U.S. Customs and Border Protection
Port of New York/Newark
STATEMENT OF WORK
Kenneling & Dog Walking Services
PR 20158601

1.OBJECTIVE: The purpose of this procurement is to secure commercial kennel facilities and services that will most effectively support the United States Customs and Border Protection (CBP) Canine Enforcement Program and the mission of the CBP. Services are to include quality and reliable canine (dog) walking. Exercise is defined as taking a dog out of its' primary or secondary residence, with the purpose of walking on a lead or leash within the confines of the kennel.

This procurement will be for a five-year beginning July 1, 2026, through June 30, 2031

2. SCOPE OF WORK: As needed, the contractor(s) shall provide all of the labor, materials, supervision, and facilities necessary to satisfy the kenneling requirements of the Canine Enforcement Program, Customs & Border Protection at the location. The number of canines to be kenned will be 0-30 dogs. The number of canines is subject to change according to the demands of their service and/or emergency situations. The canines' work address is as follows:

US Customs and Border Protection
Newark Liberty International Airport, Terminal B
Newark, NJ 07114

2.1 All kenneled canines must be accessible and retrievable for duty 24 hours a day, 7 days a week. Regardless of the time of day, a CBP K-9 Officer must be able to retrieve his/her assigned canine within 10 minutes of their arrival at the kennel. To meet this requirement, the contractor shall provide each CBPO with the necessary means of access (e.g., keys) to independently retrieve their canines.

2.2 The contractor shall ensure that only authorized kennel personnel have access to CBP canines. Access to and contact with CBP canines by the general public and other animals including, but not limited to, privately kenneled animals is strictly prohibited at all times. Contact between kennel personnel and CBP canines is to be limited to only what is necessary to accomplish required tasks.

2.3 The contractor shall ensure that kennel personnel do not identify or point out to anyone the identity and location/runs of CBP canines. At any time, information about the CBP canines should not be disseminated to anyone other than CBP K-9 Officers.

2.4 In addition to providing suitable space for the canines, the contractor shall ensure that the kennel, accessible buildings, break areas, and curtilage are kept clean. At all times, the entire kennel site shall be kept in a condition that will not pose a danger to the canines or the CBPO. The kennel site shall be kept in an acceptable sanitary condition. (See Paragraph 4 entitled Sanitation).

2.5 Contracting Technical Representative (COR) will be appointed to monitor contractor performance and coordinate technical and administrative matters with the Contracting Officer. The COR may conduct a semi-annual review and will provide a report to the Contracting Officer after each review. The COR may conduct additional reviews. The COR or technically qualified canine officer will be identified in the contract.

2.6 CBP canines are working dogs, not pets boarded while their owners are on vacation. These canines work 8 – 16 hours a day, often in high stress situations. Absent very unique circumstances, no CBP canine will be younger than one year old. The primary purpose of CBP canines is to utilize their extensive training to locate illegal contraband before it enters/exits the United States. Therefore, it is important for these canines to rest while they are in the kennel facility.

CBP canines must have full access to their outside run during daytime hours, seven days a week. **This shall not be less than 11 hours each day, including times when the facility is closed to the public. CBP canines should not be "locked- in" except for the period of time when runs are being cleaned or sanitized, absent extreme heat/cold conditions.**

3. FACILITY AND RUN REQUIREMENTS: The kennel facilities must be situated in a location that will be quiet and secure from the public. The facility must provide an environment conducive to the canines obtaining adequate rest. Audible and visual distractions are considered detrimental. These are extremely important requirements that are necessary in order to maximize the actual working hours of the canines, and to not diminish their effectiveness.

Regardless of the kennel type, only one canine shall be in each kennel run at any one time. Depending on the facility layout, it may be necessary for CBP to rent an empty "buffer" run to separate CBP canines from privately kenneled animals. If a buffer kennel is rented, it shall remain empty at all times. Except for immediate emergency situations (CBP Watch Commander must be immediately notified), CBP canines cannot be placed in shipping crates or wire cages at any time. Kennel staff will situate CBP runs in a location that will keep all the canines in one area. CBP will rent one "buffer" run at retail prices when accommodations at the facility would be booked at 100% capacity. When the kennel is not at 100% capacity the run immediately adjacent to a CBP canine will be left vacant at no cost to the Government. Any run(s) vacated due to a Temporary Duty (TDY) assignment will be left vacant until the canine'(s) return, at no cost to the Government.

