



**Department of Homeland Security (DHS)  
U.S. Immigration and Customs Enforcement (ICE)  
Office of Firearms and Tactical Programs (OFTP)**

**Attachment 3  
REQUIREMENT: ICE SOFT BODY ARMOR KITS  
DRAFT Statement of Work (SOW) dated 3/8/23**

**BACKGROUND:**

The Department of Homeland Security (DHS), Immigration and Customs Enforcement (ICE) has a requirement for highly expandable NIJ Certified Level IIIA Soft Body Armor Kits with enhanced ballistic resistance for use by DHS ICE Special Agents and Officers during the performance of their duties. Vendor shall have the ability to manufacture a *minimum of 3,500 sets* of Level IIIA Soft Body Armor Kits with enhanced ballistic resistance per calendar year at the Vendor's manufacturing facility to satisfy ICE's requirements.

DHS ICE personnel may be involved in high threat assignments, both within the United States and overseas, where they face violent confrontations which may necessitate the use of deadly force. The protection afforded DHS ICE Special Agents and Officers by NIJ Level IIIA Soft Body Armor Kits with enhanced ballistic resistance is paramount to their survival in the execution of these required duties. These Soft Body Armor Kits will be stored, carried, and worn in a variety of environmental conditions by law enforcement agents.

## **REQUIREMENT:**

The Department of Homeland Security (DHS) Immigration and Customs Enforcement (ICE) has a requirement for NIJ Level IIIA certified Soft Body Armor Kits with enhanced ballistic protection as described below. for use by ICE Special Agents and Officers during the performance of their duties.

Recent testing by government testing facilities have discovered a perilous “skipping” hazard of projectiles when soft armor worn by females and males with disproportionately large chests are shot in an “as worn condition”. The hazard happens when armor is hit on the upper half of the front panel in the sloped angle above the breast. The upward slope of the soft armor allows the soft armor to flex into the area between the breasts without penetration. This flex of the armor provides resistance and changes the projectiles path upward along the soft armor and into the throat area. DHS ICE is seeking Soft Body Armor Kits that defeat this hazard in addition to standard NIJ certification levels.

The Soft Body Armor Kits that DHS ICE is seeking require the following enhanced ballistic resistance standards. The Soft Body Armor Kits shall meet or exceed standards for NIJ Level IIIA Certified Soft Body Armor and shall have the following enhanced ballistic resistance features. Soft Body Armor Kits shall include an internal removable vein behind the soft armor panel to help reduce a push of the soft armor into the area between the breasts. Soft Body Armor Kits shall include a ballistic resistant fold sewn into an elastic pouch that encapsulates the front armor panel in such a way that front armor panel will have ballistic fold protection when removed from Overt Tactical Carrier (OTC) and worn in the concealed carrier. The ballistic fold should be positioned so as to rest along the top ridge of the front panel to catch any upward moving stray projectiles. The elastic pouch is required to prevent separation of the fold from the soft armor panel when struck by projectiles with angle of attacks from 32 degrees to 43 degrees in an upward direction and to reduce bulkiness of armor.

The protection level of enhanced ballistic requirements shall be verified to meet the following specifications:

### **1. TECHNICAL SPECIFICATIONS**

- 1.1 All body armor shall be certified by NIJ to have met or exceeded the Ballistic Resistance of Body Armor Standard 0101.06 for Level IIIA.
- 1.2 In addition to 1.1 and 1.2, all body armor shall be tested by a U.S. Federal Government ballistics testing facility to meet or exceed the following enhanced ballistic resistance requirements:
  - 1.3.1. Shall prevent projectiles “skipping” off the top center of the front armor panel and then into the throat area without penetration of soft body armor panels when fired at angle of attacks from 32 degrees to 43 degrees in an upward direction.

1.3.2 Skipping refers to the projectile not penetrating through the soft body armor but is deflected off the ballistic material.

1.3.3. Top center refers to the upper center portion of the chest, specifically from the front of the breasts reward to the area between the two sternoclavicular joints at the jugular notch.

