Property

Acronym	Definition
GSA	General Services Administration
HIPAA	Health Insurance Portability and Accountability Act
HSI	(ICE) Homeland Security Investigations
ICE	U.S. Immigration and Customs Enforcement
IMAT	(FEMA) Incident Management Assistance Team
ISA	Importer Self-Assessment
ISO	International Organization for Standardization
LES	Law Enforcement Sensitive
MCOTS	Modified Commercial-Off-the-Shelf
MD	Management Directive
NDA	Non-Disclosure Agreement
NFPA	National Fire Protection Association
Non-COTS	Non-Commercial Off the Shelf
MGMT	DHS Management Directorate
AMO	(CBP) Air and Marine Operations
OFO	(CBP) Office of Field Operations
OTD	(CBP) Office of Training and Development
PD	Purchase Description
PII	Personally Identifiable Information
PMS	Pantone Matching System
QCP	Quality Control Plan
SCF	(FEMA) Surge Capacity Force
PWS	Performance Work Statement
SSN	Social Security Number
TSA	Transportation Security Administration
UND	Uniformed Division
USBP	(CBP) U.S. Border Patrol
USC	United States Code
USDA	United States Department of Agriculture
USSS	United States Secret Service
WBS	Web-Based System
WBURS	Web-Based Uniform Requesting System

Table 14: Definitions

Term	Definition
Allowance Accounts Delivery Order	Delivery Order issued by a Component CO in order for the Contractor to establish WBURS allowance accounts with an associated maximum dollar amount where an Officer/Agent can receive uniform items paid for by the Government
Allowance Amount	Government-authorized dollar value associated with each WBURS account where an employee can select uniform items using the allowance account
Backorder	A Backorder is any item not shipped in the timeframe outlined in the individual requirements listed in Table 7; however, backorders can be labeled as shipped backorders and unshipped backorders but will remain labeled as a backordered item even after shipment in order to distinguish backorder rates. Back orders will be fulfilled prior to new orders when stock becomes on hand.
Bulk Order	Order placed by a Component to fulfill uniform needs for more than one employee
Bulk Orders Shipped Complete	The number of bulk orders where ALL items in a Delivery Order are shipped within the timeframe specified in the Delivery Order.
Classification	A complete uniform which has a designated/specific function or purpose that has been assigned to an employee of a Component
Combination uniform	Items that are produced from adding more than one item together such as combining a shirt with a customized CBP logo.
Component	An office or agency that is part of the Department Homeland Security (e.g., CBP, TSA)
Core uniform	Those items ordered that are in the top 80% by volume and/or value.
COTS	COTS items are commercially available garments and products.
Defect	A deficiency, imperfection, fault or flaw in the material, workmanship or character of the product. Reference the PD or CID for specific uniform defects. In addition, a defect includes any permanent or semi-permanent condition listed in ASTM D3990, Standard Terminology Relating to Fabric Defects, which was not intended and listed on the PD or CID for the uniform item. Excessive shrinkage or fading after washing per manufacturer's suggested instructions will be construed as a manufacturer's defect
Delivery Order	Order for supplies placed against the established contract.

Term	Definition
Due Date	Date that an item is due to the Government in Calendar Days unless otherwise stated.
Employee Hardship Replacement Order	Order for an employee requiring uniform items to be shipped in an expedited manner because of unforeseen or emergency circumstances.
Field Wear Tests	Selected officers/agents wear uniform items to validate performance, comfort, and safety requirements
Flagged Orders	Flagged orders are any orders as defined per Component for special attention, screening or scrutiny. For example: unusual purchasing behavior. This can include purchasing multiple pairs of sunglasses, buying the same item in various sizes, or buying a size of uniform that dramatically differs from the employee's order history
Government Branded Items	Badges, emblems, patches, embellishments, TSA shoulder boards, and other insignia owned by the Government that require additional security controls because of their sensitive nature
Government Purchase Card	An internationally accepted credit card issued to select personnel in all Federal agencies to make micro- purchases as authorized in the contract
Item	An individual article or uniform unit
Kissell Amendment Covered Item	A uniform item that DHS has determined to be "directly related to the national security interests of the United States" in accordance with 6 USC 453b
Late Order	A purchase that has not been delivered to the specified entity by the delivery times outlined in the PWS
Made-to-Measure	Sizes that require a unique pattern to be created in order to fit a specific employee. As an example, an employee with one arm that is shorter than the other would require a unique pattern to obtain a proper fit
MCOTS	MCOTS items are commercially available garments and products that have been modified (e.g., change in color) to meet DHS operational requirements.
Non-Core Uniform	Those items ordered that are in the bottom 20% by volume and/or value.
Non-COTS	Non-COTS items are garments that are not commercially available, made specifically to DHS specifications and requirements, for which the Government provides the patterns and retains all proprietary rights.