NOTE: Kennel staff must notify the Canine Supervisor and Mission Support in advance of bookings that will initiate the rental of a "buffer" run. Failure to provide

advance notification could result in non-payment of the "buffer" run for the period covered.

3.1 Floor and Dog Runs: The kennel building shall be constructed with concrete foundations and subfloors. Kennel run floors will be a sealed hard, non-skid surface (i.e., sealed concrete or tile is acceptable). All concrete surfaces will be sloped and constructed to allow for adequate drainage for flushing stools and urine from the kennel run. Pooling of liquid is not permitted. Other floors and pathways should be of a non-skid surface for adequate drainage for flushing stools and urine from the kennel surface. Toys or other ingestible objects and materials are not permitted in the kennel runs. The only items permitted in the dog runs are the non-porous dog bed, water bucket, and feed dish.

3. 2 Kennel Runs: Only indoor/outdoor kennel runs will be considered by CBP. A guillotine type drop door is permissible for the indoor/outdoor runs. All kennel runs shall be disinfected with veterinary approved chemicals (See Paragraph 4 on Sanitation). Each kennel run will have a minimum of twenty-four square feet, not including the sleeping area. No dimension of the kennel run shall be less than three feet.

3.3 Kennel Run Barriers: If kennel runs use a common barrier to separate adjacent runs, the barrier shall be from the floor to the chain link or canopy top to prevent cross contamination between runs. The barrier must consist of a solid or composite wall at least three feet six inches in height from floor. The remainder of the barrier shall either be a solid wall or wire mesh fence.

3.4 Sleeping Areas/Platforms: Kennel runs will be equipped with a raised sleeping platform. Sleeping platforms shall be of non-porous materials (e.g., stainless steel, fiberglass). The platform shall be of adequate size to accommodate the dog. If the enclosed bedding area is attached to the kennel run, it will have two solid walls between the adjacent kennel runs with chain link ends. If the enclosed bedding area is separate from the kennel run it must have four solid walls with an access opening on one end. Access doors to the inside sleeping area, of an indoor/outdoor kennel run, shall be a minimum of 40" high and 28" inches wide.

3.5 Canopies and Chain Link Tops: Indoor/outdoor and outdoor kennel runs shall be covered with a canopy that will provide shade during all daylight hours. All kennel runs shall be covered and secured in a manner that would prevent the dog from jumping or climbing out.

3.6 Ventilation: All types of kennel facilities and kennel runs shall have fresh air either through windows, doors, vents or air conditioning. The minimum air temperature shall not be less than 50 degrees F. The maximum air temperature shall not be more than 90 degrees F. A climate control system must be in place to ensure these requirements are met at all times.

3.7 Fencing and Gates: Wire mesh fence will be utilized on the runs and gates. The fence will be at least 11-gauge material for 2-inch mesh or at least 13-gauge for 1 ¼-inch mesh.

Access gates to each run and sleeping area will have a positive latching system to prevent the dogs from jumping against the latch and accidentally opening the gate. Kennel facilities shall have double gates/doors that require the dog to go through two secure gates/doors to enter/exit the facility and grounds.

Security fencing shall surround all outside runs and break areas. The fence shall be not less than 11-gauge steel wire mesh chain link fence. The fabric height, from ground to top of fence, shall be between 6' and 8' at all locations. No fence will be located so that the features of land (its topography) or structures defeat its purpose by allowing passage over, around, or under the fence. The fence shall be kept in good repair at all times. The purpose of this requirement is to restrict access to the kennel from outside. As such, all fencing must meet this requirement.

3.8 Lighting: The kennel compound, kennel runs, and parking lot will be sufficiently lit to provide security and to allow for safe nighttime activity in removing or returning canines to their kennel runs. All accessible areas will be lit, either by motion sensors or permanent lighting.

3.9 Kennel Construction: The government will not reimburse the contractor for any construction, remodeling or repairs.

4. SANITATION: Kennel runs and sleeping areas shall be disinfected at least every four (4) calendar days with a veterinarian approved disinfectant solution and shall be rodent and pest free. Kennel runs shall be washed, and stools shall be removed from the runs as often as necessary. Stools, urine and waste dog food shall not be allowed to remain in a run for more than one (1) hour during required staffing hours (See Paragraph 8.4, Staffing Hours). All stools shall be removed within one (1) hour after the facility opens for business or no later than 9:00 a.m. on days when the kennel is not regularly open for business.