1.3.4. Angle of attack refers to the angle the projectile is fired at the body armor panel. Upward angle of attack degrees refers to the angle measured from the angle utilized in the NIJ certification protocol. The upward angle is measured from the angle normal to the soft body armor when placed on a flat surface in the NIJ certification protocol.

1.3 Shall utilize the same type, caliber, grain, and velocity as used in the NIJ certification protocol.

1.4 Shall be tested for enhanced ballistic protection in an as worn configuration using the following gelatin molds:

Male configuration: Clear Ballistics LLC - Joe Fit Torso mold with product code 852844007635 ([Clear Ballistics](#))

Female configuration: Clear Ballistics LLC - Jane Fit Torso mold with product number 852844007659 ([Clear Ballistics](#))

Gelatin: Great Lakes Gelatin - 250A ballistic gelatin

1.5 All testing data, NIJ, and US Federal Government ballistic testing facility, shall be submitted in response to this request of information.

1.6 The armor panel pattern shall approximate the current NIJ sizing schematic C1 – C5.

1.7 Soft Body Armor Kits with enhanced ballistic resistance shall be gender specific and include both “Male” designated planar (or non-structured) ballistic panels and “Female” designated non-planar (or structured) ballistic panels. A “Unisex” classification may be substituted for “Male” if the panel is non-structured or planar; however, a separate “Female” designated armor model must be included. Armor models do not need to be identical in build specifications; however, armor models are required to be of the same ballistic material construction.

1.8 Ballistic panels are not required to be of homogeneous construction. Hybrid vests, containing more than one type of

constituent product, are acceptable as are homogeneous (one type of ballistic fabric only) vests.

- 1.9 Recycled armor components are unacceptable. No armor components will have been used previously.
- 1.10 Front and rear ballistic panels shall have matching serial numbers.
- 1.11 Front ballistic panels shall have internal projectile trap along top ridge of panel to prevent projectiles from skipping ricocheting up towards neck area when shot at upward angles between 32 degrees to 43 degrees.
- 1.12 Panels may be submitted which are traditional flexible soft panels; however, the DHS ICE is allowing the submission of molded, or body formed panels for the purposes of this RFQ.
- 1.13 Each armor panel in the Soft Body Armor Kits shall have the required NIJ 0101.06 labeling in addition to a Scannable "QR" barcode of serial number to be used for asset tracking by DHS ICE.
- 1.14 Each label will also contain the following language: "Warranty period is eight (8) years from the date of manufacture."

## 2 **OVERT TACTICAL CARRIER**

- 2.1 The Overt Tactical Carrier (OTC) shall be Ranger Green and constructed of a polyvinyl/nylon material to increase ballistic performance, extend durability of the carrier, and reduce overall carrier weight. OTC shall have a minimum tensile strength of 700 pounds per square inch. The OTC and cummerbund **shall not have laser cut modular webbing.**
- 2.2 OTC shall include an internal separate vein placed behind soft armor to increase load carriage performance, provide a rigid platform, reduce fatigue, and stabilize soft armor inserts to prevent soft armor panels from bunching/sagging inside carrier.
- 2.3 The OTC shall be sized for their corresponding ballistic panels to limit movement of the panels within the carrier.
- 2.4 The OTC shall be adjustable. It is a requirement that the OTC has an internal weight suspension/distribution system.
- 2.5 The OTC should require minimal effort to don and doff.
- 2.6 The OTC shall allow for the ballistic panels to be removed for purposes of cleaning.
- 2.7 The shoulder straps shall be flexible enough (i.e., articulating) so as

not to interfere with the shouldering of a carbine.