Term	Definition
Online Order	Includes all orders excluding Academy Orders
On-Site Uniform Services	Uniform measurement, fitting, issuance, and inventory management at the Government training academies (sometimes referred to as "Quartermaster Services")
Open Order	An order that has not yet been received and/or fully accepted by the recipient. Backorders are a subset of open orders
Order	An item or group of items purchased that are associated with a unique identifier (i.e., an order number)
Order Accuracy	Considered acceptable when the (1) item ordered is the item shipped, (2) quantity of an item ordered is the quantity of an item shipped, and (3) item is delivered to the specified entity responsible for receiving the shipment
Personally Identifiable Information	Information about an individual which may include (1) any information that can be used to distinguish or trace an individual's identity, such as name, social security number, date and place of birth, mother's maiden name, or biometric records; and (2) any other information that is linked or linkable to an individual, such as medical, educational, financial, and employment information
Purchase Description (PD)	The document that defines the design, materials and construction of a manufactured item.
Quality Control Issue	Any issue with a uniform item in which the item fails to meet the physical or performance specifications defined in the PD or CID, or if there is no PD or CID, then the item fails to perform as its intended function.
Requester	Authorized Government employee who places the uniform request on the WBURS.
Section 508 Compliant	Statutory requirement that Federal agencies' electronic and information technologies are accessible to people with disabilities
Serviceable returned uniform item	Items that have only been tried on for fit and returned are considered serviceable. Items that have obviously been worn or laundered are no longer serviceable
Specifications	See Purchase Description (PD) and Commercial Item Description (CID).
Standard Size	A uniform or accessory that is routinely manufactured and is not made to measure

Term	Definition
Sub-component	Smaller entities or offices within a DHS Component. Within CBP, a few of the sub-components are: U.S. Border Patrol, Air and Marine Operations, and Office of Field Operations.
Uniform Classification	Set of uniform items worn together for a specific function such as the ceremonial dress uniform
Uniform Request	An item or a group of items selected on the WBURS that are associated with a unique identifier (i.e., a uniform request number)
Uniform Requirements	Each uniform item included in the DHS contract has a list of required characteristics and functionality that meet the needs of uniformed employees
Urgent Orders for Disaster Response	Order placed to fulfill Components' uniform needs in the event of responding to a disaster (e.g., Hurricane Katrina)

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Appendix E: Security Clauses

INFORMATION TECHNOLOGY SECURITY AWARENESS TRAINING (JULY 2023)

(a) *Applicability*. This clause applies to the Contractor, its subcontractors, and Contractor employees (hereafter referred to collectively as "Contractor"). The Contractor shall insert the substance of this clause in all subcontracts.

(b) *Security Training Requirements*.

(1) All users of Federal information systems are required by Title 5, Code of Federal Regulations, Part 930.301, Subpart C, as amended, to be exposed to security awareness materials annually or whenever system security changes occur, or when the user's responsibilities change. The Department of Homeland Security (DHS) requires that Contractor employees take an annual Information Technology Security Awareness Training course before accessing sensitive information under the contract. Unless otherwise specified, the training shall be completed within thirty (30) days of contract award and be completed on an annual basis thereafter not later than October 31st of each year. Any new Contractor employees assigned to the contract shall complete the training before accessing sensitive information under the contract. The training is accessible at http://www.dhs.gov/dhs-security-and-training-requirements-contractors. The Contractor shall maintain copies of training certificates for all Contractor and subcontractor employees as a record of compliance. Unless otherwise specified, initial training certificates for each Contractor and subcontractor employee shall be provided to the Contracting Officer's Representative (COR) not later than thirty (30) days after contract award. Subsequent training certificates to satisfy the annual training requirement shall be submitted to the COR via e-mail notification not later than October 31st of each year. The e-mail notification shall state the required training has been completed for all Contractor and subcontractor employees.

