REQUEST FOR QUOTE (RFQ)
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ATTACHMENT 1

STATEMENT OF WORK

Detecting Deception and Eliciting Response Training Program

U. S. Customs and Border Protection
Office of Training and Development
Advanced Training Center
Harpers Ferry, WV

10/02/2025
Revised 6/24/2025

A. Introduction

This is a requirement for U.S. Customs and Border Protection's (CBP) Office of Training and Development (OTD) to provide rapport-based interviewing training. Rapport-based interviewing is a collection of skills that allow the interviewer to develop a level of trust with a subject for the purpose of obtaining information. This style of interviewing is non-confrontational and conversational in approach.

B. Background

CBP's mission is to safeguard the American homeland at and beyond our borders. As a result of the war on terrorism, CBP's goal was to build a comprehensive and robust training curriculum that would allow the U.S. to continue our vigilance in fighting terrorism.

CBP determined that it required improved interviewing techniques for the purpose of intelligence gathering in 2004. This requirement was most needed in the area of interdicting terrorists and weapons of mass effect. OTD was tasked with obtaining appropriate training in this area.

OTD reached out to the Office of Personnel Management and via an Inter-Agency Agreement obtained curriculum development services, instructors, and role-players/cultural experts. The training program that was developed, Detecting Deception and Eliciting Response (DDER), was first delivered in 2005.

The focus of DDER is to enhance interviewing techniques when confronting potential terrorists. This course specializes in non-coercive interviewing techniques (rapport-based interviewing) and includes classroom lectures on such topics as Behavioral Analysis, Interviewing Strategies, and the comparison of High-Context and Low-Context Cultures.

C. Scope

This is for training support in Harpers Ferry, WV at the Advanced Training Center (ATC) ~~for a base year plus four, one-year options contract.~~ There can be up to 24 sessions of DDER training delivered per year. The number of sessions scheduled will be based on fiscal year funding.

This is a 3-day course with 2 days of scenario-based training. This contract is for the role-players/cultural experts needed to deliver the scenario-based learning portion of the curriculum.

These role-players need to have sufficient acting skills and appropriate cultural background/knowledge for these scenarios. The cultural backgrounds necessary for the current course are Latin American, South Asian, East Asian, and/or Middle Eastern. The curriculum requires four (4) role players per session.

D. Technical Requirements

1. The role-players/cultural experts needed for this training program shall have an extensive knowledge of the cultures, customs, religions, and languages from a country in Latin

America, South Asia, East Asia, and/or the Middle East. They shall be able to speak the foreign language with sufficient structural accuracy and vocabulary to participate effectively in most formal and informal conversations on practical, social, and professional topics. Shall be able to read a standard newspaper item addressed to the general reader, routine correspondence, reports, and technical materials in the individual's represented culture.

2. The role players/cultural experts shall be able to act as a character without a set script. They will be provided with the character's background, motivations, and general guidance on how to respond to certain lines of questioning. They will be provided with instructional guidelines and the scenario parameters written in the curriculum upon contract award.

   For example: The role-player would be instructed to portray a person from their national background who is applying for admission to the United States at a port of entry. They would be provided with a cover story that they would initially use when speaking to the students. They would also be provided with their true intent and motivation for it. Further guidance would be provided on specific areas that the students may address during the interview, such as, "If asked about your family members, and the students have not established rapport, then do not divulge that you have an older brother."

   The role-player would portray this part for a total of 50 minutes with each set of students. They would provide the students' coach with feedback on the students' ability to establish rapport. At the end of the 50 minutes, the role-player would provide feedback to the students on the part they portrayed, significant cultural issues that arose, and how the students could have improved rapport.

3. The role-players/cultural experts shall represent diversity across the areas named above. For example, the cadre could consist of individuals representing Mexico, Brazil, Iran, China, or Yemen. The scenarios are designed to be adapted to the country of origin of the role-player assigned.

4. The personnel provided shall be present on Days 2 and 3 of each 3-day session. They will need to be available for the entirety of the class day (8:00 AM to 5:00 PM) with a 1-hour lunch break and periodic 5- to 10-minute breaks.

5. The role-players/cultural experts shall provide appropriate attire for the parts they will play. All other equipment will be provided as specified under Government Furnished Equipment (GFE).

