

**U.S. CUSTOMS AND BORDER PROTECTION
OFFICE OF INFORMATION AND TECHNOLOGY**

STATEMENT OF WORK (SOW)

LAW ENFORCEMENT INVESTIGATIVE DATABASE (LEID)

PR 20132852

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1. BACKGROUND

The Office of Information and Technology (OIT) Information Resources Center (IRC) is responsible for the coordination and consolidation of the procurement of information and research services used by authorized Customs and Border Protection (CBP) employees.

The IRC mission is to provide CBP offices with effective technology and research tools that offer trustworthy and vetted content to meet the research and information access needs of CBP mission critical responsibilities while streamlining costs that foster efficiency throughout the agency.

The purpose of this acquisition is to continue to provide CBP organizations with access to a law enforcement investigative database that aggregates data and maintains a secure proprietary repository of public data and reporting features that support the research and investigative functions that help enforce U.S. customs and border security laws and regulations.

2. SCOPE

The investigative database will support research and analysis activities for several CBP Offices that currently include U.S. Border Patrol, Field Operations, Air and Marine, Professional Responsibility, Intelligence, Information and Technology, Finance, Chief Counsel and Trade. While the various CBP organizations that will make use of this resource have diverse missions, it is imperative that this database provides access to all functionalities listed below to (b)(7)(E)

(b)(7)(E)

3. OBJECTIVES

The Law Enforcement Investigative Database (LEID) tools and resources shall help examine individuals and entities to determine their admissibility to the U.S. and their proclivity to violate U.S. laws and regulations. The LEID shall provide access to the tools and resources that CBP users need to conduct real-time research for regulatory compliance and authentication of people, assets, organizations of interest, and facilitate trade operations. The ability to access this information on web based, mobile, and integrated platforms is an essential analytical aid for the (b)(7)(E) authorized CBP users that need to identify companies and significant persons of interest, using only partial information if necessary, and must create detailed analytical tracking charts and graphs for briefing senior leadership. The LEID shall provide access to an Extensible Markup Language (XML) integration system, compatible with CBP law enforcement systems, which will permit efficient queries across all systems and get relevant results in real time.

4. REQUIREMENTS/TASKS

For CBP law enforcement and legal offices to accomplish their missions, the LEID must provide the following features and products, with unrestricted user access through a centralized web-based platform and through system-to-system Application Programming Interface (API) capabilities:

Database General Requirements

- Real-time access, 24/7, 365 days
- Comprehensive data (collection of data, content sources, multiple reporting capabilities, advanced search, and filtering tools)
- Real-time analysis
- Ability to pull complete records using limited known information about the subject
- Access to national, state, and local law enforcement public records data
- Ability to get through one search linked results with law enforcement data from across the United States, state and local law enforcement data, and national public records data
- Ability to sort and refine/filter displayed search results
- Ability to view linked associated entities/people from search results in a report displayed geo spatially on a map or on a link analysis chart
- Search open-source records to associate search subject with news articles and other information
- Search capability for current and large volume online batching: phone, people, real-time arrests and incarcerations, real estate records that include temporal and apartment information for residential addresses, utility bills, with detailed information, businesses, work affiliations, and motor vehicle registration (MVR), watercrafts, aircrafts
- Ability to import results from different file formats to generate integrated reports
- Aggregated searching capabilities such as pulling images from other resources and integrating them through API with LEID
- Ability to incorporate diverse images from different law enforcement sources to perform facial recognition
- Retrieval of photographs (from driver's license) for all people searches
- Ability to identify/track individual associated with Transnational Crime Organizations (TCO) utilizing social media
- Ability to search anonymously on the open, deep, and dark web from a variety of different data sources
- Comprehensive jail booking data with real-time alerts of incarcerations from all states and DC
- Integration of incarceration records with photographs
- Cell phone geolocation analysis from cellular providers with location and cell tower data
- System integration using secure XML options
- Ability to support all current smartphones Operating Systems (OS) (Android, Blackberry, iOS) and mobile browsers when OS updates occur
- Encrypted logging
- Last log in record availability
- Linked technology and systems capability to perform data analysis and create a record of an individual immediately from all available public and law enforcement resources
- Ability to connect with other devices and share information
- Detailed monthly usage reports
- On-demand new user training provided on-site or online
- On-demand online or on-site training to provide specific investigative research solutions and role-based depending on groups functions
- System to System Application Programming Interface (API) features:
 - Ability to support XML functions averaging ten million searches per year for the same data sets that are supported through the web-based platform
- 24/7 help desk call center