(2) The DHS Rules of Behavior apply to every DHS employee, Contractor and subcontractor that will have access to DHS systems and sensitive information. The DHS Rules of Behavior shall be signed before accessing DHS systems and sensitive information. The DHS Rules of Behavior is a document that informs users of their responsibilities when accessing DHS systems and holds users accountable for actions taken while accessing DHS systems and using DHS Information Technology resources capable of inputting, storing, processing, outputting, and/or transmitting sensitive information. The DHS Rules of Behavior is accessible at http://www.dhs.gov/dhs-security-and-training-requirements-contractors. Unless otherwise specified, the DHS Rules of Behavior shall be signed within thirty (30) days of contract award. Any new Contractor employees assigned to the contract shall also sign the DHS Rules of Behavior before accessing DHS systems and sensitive information. The Contractor shall maintain signed copies of the DHS Rules of Behavior for all Contractor and subcontractor employees as a record of compliance. Unless otherwise specified, the Contractor shall e-mail copies of the signed DHS Rules of Behavior to the COR not later than thirty (30) days after contract award for each employee. The DHS Rules of Behavior will be reviewed annually, and the COR will provide notification when a review is required.

CBP Contractor Handling PII Level

When a contractor, on behalf of CBP, handles Sensitive PII data, stores and transmits, the contractor will Accredit (ATO) this information system to the (HHM) FIPS level.

DHS Security Policy Requirement

The following terms and conditions should be included in all acquisition documents.

All hardware, software, and services provided under this task order must be compliant with DHS 4300A DHS Sensitive System Policy and the DHS 4300A Sensitive Systems Handbook.

Encryption Compliance Requirement

The following terms and conditions should be included in all acquisition documents.

1. FIPS 197 (Advanced Encryption Standard (AES)) 256 algorithm and cryptographic modules that have been validated under FIPS 140-2.

2. National Security Agency (NSA) Type 2 or Type 1 encryption.

3. Public Key Infrastructure (PKI) (see paragraph 5.5.2.1 of the Department of Homeland Security (DHS) IT Security Program Handbook (DHS Management Directive (MD) 4300A) for Sensitive Systems).

4. Security Review Requirement: The Government may elect to conduct periodic reviews to ensure that the security requirements contained in this contract are being implemented and enforced. The Contractor shall afford DHS, including the organization of the DHS Office of the Chief Information Officer, the Office of the Inspector General, authorized Contracting Officer's Technical Representative (COTR), and other government oversight organizations, access to the Contractor's facilities, installations, operations, documentation, databases and personnel used in the performance of this contract. The Contractor will contact the DHS Chief Information Security Officer to coordinate and participate in the review and inspection activity of government oversight organizations external to the DHS. Access shall be provided to the extent necessary for the government to carry out a program of inspection, investigation, and audit to safeguard against threats and hazards to the integrity, availability and confidentiality of DHS data or the function of computer systems operated on behalf of DHS, and to preserve evidence of computer crime.

All hardware, software, and services provided under this task order must be compliant with DHS 4300A DHS Sensitive System Policy and the DHS 4300A Sensitive Systems Handbook.

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Appendix F: Section 508 Clauses

SECTION 508 REQUIREMENTS

This contract vehicle will include the purchase of electronic and information technology. Information Technology Accessibility Standards (36 CFR Part 1194) will be incorporated into the PWS

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

1. All products, platforms and services delivered as part of this work statement that, by definition, are deemed ICT or that contain ICT shall conform to the revised regulatory implementation of Section 508 Standards, which are located at 36 C.F.R. § 1194.1 & Apps. A, C & D, and available at https://www.gpo.gov/fdsys/pkg/CFR-2017-title36-vol3/pdf/CFR-2017-title36-vol3-part1194.pdf. In the revised regulation, ICT replaced the term electronic and information technology (EIT) used in the original 508 standards.

Item that contains Information and Communications Technology (ICT): uniforms

Applicable Exception: Federal Contracts **Authorization #:**

Applicable Functional Performance Criteria: Does not apply

Applicable 508 requirements for electronic content features and components: Does not apply

Applicable 508 requirements for software features and components: Does not apply

Applicable 508 requirements for hardware features and components: Does not apply

Applicable 508 requirements for support services and documentation requirements: Does not apply

Item that contains Information and Communications Technology (ICT): accounts

Applicable Exception: N/A **Authorization #:** N/A

Applicable Functional Performance Criteria: All functional performance criteria in Chapter 3 apply to when using an alternative design or technology that results to achieve substantially equivalent or greater accessibility and usability by individuals with disabilities than would be provided by conformance to one or more of the requirements in Chapters 4 and 5 of the Revised 508 Standards, or when Chapters 4 or 5 do not address one or more functions of ICT.