All chemicals shall be stored away from any food items, capped and in the original labeled containers. Chemicals not in the original container shall be clearly marked. All disinfectants used for cleaning shall have the approval of the Environmental Protection Agency or the State.

4.1 Food and Water Areas: Kennel personnel shall clean food and water utensils every day with hot soapy water. Kennel personnel shall clean utensils used in preparation of food immediately after each food preparation period. Stainless steel feed and water pans shall be used. Empty dog food bags shall be removed and disposed of in a covered container. All food shall be stored in a covered, rodent proof storage container. The area will be rodent and pest free. The contractor shall provide a refrigerator for special diets and medications. Medication will be properly labeled and stored in the refrigerator, if necessary. If the water supply comes from an underground well, it must be tested and approved for human consumption (potable). The kennel shall have potable hot and cold running water. CBP K-9 Officers shall have 24-hour access to the potable hot and cold running water. Self-waterers will not be permitted.

4.2 Health: The contractor shall ensure that the CBP canines are not kenneled in the same room with any animals that are quarantined or are under medical treatment. The kennel must have an isolation area to accommodate those animals currently under quarantine or medical treatments. The contractor will ensure that ill CBP canines will be kenneled and in a different room from other ill privately boarded dogs. The kennel shall have First Aid Kits for personnel and animals. The contractor shall have written procedures to educate employees on how to handle animal-related injuries.

When a CBP canine requires medication, and the assigned CBP K-9 Officer is off-duty, the CBPO shall make arrangements with the kennel personnel to administer the CBP provided medication to the canine as prescribed at no additional cost to the Government.

The contractor shall observe the appearance and activity of the dogs for signs of illness, wounds, disease and discontent. The contractor shall specifically watch for signs of injury or other changes in the canines' physical condition.

In the event a CBP owned animal is injured or becomes ill, the contractor will contact the canine supervisor or handler immediately upon determining if the canine is injured or ill. During the required staffing hours (See Paragraph 8.4, Staffing Hours), this contact shall be made within one hour of determining whether the canine is injured or ill. If he/she is unavailable, contact the CBP Duty Supervisor or Watch Commander. If it is an emergency, and a canine supervisor cannot be contacted, the contractor will take the ill or injured canine to the pre-designated veterinarian. The name and contact information of the authorized veterinarian will be provided by CBP after contract award. The contact names, titles, and phone numbers of all canine personnel will be provided after contract award.

In the unlikely event a CBP canine passes away, CBP personnel will take possession of the dog and dispose of the remains at an off-site location. No CBP canine shall be buried or disposed of by kennel personnel.

4.3 Bathing: The contractor's facility shall have a bathing utility available to bathe the canines. The kennel facility will provide one bath per canine per month included in the established rental fee. CBP Officers will coordinate bathing of their respective canines to fit the contractor's bathing routine.

4.4 Debris: The compound area where the kennels are located shall be free of all refuse, garbage, trash, and debris. Seeded areas within the compound shall be mowed/chopped and kept free of brush and tall vegetation that could pose a health hazard to the dogs, handlers, or other individuals entering the premises.

4.5 Flea and Tick Prevention: The kennel and surrounding areas shall be treated to prevent infestation of fleas and ticks. These areas shall be treated on a semi-annual basis, at a minimum.

4.6 Break Areas: When CBP canines are in the break areas, the area shall be kept free of all toys, e.g., tennis balls.

When a CBP canine breaks, there shall be only one dog per "break area". No privately boarded canine shall break at the same time in the same area as CBP canines. Break areas shall be kept clean. Stools and waste shall be removed promptly.

4.7 All walls and fences in CBP kennel holding areas will be scrubbed and disinfected at a minimum of once per month.

4.8 All porous surfaces in kennel runs will be sealed with non-toxic sealant to minimize waste liquids from absorbing into the surfaces. This should be done at a minimum of once per calendar year or as needed. The COR must be notified before the start of new sealant being done.

4.9 Any painted kennel runs with chipping paint will immediately be painted to stop paint chips from getting ingested by CBP K-9's.

4.10 All runs will be dry before any k-9 is placed back in that section. At NO time should any CBP k-9 be placed in a freshly cleaned run or any run with standing water or overly wet conditions.

4.11 Kennel Floors must be dried properly after cleaning before letting canines in to ensure their safety and well-being.