- 2.8 The shoulder straps shall have removable Level IIIA armor inserts.
- 2.9 The OTC shall hold the armor securely against the user's body.
- 2.10 The OTC shall accept and secure appropriately sized level III/IV ballistic rifle plates (XS – XL, tall, regular, and short).
- 2.11 The strike face side of the OTC shall be constructed of a polyvinyl/nylon material to increase ballistic performance, extend durability of carrier, and reduce overall carrier weight. OTC shall have a minimum tensile strength of 700 pounds per square inch.
- 2.12 The material used inside the OTC shall be of such composition to aid with inhibiting the growth of odor-causing bacteria and/or be anti-microbial.
- 2.13 Labels, tags, or markings, if present on the OTC, shall be on the inner (body) side.
- 2.14 OTC shall exhibit high standards of construction: consistent dyes (when applicable), no loose threads, no stitching errors, no runs, or fabric imperfections.
- 2.15 The inner cummerbunds shall be adjustable, have elasticity and secure with hook and loop attachment. The hook portion shall face away from body, the loop portion shall face towards body closure on the front.
- 2.16 Outer cummerbunds shall have traditional modular webbing, have integrated NIJ certified Level IIIA armor and secure with 4" Front to Back interlocking male and female connector with a pull force of 400lbs. The buckle system shall connect front to back, as to allow single handed operation, with a center lock mechanism on the front connector. The center lock mechanism shall have a single pull at the waist for quick release and ease of operation. Buckle shall be made of Polyoxymethylene (POM), consist of 1 male 4" buckle, 1 Female 4" buckle, a center lock mechanism w/pull cord as to allow single handed operation.
- 2.17 The offeror shall be required to produce agency specific placards for the front and back with either "HSI", "ERO", "ICE", and "POLICE" (determined at time of order) in Ranger Green background with yellow letters. The offeror shall include an embroidered agency badge compliant with DHS ICE badge branding regulations to be included with each OTC. Agency placards shall be backed with hook attachment and shall be 6" (W) X 3"(H) for the front and rear placards. Agency badges shall be backed with hook attachment and be approximately 2"(W) X 3"(H) in size. Examples and specific descriptions of identity markings and badges for each agency shall be provided to s at the pre-production meeting.
- 2.18 The offeror shall produce vertical agency identifiers (HSI, ERO, or ICE to be

determined at time of order) that attach to vertical MOLLE attachment system points on OTC adjacent to the OTC buckle. The agency identifier will have a Ranger Green background with yellow letters that match in color and font with the agency placards.

### **3 CARRY BAG**

- 3.1 The carry bag should be sized appropriately to contain the Soft Body Armor Kits and general accessories.
- 3.2 The carry bag may have straps or handles.
- 3.3 The carry bag shall be of a lightweight material, durable construction and have an opening sufficient to remove the Soft Body Armor Kits.
- 3.4 The carry bag shall be black in color.
- 3.5 Carry bags shall exhibit high standards of construction: consistent dyes (when applicable), no loose threads, no stitching errors, no runs, or fabric imperfections.

### **4 Level IIIA Ancillary Armor:**

- 4.1 Ballistic accessories are intended for integrated use with the OTC; but must be separate, removable items.
- 4.2 Ballistic accessory panels shall exhibit the same construction, materials, layer counts, covering, attention to detail and quality as the Level IIIA ballistic panels with which they are supplied.
- 4.3 Ballistic accessories shall be labeled with their date of manufacture, associated vest model number, and proper orientation to the wearer ("This side toward body"). Attachment of the label shall be to the accessory outer cover, not the ballistic panel cover.
- 4.4 Strike face sides of ballistic accessory outer covers must be constructed of the same material as the OTC and be of the same color as the exterior strike face sides of the OTC panels. The inner faces of the ballistic accessories may be constructed of a lighter weight, solid material that is durable but nonabrasive and have a minimum denier of 400.
- 4.5 The items included under Soft Armor Ancillary ballistic accessories are as follows:
  - 4.5.1 One (1) collar - The collar should not interfere with the user's comfort/movement when wearing a ballistic helmet (the procurement of which is not included in this SOW).
  - 4.5.2 One (1) throat protector (must provide the user the ability to move head in a down- looking motion without interference.)
  - 4.5.3 One (1 pair) Bicep/Deltoid protector

- 4.5.4 One (1) lower back protector
- 4.5.5 One (1) lower abdomen protector
- 4.5.6 One (1) groin protector

