



WAIVERS MANAGER

Number of positions: 1

Location: Northern Virginia

Travel: none

Clearance: DHS or DOD Secret or Interim Secret

Job Functions

Performs and or manages adjudication or investigation services in one or more specialized areas, applying problem solving, personnel management and task management techniques. Produces finished documentation; e.g., reports, special studies, policies and procedures, training programs and performance assessments. Develops and manages project tasks and schedules. Supervises other specialists.

Required Skills

- Minimum of twelve years experience in U.S. Government security, counterintelligence, law enforcement, or intelligence fields.
- Requires hands-on experience in one or more related disciplines and experience implementing government programs and policies.
- Requires writing and communication skills.

Education

A Bachelor's Degree or a strong combination of directly related experience, professional training and/or certifications. A Master's Degree may be substituted for four years of experience.

Project Background

Transportation Security Administration
Transportation Threat Assessment and Credentialing
Adjudication Services

Purpose

The Transportation Security Administration (TSA) is responsible for protecting the nation's transportation systems to ensure freedom of movement of people and commerce. The Office of Transportation Threat Assessment and Credentialing (TTAC), Adjudication Services (AS) support task conducts Security Threat Assessments (STAs) for individuals applying for credentials or access to the nation's transportation system. TSA requires these services in order to conduct an automated biographic and biometric background check of criminal records, immigration records and intelligence-related information. The required outcome is a review of this background information to determine potential disqualifications for criminal offenses, immigration issues, links to terrorism, and/or mental competencies based on a fingerprint-based Federal Bureau of Investigations (FBI) criminal history records check (CHRC), a check for any open wants and warrants, an intelligence-related check, and an immigration/citizenship status check in a timely and accurate manner.

Background

In support of the TSA mission, the TTAC STA adjudicators are responsible for conducting STAs for every transportation worker or individual seeking to obtain an endorsement, credential, access and/or privilege (hereafter credential). The critical component most relevant to executing this task is recruiting, training and



retaining staff capable of sustaining performance to TSA standards. The programs covered in this requirement include, but are not limited to:

- Aviation Worker (AW) Program
- Hazardous Materials Endorsement (HME) Program for Commercial Driver's Licenses (CDLs)

- Indirect Air Carrier/Air Cargo (IAC) Program[1]
- Transportation Worker Identification Credential (TWIC) Program

Scope

The scope of this effort requires the full range of adjudications services support to TSA programs to conduct STAs. TTAC adjudication services will use a combination of government and contractor resources to review and complete STAs. This Statement of Objectives (SOO) reflects current DHS TSA policies and practices and current operational caseloads and Acceptable Quality Level's. This will allow offerors to propose and price a solution to meet program objectives. It is anticipated that specific adjudication requirements and resulting objectives will change over the life of this contract, which could potentially result in TSA modifying the contract to incorporate in-scope changes.

Adjudicators access government or commercial databases to conduct research and obtain case information. TTAC uses web-enabled TSA systems as primary tools for gathering, viewing and synthesizing information needed to conduct STAs and render decisions. TSA checks applicant information against results of the following databases depending on STA requirements for the specific program in order to make a credential decision:

- Open Wants and Warrants from the National Crime Information Center (NCIC)
- CHRC via the Integrated Automated Fingerprint Identification System (IAFIS)
- Intelligence check using the TSA Colorado Springs Operations Center (CSOC)
- Immigration/citizenship status check from the Systematic Alien Verification for Entitlement Verification Information System (SAVE VIS)

High speed internet connectivity of the requisite bandwidth to accommodate all users at the contractor facility is needed in support of adjudicators and all staff that carry out these adjudication services. Support should also include setting up and maintaining a fully operational office space complete with, but not limited to, personal computers, desks, printers, faxes, shredders, conference rooms, break rooms and office supplies, etc.

Objectives

Adjudication and investigative steps fall into two primary phases: adjudication and post-adjudication. Adjudication involves logging onto the adjudication system, reviewing applicant and case background check information, conducting investigations or referrals when required, rendering a credential decision, documenting the decision, and writing letters to applicants who are potentially disqualified. Post-adjudication involves more senior-level personnel managing applicant appeal requests, waiver requests, waiver review boards, case research, Administrative Law Judge proceedings and other activities relating to providing legal due-process to applicants.