Statement of Work (SOW)

For The

Renewal of CorpTen Annual Maintenance & Support

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1. BACKGROUND

Under the authority of Title I, Sec. 101 Homeland Security Act of 2002 as amended, the Department of Homeland Security (DHS) was established to prevent terrorist attacks within the United States; reduce the vulnerability of the United States to terrorism; and minimize the damage, and assist in the recovery, from terrorist attacks that do occur within the United States.

The mission of the Customs and Border Protection (CBP), Air and Marine Office (AMO), the world's largest law enforcement air force, is to protect the American people and Nation's critical infrastructure through the coordinated use of integrated air and marine forces to detect, interdict and prevent acts of terrorism and the unlawful movement of people, illegal drugs and other contraband toward or across the borders of the United States. The Air and Marine Operations Center (AMOC), as a national law enforcement entity, plays an integral role in protecting the American people from acts of terrorism and smuggling across the borders of the United States.

2. SCOPE

This procurement is for the renewal of CorpTen annual software and service maintenance for AMOC. The contract is firm fixed price.

3. APPLICABLE DOCUMENTS

Section 508 Requirements
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): CorpTen
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: Does not apply
Applicable 508 requirements for software features and components (including Web,

desktop, server, mobile client applications): All requirements in Chapter 5 apply, including all WCAG Level AA Success Criteria Apply except 2.4.1 Bypass Blocks, 2.4.5 Multiple Ways, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 502 Interoperability with Assistive Technology, 503 Application, 504 Authoring Tools

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

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

2. 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 November 12, 2018 and DHS Instruction 139-05-001, Managing the Accessible Systems and Technology Program, dated November 20, 2018.

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 2.0 508 (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 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.
3. The offeror shall describe plans for features that do not fully conform to the Section 508 Standards.

Acceptance Criteria

1. 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.

4. SPECIFIC TASKS

The contractor shall extend maintenance & support services for the CorpTen UniTrac and Evolution systems located at the AMOC and the AMOC COOP locations.

5. DELIVERABLES AND DELIVERY SCHEDULE

Delivery to the point of contact provided in section 7 is required prior to the expiration of the existing support contract.

6. GOVERNMENT-FURNISHED EQUIPMENT AND INFORMATION

Government furnished equipment is not applicable as this is an order for software and licensing.

7. PLACE OF PERFORMANCE

[redacted]
Air and Marine Operations Center
1355 Customs Way
BLDG 605C
March ARB, CA 92518
[redacted]

8. PERIOD OF PERFORMANCE

September 1, 2026 through August 31, 2027

9. SECURITY

The work will be UNCLASSIFIED as this is the delivery of software and licensing.

10. SPECIAL CONSIDERATIONS

Nothing to report.