Applicable 508 requirements for electronic content features and components (including Internet and Intranet website; Electronic documents; Electronic forms; Electronic reports; Electronic training materials; Multi-media (video/audio)): All requirements in E205 apply, including all WCAG Level AA Success Criteria Apply

Applicable 508 requirements for software features and components (including Web, desktop, server, mobile client applications; Electronic content and software authoring tools and platforms; Software infrastructure; Service Offerings): All requirements in Chapter 5 apply, including all WCAG Level AA Success Criteria, 502 Interoperability with Assistive Technology, 503 Application, 504 Authoring Tools

Applicable 508 requirements for hardware features and components (including Servers): All requirements in Chapter 4 apply

Applicable 508 requirements for support services and documentation: All requirements in Chapter 6 apply

2. When developing or modifying ICT for the government, the contractor shall ensure the ICT fully conforms to the applicable Section 508 Standards. When modifying a commercially available or government-owned ICT, the contractor shall not reduce the original ICT Item's level of Section 508 conformance.

3. When developing or modifying web and software ICT, the contractor shall demonstrate Section 508 conformance by providing Section 508 test results based on the versions of the DHS Trusted Tester Methodology currently approved for use, as defined at https://www.dhs.gov/compliance-test-processes. The contractor shall use testers who are certified by DHS on how to use the DHS Trusted Tester Methodology (e.g "DHS Certified Trusted Testers") to conduct accessibility testing. Information on how testers can become certified is located at https://www.dhs.gov/publication/trusted-tester-resources.

4. When developing or modifying ICT that are delivered in an electronic Microsoft Office or Adobe PDF format, the contractor shall demonstrate conformance by providing Section 508 test results based on the Accessible Electronic Documents – Community of Practice (AED COP) Harmonized Testing Guidance at https://www.dhs.gov/compliance-test-processes.

5. When developing or modifying software that generates electronic content (e.g., an authoring tool that is used to create html pages, reports, surveys, charts, dashboards, etc.), the contractor shall ensure software can be used to create electronic content that conforms to the Section 508 standards.

6. Contractor personnel shall possess the knowledge, skills and abilities necessary to address the applicable revised Section 508 Standards for each ICT.

7. Exceptions for this work statement have been determined by DHS and only the exceptions described herein may be applied. Any request for additional exceptions shall be sent to the Contracting Officer and a determination will be made according to DHS Directive 139-05, Office of Accessible Systems and Technology, dated January 29, 2016 and DHS Instruction 139-05-001, Managing the Accessible Systems and Technology Program, dated January 11, 2017.

8. Where ICT conforming to one or more requirements in the Revised 508 Standards is not commercially available, the agency shall procure the ICT that best meets the Revised 508 Standards consistent with the agency's business needs, in accordance with 36 CFR E202.7. 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) according to DHS Directive 139-05, Office of Accessible Systems and Technology, dated January 29, 2016 and DHS Instruction 139-05-001, Managing the Accessible Systems and Technology Program, dated January 11, 2017 and 36 CFR E202.6.

SECTION 508 REQUIREMENTS INSTRUCTIONS TO OFFERORS

Instructions to Offerors

1. For each commercially available Information and Communications Technology (ICT) item offered through this contract, the Offeror shall provide an Accessibility Conformance Report (ACR). The ACR shall be created using the Voluntary Product Accessibility Template Version 2.2 508 (or later). The template can be found at https://www.itic.org/policy/accessibility/vpat. Each ACR shall be completed in accordance with all the instructions provided in the VPAT template. Each ACR must address the applicable Section 508 requirements referenced in the Work Statement. Each ACR shall state exactly how the ICT meets the applicable standards in the remarks/explanations column, or through additional narrative. All "Supports", "Supports with Exceptions", "Does Not Support", and "Not Applicable" (N/A) responses must be explained in the remarks/explanations column or through additional narrative. The offeror is cautioned to address each standard individually and with specificity, and to be clear whether conformance is achieved throughout the entire ICT Item (for example - user functionality, administrator functionality, and reporting), or only in limited areas of the ICT Item. The ACR shall provide a description of the evaluation methods used to support Section 508 conformance claims. The agency reserves the right, prior to making an award decision, to perform testing on some or all of the Offeror's proposed ICT items to validate Section 508 conformance claims made in the ACR.

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

3. For each commercially available authoring tool offered that generates electronic content (e.g., an authoring tool that is used to create html pages, reports, surveys, charts, dashboards, etc.), the Offeror shall describe the level of Section 508 compliance supported for the content that can be generated.

4. The offeror shall describe plans for features that do not fully conform to the Section 508 Standards.

SECTION 508 REQUIREMENTS ACCEPTANCE CRITERIA

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