## **5 GENERAL ACCESSORIES**

- 5.1 General accessories shall consist of eight different pouches intended to perform various functions.
- 5.2 General accessories must be constructed of the same a polyvinyl/nylon material and be of the same color as the exterior, strike face sides of the OTC.
- 5.3 Hook and loop will secure all connecting straps. Connecting straps and hook and loop shall be of the same color as the accessory set.
- 5.4 Accessories shall utilize a MOLLE attachment system (or equivalent).
- 5.5 Accessories shall exhibit high standards of construction: consistent dyes (when applicable), no loose threads, no stitching errors, runs or fabric imperfections.
- 5.6 The items included under general accessories are as follows:
  - 5.6.1 One (1) double (side by side) handgun magazine pouch to hold 9mm magazines for a variety of handgun models. Agencies shall coordinate with for specific size requirements. Representative handguns are Sig Sauer P320 and Glock 17/19. Magazines must fit snugly into the pouch to prevent rattling (but not so tight as to impede retrieval) and must not allow the magazines to contact each other (noise reduction). Approximate size 3.5" X 5.0". Magazines must be secured by means of a strap with hook and loop over the top.
  - 5.6.2 One (1) triple (side by side) handgun magazine pouch to hold 9mmmagazines for a variety of handgun models. Agencies shall coordinate with for specific size requirements. Representative handguns are Sig Sauer P320, Glock 17/19. Magazines must fit snugly into the pouch to prevent rattling (but not so tight as to impede retrieval) and must not allow the magazines to contact each other (noise reduction). Approximate size 5.0" (W) X 5.0" (L). Magazines must be secured by means of a strap with hook and loop over the top.
  - 5.6.3 One (1) double (stacked) magazine pouch to hold M4 magazines. Magazines must fit snugly into the pouch to prevent rattling (but not so tight as to impede retrieval). Approximate size 3.5" X 7.0." Magazines must be secured by means of a strap with hook and loop over the top.
  - 5.6.4 One (1) radio pouch. Approximate size is 3.5" (W) X 7.0" (L).

Radio will be secured by means of a strap with hook and loop over the top. Each agency shall provide the radio model (Motorola APX 8000 for example) that they utilize to assist the in the design of the radio pouch.

- 5.6.5 One (1) handcuff pouch, approximately 5" (L) X 3" (W) in size with a hook and loop secured cover.
- 5.6.6 One (1) large utility pouch, approximately 9.0" (L) X 5.0" (W) X 2" (D) in size with a hook and loop secured cover.
- 5.6.7 One (1) small utility pouch, approximately 5.0" (L) X 5.0" (W) X 2" (D) in size with a hook and loop secured cover.
- 5.6.8 One (1 pair) side ballistic plate pouches. Agencies shall coordinate with for specific size requirements however sizes will generally range from 5.0" X 7.0" to 6.0" X 6.0". Plates must fit snugly into the pouch to prevent rattling (but not so tight as to impede retrieval). Pouch shall be top loading and have a cover as to enclose the plate.

## **6 MEASURING**

- 6.1 Personnel receiving the Soft Body Armor Kits shall be individually measured in accordance with the 's sizing guide for a semi-custom fit of common core sizes.
- 6.2 Sizing for the female Soft Body Armor Kits shall include bust and cup size for determining the appropriate size.
- 6.3 The use of a pre-determined sizing matrix for core sizes does not invalidate DHS ICE personnel's ability to request adjustment of the panels under the fit warranty clause. The use of pre-determined sizing matrix for core sizes does not invalidate the responsibility to provide individually measured and properly fitting body armor for those individuals that fall outside the core sizing matrix.
- 6.4 The offeror shall provide two (2) representatives to measure all new agent trainees at the DHS ICE Academy in Brunswick, GA. Measuring must be in accordance with provided class schedules.
- 6.5 Measurements for Soft Body Armor Kits issued to field office personnel will be conducted by government personnel in accordance with the 's sizing guide.
- 6.6 The offeror shall provide electronic acknowledgement of receipt for all orders for administrative accountability purposes. This must be done through a separate document sent via electronic mail to the DHS ICE Body Armor Program Manager and include individual measurement data for each recipient.
- 6.7 The offeror shall provide two (2) representatives to travel to the DHS



ICE Academy in Brunswick, GA to ensure Soft Body Armor Kits issued to new agent trainees fit properly. Issuance and fitting of Soft Body Armor Kits must be in accordance with provided class schedules.