Content and Information Types

- Comprehensive people and business information
- Customized comprehensive report capability
- Vehicles information (cars, trucks, motorcycles, watercrafts, and aircrafts)
- Registrations (cars, trucks, motorcycles, watercrafts, and aircrafts)
- Addresses
- Business information (name, location, connections, ownership, etc.)
- Financial information (people and businesses)
- Motor vehicle registration in all fifty states (current)
- Driver' licenses
- Court records (criminal, civil, bankruptcy and sex offenses)
- Property records
- Current phone numbers (cell and landline)
- Caller ID names
- Reverse phone lookups
- Cell phone records
- Email addresses and reverse email lookups
- Voice over Internet (VoIP)
- Carrier information
- Credit bureau reports
- Vital records reports
- SSN identification (unmasked)
- Professional licenses
- Dun and Bradstreet reports
- Virtual identities
- Incarcerations (current)
- Photo images (current)
- Sex-offender and sex-offender photograph searches
- Criminal search and image report
- News (newspaper sources)
- Access to dark web data resources
- Federal Aviation Administration (FAA) Aircraft and FAA Airmen information

Content and Information Coverage

- Provide data linking connections among individuals, incidents, activities, and locations.
- Ability to display, detect, and analyze patterns and trends in incidents and individuals.
- Provide reporting tools with ability to print or email customized sections or complete reports.
- Ability to display data connections with link charts and Google maps
- Provide web analysis (email address, IP address locator, social media monitoring, web presence, and news articles)
- View and integration of cross jurisdictional data with agency data to generate comprehensive investigative reports, linking all data types
- Cell phone and mobile devices geolocation including detail call record history analysis
- Information on phone numbers and businesses in Canada and Mexico

Technical Requirements:

Capabilities and Functionalities

- Provide instant data retrieval
- Provide automatic search save results function
- Provide search functions through XML-based system integration (searching connections between CBP's internal and the vendor's external systems, which export public records to form one user interface)
- Provide XML API functions available through Simple Object Access Protocol (SOAP) and Representational State Transfer (REST)
- SOAP and REST availability 24/7, 365 days
- Ability to store searches to share with teammates
- Provide an analytical tool to link association chart creation
- Provide multiple batch queries with one command
- Provide research storage for large projects
- Provide access from mobile devices and ability to generate reports from them
- Provide direct access from internal systems to public and proprietary data within the vendor's system
- Perform organization-specific data analysis, such as scoring and ranking.
- Provide integrated geospatial recognition.
- Export data through Excel, PDF, csv, txt, docx
- Compliance with Section 508 of the Rehabilitation Act

System Security Features

- User authentication through ID-password credentials
- Encryption logging to track in-depth user searching for program review and analysis and investigative activities
- Ability to integrate data into current systems targeting platforms through system-to-system API
- National Information Exchange Model (NIEM) compliance
- Must have disclosure agreement in place to secure agency's sensitive data prior to award

Special Features/Enhancements

- Provide full mobile application access on smartphones with Internet browsing access
- No app download requirement to use the database
- Unlimited number of search results. No restriction on data returns on laptop or desktop computers
- Web platform must provide cross-browser and cross-device compatibility that include smart devices
- Ability to add geolocation analysis that can be effectively integrated alongside the other investigative information available through the database

- Ability to order reports from a mobile device and have the reports automatically saved for later reference when logged in from a laptop or desktop computer
- Ability to access data obtained from a search on a mobile device on a laptop or desktop computer without storing said data on the mobile device
- Ability to monitor Social Media activities at different channels/outlets

5. OTHER APPLICABLE CONDITIONS

a. DELIVERABLES AND DELIVERY SCHEDULE

The vendor will provide the following deliverables:

- Provide to the CBP Contracting Officer Representative (COR) detailed monthly usage reports for each CBP bill group account and their authorized users on the 10th calendar day of each month (no later than 5:00PM EST). Detailed usage reports should include date of access, username/login id, CBP account name and location, transaction name, number of transactions, and last logon date.
- Provide to the CBP COR training reports to include date, type of training, usernames, and locations, when available, on the 10th calendar day of each month (no later than 5:00PM EST).
- Coordinate all trials for current and new products or features through CBP COR.
- Coordinate all requests for encryption logging reports through the CBP COR.

b. GOVERNMENT-FURNISHED EQUIPMENT AND INFORMATION

Government furnished equipment is not applicable as this is a requirement to access an external web-based internet service.

c. PLACE OF PERFORMANCE/ACCESS

The database is located at the contractor's location and will be accessed online by users at different CBP locations in the United States and around the world.