5. FOOD: The contractor shall provide all food, supplies, and equipment necessary to perform the services. This includes items such as stainless-steel feed and water pans, cleaning supplies and equipment, disinfectants etc. The amount shall be the suggested label serving size provided by the food manufacturer unless special rations are approved by the COR. The acceptable range for the key nutritional factors is:

Energy density	4.0 to 5.5 kcal ME/g DM
Fat	15 to 40 % fat DM or 30 to 65% of calories from fat
Soluble carbohydrate	39 to 55% NFE DM or 20 to 50% of calories from NFE
Protein	22 to 32% protein DM or 18 to 25% of calories from protein
Digestibility	DM digestibility >80%

Once a standard, approved brand of dog food is established, any change must be approved in advance by the CBP designated veterinarian. Special rations for dietary or medical purposes must also be approved in advance by the CBP designated veterinarian.

ADDITIVES: A majority of commercial dog foods do not contain medication to prevent heartworm or hookworm infections. CBP K-9 Officers are responsible to ensure that their respective canine is properly medicated against parasites.

5.1 The contractor will be required to provide a pre-negotiated price for kenneling without the cost of food included. This is in the event the CBP canine is required to have food provide by CBP for health reasons.

6. FEEDING: The kennel personnel shall be responsible for feeding the dog(s) according to the following schedules. All CBP canines, at the kennel at 8:00 am, shall be fed at 8:00 am or within one hour of the vendor opening for business. The frequency of feeding for each canine will be addressed on a case-by-case basis as designated by each respective CBP K-9 Officer and approved by the Canine Supervisor. The Canine Supervisor must approve any changes to a canine's feeding schedule.

Kennel personnel feeding the dog shall complete the Food & Stool Chart on a daily basis. The assigned CBP K-9 Officer has the responsibility and is accountable to ensure the Food & Stool Chart is completed each day. The Chart will be provided separately by the COR after contract award.

7. DOG WALKING - Each canine shall receive fifteen minutes of exercise twice a week. Accurate logs of the exercise are to be maintained at the kennel site. The number of canines to be walked will be 0-30. The number of canines is subject to change according to the demands of their service and/or emergency situations.

7.1 These canines work 8 – 16 hours a day, often in high stress situations. The dog walker must maintain a state of physical readiness and adhere to scheduled times and consider the specific needs of each dog.

7.2 Canines MUST be in the company of the dog walker and at no point can be left unattended.

7.3 The dog walker must ensure the safety of the CBP canines by using appropriate leashes and harnesses. They should be vigilant about potential hazards to prevent any accidents.

7.4 The dog walker should observe the dogs for any signs of illness or distress and report any changes in behavior or health to CBP Listed Supervisors and or Chief.

7.5. The dog walker should provide fresh water during and after walks.

7.6 The dog walker must maintain clear communication with the Kennel Staff and CBP Canine Staff which includes providing updates on the dogs' behavior and any incidents during walks.

7.7 The dog walker is responsible for cleaning up after the dogs including picking up waste during walks to maintain cleanliness.

7.8 The dog walker should possess pet first aid certification and be able to pass a criminal background investigation.

7. VETERINARY SERVICES: In the event that a CBP canine becomes ill or is injured, the contractor shall contact the Canine Supervisor immediately. During non-business hours, weekends, federal holidays or if the Supervisor cannot be reached within a reasonable time the contractor shall contact the Watch Commander at Newark Liberty International Airport. The CBP designated veterinarian should also be advised, and any medical documentation should be forwarded.
In immediate care or life-threatening situations, the CBP Canine's health and safety is paramount. In these instances, the Vendor shall ensure that immediate first aid or care to stabilize the animal is provided. Once the animal is stable the Supervisor or Watch Commander must be immediately notified.

Contact information and numbers will be provided at award.

Veterinarian – Red Bank Veterinary Hospital 100 Schulz Dr, Red Bank NJ 07701

NOTE: Should medical treatment be necessary, the contractor assumes all liability for the canine and any charges that are incurred as a result of not contacting the appropriate Government Officials listed in this Statement of Work.

8. GENERAL REQUIREMENTS:

8.1 Protection: The contractor shall have a plan for emergency procedures. A copy of the local fire evacuation plan shall be posted in the kennel. The contractor will provide fire extinguishers on site to extinguish common construction materials and/or electrical fires. The contractor will ensure that the fire extinguishers are inspected and maintained in accordance with the local/state/federal fire regulations. The contractor shall have business insurance as required by the appropriate state and local governments and municipalities.