- 6.8 The Offeror may be asked to provide educational presentations to personnel who have received the Soft Body Armor Kits. The presentation shall cover specific aspects of Soft Body Armor Kits including fit, care and cleaning, capabilities, and limitations of the Soft Body Armor Kits protection. Content of the presentation is subject to the approval of the DHS ICE BodyArmor Program Manager.
- 6.9 The Offeror shall provide an instructional video which addresses topics including use, proper fit, how to don and doff the Soft Body Armor Kits, care and cleaning, storage (including storage in extreme environments), capabilities and limitations. The video shall be in "Windows Media Video" format and be up loadable to a computer. Content of the video is subject to the approval of the DHS ICE.
- 6.10 The Offeror shall provide a printable instructional bulletin which addresses the topics listed above in section 5.9. The instructional bulletin may be in PDF format.
- 6.11 The Offeror shall provide an instructional sizing/measurement video which specifically addresses the proper method of measuring both male and female personnel for their issued Soft Body Armor Kit. The file must be in "Windows Media Video" format and must be up loadable to a computer.
- 6.12 The Offeror shall provide a Soft Body Armor Kit measurement form that includes instructions for both male and female vests. The measurement form shall be in fillable PDF format. The form shall include all necessary information and measurements instructions needed to place an order. The form shall include written and pictorial instructions on how to obtain the required measurements.
- 6.13 The Offeror shall provide an electronic means of converting raw measurement data into the correct ballistic panel size for both front and back panels. This requirement means that raw physical data is entered into the system and the panel sizes are automatically calculated and displayed.
- 6.14 The Offeror shall provide electronic copies of all vest sizing patterns.
- 6.15 Government personnel shall have the final say on the correct fit for all supplied Soft Body Armor Kits.

## **7 WARRANTIES**

- 7.1 The Offeror shall unconditionally warranty all Soft Armor Kits for fit, finish and comfort for a period of not less than sixty (60) days from the date of acceptance, irrespective of who performs the measuring (i.e., Offeror representative or government personnel).

- 7.2 ULV Armor Kits and components shall carry minimum warranties from the date of acceptance. The Offeror shall provide a statement of warranty coverage for each component listed below:

|   |            |
|---|------------|
| Soft Body Armor Kits (fit, finish, and comfort)     | 60 days    |
| Ballistic panels                                    | 96 months  |
| Overt tactical Carrier (excluding ballistic panels) | 36 months. |

## **8 WARRANTY CLAIMS**

- 8.1 A written copy of the Rework/Repair Form shall be placed in each individual Soft Body Armor Kits prior to shipping, so as to be easily seen when the box is opened.
- 8.2 The Rework/Repair form shall include a pre-addressed portion at the bottom for the address of the Defensive Systems Unit. Rework/Repair form shall also contain instructions to ship the armor to the Defensive Systems Unit with a description of why the armor is being returned.
- 8.3 The Rework/Repair Form shall have the statement “NOTICE – RECIPIENT MUST IMMEDIATELY TRY ON THE ENCLOSED BODY ARMOR TO ENSURE PROPER FIT”. The form shall also clearly state the sixty (60) day warranty for Fit and Finish. These messages must appear at the top of the form and be in bold, red lettering, easy to read font.
- 8.4 The Rework/Repair Form shall include a statement that recipients are to consult their Principal Firearms Instructor prior to contacting or shipping armor or armor related items to the Defensive Systems Unit.
- 8.5 The Offeror shall provide a primary designated point of contact (POC) and an alternate POC for any matters pertaining to armor supplied under the contract.
- 8.6 The Offeror shall, within twenty-four (24) business hours, issue a Return Merchandise Authorization number (RMA#) that will serve to track the warranty claim from start to finish. The RMA is to be retained throughout the contract term. RMA#s shall be utilized for all warranty and repair work.
- 8.7 Warranty claim records shall, at a minimum, include name of personnel, DHS ICE order number (BN#), division, vest serial number, description of problem, description of action taken, date of notification, current status, date of completion, return shipping date, and shipping tracking number.
- 8.8 Warranty items shall be given top priority. Required modifications or replacement armor must be completed and shipped within ten (10) business days of receipt of original body armor. If the timeframe cannot be met, the Offeror shall notify the COR by email with an

explanation for the delay and an anticipated ship date.