d. DATABASE ACCESS PERIODS

Base Year: December 1, 2022 - November 30, 2023

Option Year One: December 1, 2023 – November 30, 2024

Option Year Two: December 1, 2024 – November 30, 2025

Option Year Three: December 1, 2025 – November 30, 2026

Option Year Four: December 1, 2026 – November 30, 2027

e. DISCLOSURE OF INFORMATION

The Vendor shall not use, disclose, or reproduce data, which bears a restrictive legend, other than as required in the performance of this agreement. The searches performed by CBP users are highly sensitive and access to the database is considered secured.

f. GENERAL REPORT REQUIREMENTS

The vendor shall provide monthly usage reports in electronic format with read/write capability using Microsoft Office 365 applications and Adobe Acrobat. (See section 5a.)

g. SECTION 508 COMPLIANCE

Section 508 of the Rehabilitation Act, as amended by the Workforce Investment Act of 1998 (P.L. 105-220) requires that when Federal agencies develop, procure, maintain, or use electronic and information technology (EIT), they must ensure that it is accessible to people with disabilities. Federal employees and members of the public who have disabilities must have equal access to and use of information and data that is comparable to that enjoyed by non-disabled Federal employees and members of the public.

All EIT deliverables within this work statement shall comply with the applicable technical and functional performance criteria of Section 508 unless exempt. Specifically, the following applicable EIT accessibility standards have been identified:

36 Code of Federal Regulations (CFR) 1194.21 Software Applications and Operating Systems, applies to all EIT software applications and operating systems procured or developed under this work statement including but not limited to GOTS and COTS software. In addition, this standard is to be applied to Web-based applications when needed to fulfill the functional performance criteria. This standard also applies to some Web based applications as described within 36 CFR 1194.22.

36 CFR 1194.22 Web-based Intranet and Internet Information and Applications, applies to all Web-based deliverables, including documentation and reports procured or developed under this work statement. When any Web application uses a dynamic (non-static) interface, embeds custom user control(s), embeds video or multimedia, uses proprietary or technical approaches such as, but not limited to, Flash or Asynchronous JavaScript and XML (AJAX) then 1194.21 Software standards also apply to fulfill functional performance criteria.

36 CFR 1194.41 Information Documentation and Support, applies to all documents, reports, as well as help and support services. To ensure that documents and reports fulfill the required 1194.31 Functional Performance Criteria, they shall comply with the technical standard associated with Web-based Intranet and Internet Information and Applications at a minimum. In addition, any help or support provided in this work statement that offer telephone support, such as, but not limited to, a help desk shall have the ability to transmit and receive messages using TTY.

Section 508 Applicable Exceptions

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 COR and a determination will be made in

accordance with DHS Management Directives (MD) 4010.2. DHS has identified the following exceptions that may apply: 36 CFR 1194.3(b) Incidental to Contract, all EIT that is exclusively owned and used by the contractor to fulfill this work statement does not require compliance with Section 508. This exception does not apply to any EIT deliverable, service or item that will be used by any Federal employee(s) or member(s) of the public. This exception only applies to those contractors assigned to fulfill the obligations of this work statement and for the purposes of this requirement, are not considered members of the public.

Section 508 Compliance Requirements

36 CFR 1194.2(b) (COTS/GOTS products), When procuring a product, each agency shall procure products which comply with the provisions in this part when such products are available in the commercial marketplace or when such products are developed in response to a Government solicitation. Agencies cannot claim a product as a whole is not commercially available because no product in the marketplace meets all the standards. If products are commercially available that meet some but not all of the standards, the agency must procure the product that best meets the standards. When applying this standard, all procurements of EIT shall have documentation of market research that identifies a list of products or services that first meet the agency business needs, and from that list of products or services, an analysis that the selected product met more of the accessibility requirements than the non-selected products as required by FAR 39.2. 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) in accordance with DHS MD 4010.2.

All tasks for testing of functional and/or technical requirements must include specific testing for Section 508 compliance and must use DHS Office of Accessible Systems and Technology approved testing methods and tools. For information about approved testing methods and tools send an email to accessibility@dhs.gov.

6. TECHNICAL POINT OF CONTACT AND COR

(b)(6) (b)(7)(C)

7. SPECIAL CONSIDERATIONS

a. INVOICES AND PAYMENT PROVISIONS

Invoice must be submitted at the beginning of the contract year through the Invoice Processing Platform (IPP) that manages government invoicing from purchase order through payment notification: <https://www.ipp.gov/>. For additional information, please see item I.11 in the Additional Clause Document.