8.2 Natural Disaster/Extreme Weather and or any type of power failure: The kennel will provide an emergency generator with sufficient fuel to maintain constant electrical power to the facility.

The COR shall make periodic unannounced inspections. The contractor must be certified to provide kenneling services, if required, by the appropriate local and state government municipalities.

8.3 Escaped Dog Plan: The contractor shall have a written plan for handling the "escaped dog" scenario. The plan shall define what steps are taken to notify the owner, advertise in local publications, etc.

8.4 Personnel: If required by the state, the kennel manager must be certified to manage a kennel facility. If the kennel manager is replaced, the contractor will provide notification to the COR immediately.

8.5 Staffing Hours: The kennel facility shall be staffed continuously, on site, by at least one employee; these hours are the active dog hours for the CBP canines. This presence will ensure that the requirements for ill canines (Paragraph 4.2 Health) and the requirements for stool removal (Paragraph 4 Sanitation) will be met during these active dog hours. Owners live on premises of the facility. Business hours: Mon – Fri 0900-1200 & 1600-1800; Sat 0900-1200. Closed Sunday & Holidays.

8.5 Access: All canine officers will require twenty-four (24) hour access to the portion of the kennel facility used to kennel the CBP canines. CBP K-9 Officers must be able to retrieve their assigned canine within 10 minutes of their arrival at the kennel. Under no circumstances should a member of the public, or any other unauthorized person, have access to the CBP canines. If key type door locks or padlocks are used for after hour's security, the contractor will provide a key (or sets of keys, as appropriate) to each assigned Canine Enforcement Officer. All entry/exit points will be locked after hours or when unattended. All dog runs shall be secured. Kennels shall have double gates/doors, at minimum, to enter/exit the facility and grounds.

8.6 Record Keeping: The contractor will keep a record of all CBP canines kenneled at the facility during each 30-day/monthly billing cycle.

9. PARKING: The contractor shall have available parking spaces, on facility grounds, to accommodate government-owned vehicles of CBP personnel who are on duty or who are working with the dogs. Sufficient parking and a safe, lighted area to load and unload dogs are required (See Paragraph 3.9 Lighting). Twenty-four-hour access to the parking area is required.

9.1 Parking Spaces: All parking spaces should measure, at a minimum, nine (9) feet wide by twenty (20) feet in length. If parallel parking spaces are provided, the lanes between the lane-side parking spaces and either a structure or other parallel parking spaces shall be a minimum of eight (8) feet wide. If diagonal parking spaces are provided, the lane should be a minimum of fifteen (15) feet wide. These lane widths will allow for maneuvering and traffic.

10. LOCATION: The kennel shall be located within a 30-mile radius from the work site and shall be located within the United States.

11. SAFETY/MAINTENANCE ISSUES: All issues that present safety or health hazard will be addressed as soon as possible by the CBP COR and Supervisor with the owner/manager of the kennel and must be rectified as quickly as reasonably possible.

12. All of the requirements listed in this Statement of Work must be met by, and after, the date the contract is awarded. Failure to meet and maintain all provisions of the Statement of Work is sufficient cause for CBP to withdraw from the contract with no further liability.

13. GENERAL INFORMATION – Disclosure of Information
Any information made available to the contractor by the government, or its customers, shall be used only for the purpose of carrying out the provisions of this contract. This information shall not be divulged or made known in any manner to any person except as may be necessary in the performance of the contract. In the performance of this contract, the contractor assumes responsibility for the protection of the confidentiality of government records. The contractor will adhere to the requirements found in Part 24 of the Federal AcquisitionRegulation, Protection of Privacy and Freedom of Information.

14. PROCEDURES FOR PAYMENT
Payment requests shall be submitted electronically through the U.S. Department of the Treasury's Invoice Processing Platform System (IPP). "Payment request" means any request for contract financing payment or invoice payment by the Contractor. To constitute a proper invoice, the payment request must comply with the requirements identified in FAR 32.905(b), "Payment documentation and process." The IPP website address is: https://www.ipp.gov.

A courtesy e-mail notification upon invoice submission in IPP shall be sent by the Contractor to Jennifer Lonczak jennifer.lonczak@cbp.dhs.gov.