- 8.9 Warranty claims shall be remedied at no expense to the government except for shipping item to the Offeror. Offeror will be responsible for return shipping(next day air) costs.
- 8.10 Soft Body Armor Kits sent back for warranty work shall not be re-serialized.
- 8.11 Replacement Soft Body Armor Kits produced for warranty claims shall maintain the serialnumber of the original Soft Body Armor Kits.

## **9 OFFEROR REQUIREMENTS**

- 9.1 Offeror shall provide proof of current liability insurance in the amount of \$5,000,000.
- 9.2 Offeror shall be capable of conducting and documenting continuous in-house quality control testing to ensure performance is maintained in accordance with specifications and standards. Further, the Offeror shall conduct a failure analysis on returned body armor or component(s) which do not function as designed or exhibit signs of an obvious anomaly. Findings of the failure analysis shall be reported, in writing, to the COR concerning the diagnosis and corrective action to correct the defect, if warranted.
- 9.3 Offeror shall forward all invoices to the DHS ICE finance office and COR within 10 calendar days in which the supplies were delivered. All invoices are required to have a unique identifying, non-duplicating number, and reflect the ship date, BPA number, delivery order number, list of supplies, proof of delivery, DUNS number, Tax Identification Number(TIN) and Offeror point of contact information including name, address, phone number and email address.
- 9.4 Offeror shall not make any alterations to the Soft Body Armor Kits design, construction, or related components without prior written approval of the Contracting Officer (CO). Based on the nature of the change, the DHS ICE reserves the right to retest the Soft Body Armor Kits, prior to issuing an approval or denial. The DHS ICE reserves the right to reject and/or have replaced, at no cost, any Soft Body Armor Kits which have been altered without prior written approval.
- 9.5 The use of sub-contractors shall be approved, in advance, by the CO.
- 9.6 DHS ICE and Offeror shall hold performance meetings twice a year, commencing within six (6) months of the execution of the Contract and continuing approximately every six (6) months thereafter or more often as deemed necessary by the COR or Offeror. These meetings are to discuss contract performance, assess quality control measures, address any concerns, and resolve issues informally. *Within the first year of performance, the Offeror shall host a performance meeting at their*

*production facility*. Additional site visits may be scheduled, as needed.

## **10 DELIVERABLES**

- 12.1 The following is an itemized list of all required deliverables. Copies of these items shall be packaged together and placed on electronic media for ease of dissemination. The video and forms package shall be provided to the DHS ICE at the time an initial delivery order is placed, as well as at the request of the COR. Soft Body Armor Kits or related components will not be delivered until all deliverables have been received.

| <b>Deliverable</b>              | <b>Date to be delivered</b>  |
|---------------------------------|------------------------------|
| Use/fit/wear/care video         | 30 Days After Contract Award |
| Sizing/measuring video          | 30 Days After Contract Award |
| Size measurement form .pdf file | 30 Days After Contract Award |

## **11 PACKING AND IDENTIFICATION**

- 11.1 The Offeror shall possess the capability of tracking Soft Body Armor Kits sold and shipped under this contract. Upon request, the Offeror shall supply this information to the COR.
- 11.2 Soft Body Armor Kits shall be shipped in a sealed clear plastic bag, with a label on the exterior of the plastic bag, which lists the name of recipient, DHS ICE order number, size, and serial number. Soft Body Armor Kits shall be secured inside a sturdy cardboard box. Soft Body Armor Kits may be shipped on pallets when appropriate. Soft Body Armor Kits shipped on pallets shall be securely wrapped in plastic in a manner which protects the contents and prevents the items on the pallet from shifting. Pallets shall be packed in a manner which enhances stacking and prevents shifting of individual items.
- 11.3 For security purposes, there shall be no Offeror markings, references to the contents or the name of Government personnel on the exterior of any boxes used for shipping armor, excluding shipping labels.