6. Program Cancelation and or Rescheduling. CBP will strive to ensure ordered classes proceed as scheduled. Issues outside of CBP's control, such as severe weather or unforeseen utilization of training space, may require CBP to cancel or move courses. In the event course cancellation needs to occur, CBP will strive to provide ample notice to the contractor. However, in all cancellation events, cancellation of courses will be done

through a bilateral, partial termination for convenience in accordance with FAR 52.212-4(l).

E. Supporting Information

1. Place of Performance

Training will be conducted at the Advanced Training Center, 440 Koonce Road, Harpers Ferry, WV, 25425.

2. Government Furnished Information, Material, and Equipment

No Government Furnished Information (GFI), Government Furnished Material (GFM), Government Furnished Equipment (GFE), and other CBP-specific materials will be issued to the contractor.

3. Site Visits and Post-Course Performance

Periodic site visits may be conducted by the Contracting Officer Representative (COR) or the Government appointed Technical Representative to ensure that the role- players are acting out their roles as stated in the lesson plan.

Each session will conclude with course evaluations that have been developed by CBP and are implemented by CBP.

F. Security

Contractors supporting this project shall be U.S. citizens or legal U.S. resident. A favorably adjudicated Background Investigation is required for all contractor employees and subcontractors working on this project. In the event the Contractor Personnel do not already have federally issued identification (Common Access Card or Personal Identity Verification card), the prime contractor shall provide the documents stated in paragraphs a, b, and c below for each person working on this project. For schedule planning purposes, assume it will take 30 days to receive access.

(a) Fair Credit Reporting Act (FCRA) Disclosure Statement. The contractor is responsible for submitting digital scans of the FCRA Disclosure Statement for each employee working on this project. The contractor will maintain the original hard copies until the end of the project.

(b) Background Investigation Requirements Determination (BIRD) Form – Sections A & B. The contractor is required to submit all files to the COR using the fillable .pdf file provided with the RFP. CBP will not accept handwritten forms.

(c) CBP Form 77, Contractor Employee Background Investigation. The contractor is required to submit all files to the COR using the fillable .pdf file provided with the RFP. CBP will not accept handwritten forms.

Standard Form 85, Questionnaire for Public Trust Positions. Following submission of the FCRA Form, BIRD Form, and CBP Form 77, CBP will set up an eAPP account for each employee. Employees are required to go online to the eAPP website to complete the SF 85. An example SF 85 is provided with the RFP so the contractor personnel will know what information they will need to provide when completing the SF 85 online. CBP will only accept SF 85 forms completed and submitted on the eAPP website. eAPP accounts are time sensitive. Contractor personnel must complete and submit their SF 85 on the eAPP website within 30 days of account establishment or the eAPP system will terminate their account.

This information shall be provided in writing to the ATC Security Manager a minimum of three full working days (72 hours) prior to the start of the project. If during the project an additional employee(s) is required to come on site, the same information will be required a minimum of three full workdays (72 hours) in advance of the employee(s) arriving on site. The Contracting Officer will not issue a Notice to Proceed (NTP) until the contractor states in writing that they have enough personnel cleared to adequately begin work.

The Government is not responsible for delays caused by security clearance procedures. Contractors are urged to submit accurate personnel information as early as possible to avoid delays.

Contractor employees or subcontractors that act in a manner that jeopardizes the security of the ATC or violates the ATC security policies (including any type of misconduct) will have their access privileges revoked. CBP is not responsible for any delay to the project due to contractor employee/subcontractor removal.

Each contractor employee/subcontractor will receive a temporary/visitor ATC badge which must always be displayed while on campus. The temporary badging process can take up to two hours to complete.

G. Special Considerations

The work shall comply with all current applicable Federal, State, and local regulations/codes/laws, and with all other applicable laws and regulations governing development, design, and construction at the site, whereby the most stringent of the applicable regulations/codes/laws is applicable.

The Contractor shall be licensed to work in the State of West Virginia if necessary. The Contractor shall field verify all aspects of the project. The Government will not be responsible for Contractor oversight.

The Contractor shall be responsible for **repairing/replacing/restoring** any area or items damaged due to the performance of this work.

The Contractor shall enter and exit the ATC as directed by government personnel. The Contractor shall not disturb the operations of the Campus.