## **12 DELIVERY**

- 12.1 The Offeror shall deliver body armor within thirty (45) business days after receipt of order. If timeframe cannot be met, the Offeror shall notify COR of the reason for the delay and anticipated delivery date.
- 12.2 The Offeror shall have the ability to provide expedited delivery (two business days) on orders of five (5) sets or less if an emergency

operational requirement necessitates delivery on short notice.

12.3 Unused Body Armor returned to the Offeror within 60 business days of delivery for adjustments due to fit or finish shall be remedied or replaced within 10 business days (includes Soft Body Armor Kits issued to new Government trainees).

12.4 Delivery of body armor shall be FOB "Destination" within the United States and its territories.

### **13 REPORTS**

13.1 Offeror shall provide the COR with an electronic report each month, within five (5) working days of the first of each month, which includes:

- Name
- Individual Serial Number
- Size
- Date of Manufacture
- Date of Warranty Expiration
- Contract Number
- Contract Line Number
- Delivery Order Number
- Total Dollar Value Shipped
- Description of Defective Body Armor and remedies

### **14 QUALITY CONTROL / QUALITY ASSURANCE PROGRAM**

14.1 Offeror shall maintain a Quality Control Plan (QCP) with sufficient testing measures that are applied to all Soft Body Armor Kits delivered to the Government.

14.2 Soft Body Armor Kits which fail any portion of QCP testing shall be rejected. No further attempts shall be made to correct or otherwise remediate Soft Body Armor Kits which failed quality control testing.

14.3 Soft Body Armor Kits, within 60 days of acceptance by the Government and in the original packaging, will constitute a "NEW" vest. All other vests are considered "USED" for quality assurance testing purposes by the Government.

14.4 Government may use new and used body armor for quality assurance (QA) testing. QA testing will be performed by the Ballistic Facility selected by DHS ICE. The purpose of QA testing is to ensure continued compliance

with the ballistic resistance requirements specified in this RFQ. Ballistic panels shall not experience any degradation in ballistic resistance performance.

- 14.5 During Government testing, single failures for penetration shall result in additional testing of three (3) Soft Body Armor Kits from the same production lot.
- 14.6 During Government testing, single failures shall be treated as warranty violations and will require a replacement Soft Body Armor Kits.
- 14.7 During Government testing, failure of more than one test Soft Body Armor Kits within a lot will be treated as a warranty failure and, at the discretion of the DHS ICE, require replacement of the entire production lot by the Offeror. Failure of more than one lot shall be treated as a model failure and be reported to the CO.
- 14.8 The Offeror shall ensure adequate corrective action is taken, within twenty (20) business days of written notification, to prevent future repeat defects or deficiencies. Corrective action shall include replacement of all defective or deficient Soft Body Armor Kits and submission of a failure analysis report to the COR.

## **15      SECURITY AND ACCESS CONTROL**

- 15.1. Due to the security requirements of Government facilities, the Offeror is required to complete a SF86 (and related forms) and submit fingerprint cards for all personnel participating in on-site visits, at least thirty (30) days prior to visits. Offeror personnel, with Government clearance or interim access approval, will be allowed on Government property.
- 15.2. All required security forms and fingerprint cards will be provided by the COR, upon request.
- 15.3. All on-site visits require a minimum of 24 hours advance notice, unless an exigent circumstance exists, which will require prior COR approval.

## **16      AUTHORIZED USERS**

- 16.1. In addition to the DHS ICE, other federal government entities will be authorized to purchase the Soft Body Armor Kits upon written request to the CO.
- 16.2. Offeror shall verify DHS ICE approval has been obtained prior to accepting an order for the Soft Body Armor Kits from other entities. For tracking purposes, all orders from authorized users are approved on a case-by-case basis, in advance, by the COR.

- 16.3. All orders shall be prioritized in the order in which they are received. Emergency orders placed by the DHS ICE, as identified by the COR, shall receive priority over all other orders.

**End of SOW (Attachment 3)**

DRAFT