BLANKET PURCHASE AGREEMENT (BPA)

STATEMENT OF WORK

FOR

U.S. Customs and Border Protection (CBP)

Office of Information and Technology (OIT)

PROGRAM MANAGEMENT SUPPORT SERVICES

JANUARY 31, 2006

U.S. Customs and Border Protection (CBP)
BPA Statement of Work
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Program Management Support

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This SOW follows all terms and conditions under the BPA

1.0 BACKGROUND

1.1 CBP and Its Mission.

U.S. Customs and Border Protection (CBP) is the unified border agency within the Department of Homeland Security charged with the management, control, and protection of our Nation's borders at and between the official ports of entry. CBP is charged with keeping terrorists and terrorist weapons out of the country while enforcing hundreds of U.S. laws.

The U.S. Customs and Border Protection (CBP) mission is to enforce the laws of more than 40 agencies and to protect the revenue of the United States while facilitating trade. To accomplish this, CBP clears more than twelve million cargo shipments per year, collects more than $20 billion in revenue, processes more than twelve million formal entries, of which 55% involve merchandise subject to quota or other trade programs, and monitors an average of ten million annual export shipments. This broad mandate encompasses a wide range of law enforcement activities and responsibilities. The most significant of these responsibilities are:

- Our priority homeland security mission: preventing terrorists and terrorist weapons from getting into the United States;
- Assess and collect CBP duties, Internal Revenue taxes, fees, and penalties due the Federal Government as required by statute and regulation;
- Enforce import and export statutes and regulations to protect the general welfare and security of the United States including those controlling the exportation of arms, ammunition, implements of war and the exportation of products which are controlled for reasons of short supply, foreign policy concerns and strategic commodity protection, the Anti-Dumping Act, countervailing duty provisions, and country of origin marking of imported merchandise;
- Interdict and seize contraband including illegal narcotics, dangerous drugs and commercial importation's which violate copyright and trademark status;
- Detect and apprehend persons engaged in revenue fraud and other criminal acts against laws enforced by CBP;
- Process the arriving and departing persons, baggage, cargo, conveyances and mail expeditiously; and,

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CBP has approximately 41,000 full time employees at headquarters, CBP Management Centers (CMC), Strategic Trade Centers (STC) and Enforcement Offices located throughout the United States and overseas.

The Office of Information and Technology (OIT) is managed within U.S. Customs and Border Protection. As OIT continuously evolves, the organizational structure which manages it may also evolve. The emphasis of this Statement of Work is support to OIT as determined by the Government Executive responsible for the execution of OIT, and not restricted by the organizational structure.

2.0 SCOPE OF WORK

This Statement of Work (SOW) supports the CBP OIT requirement to obtain a wide variety of program management support services to include management, administrative and process improvement. Program management support will also be provided for OIT requirements to ensure compatibility and interoperability with the requirements of the DHS and CBP Offices of Information and Technology (OIT). This Blanket Purchase Agreement (BPA) will provide program management support services for existing programs, as well as new OIT requirements. CBP reserves the right to obtain program management support services from other than the BPA Holder. The selected contractor shall interface with other contractors within OIT for collaboration and coordination as required. The contractor shall provide a full range of program management support services to the CMSPO and S & T to help CBP achieve acquisition program cost, schedule, and performance goals.

The contractor shall be required to maintain a flexible approach to work priorities. More specific requirements of these task areas are detailed below under General Requirements. Individual task orders will be issued for detailed guidance within the scope of this BPA SOW.

3.0 BPA GENERAL REQUIREMENTS

The following sections describe the types of tasks that may be required in task orders issued under the BPA. This is not an all-inclusive list of the program management support services that may be required to support OIT. The contractor shall perform analyses, studies, evaluations, planning and other work to support policy or other decision making activities of the federal government, but shall not participate in policy or decision making which is the direct responsibility of the federal government. The program management support services to be performed will be delineated in individual task orders or modifications to task orders. All tasks shall conform to DHS, CBP and OIT established procedures and project documentation.

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Under this agreement, the BPA holder shall provide program management support services in the following program areas:

3.1 Provide program management service, advice, assessments, and tracking in a variety of program areas.

a. **Program Management Services and Advice.** This task requires the contractor to be capable of actually performing the function, providing guidance, or assisting program office personnel in the performance of the function. Below is a list of key functions for which the contractor must have technical capability to perform or assist in program management. This list is not intended to be all-inclusive but provides a sampling of the breadth of technical expertise required. The contractor could be tasked to perform these and affiliated functions on a variety of program types including Information Technology (IT).

- Logistics Support
- Configuration Management
- Transitional Management
- Process Improvement/Capability Maturity Model ®
- Integrated Communications
- IPT Facilitation & Participation
- Program Planning & Control
- Human Capital Planning & Management
- Contingency Planning
- Program Review, Oversight and Reporting
- Analyses & Briefings
- Workflow Management
- Resolution of Program Issues
- Financial Management
- Program Administration
- Acquisition Project Planning & Management

b. **Program Assessments.** This task requires the contractor to be capable of performing assessments, providing guidance, or assisting program office personnel in the performance of the function. Examples of the types of assessment activities anticipated include, but not limited to the following:

1) Applicability/impact of laws, regulations and policies;
2) Processing action items, position papers, studies and reports; and
3) Formal review of eCP deliverables.

c. **Program Tracking.** This task requires the contractor to be capable of performing program tracking, providing guidance, or assisting program office personnel in performing program tracking. Examples of the types of tracking activities anticipated include, but not limited to the following:

1) Program metrics,
2) Timeline and milestones,
3) Action item indexing and tracking, and
4) Program status
5) Requirements Analysis
6) Risk Management

3.2 Provide financial management support

Provide financial management support to directly assist the acquisition program managers in budget preparation and management. Examples of this task include, but are not limited to:

d. Developing detailed financial plans including estimates, justification of assumptions, research, and analysis;
e. Providing assistance for budget formulation, oversight to budget execution, and assistance in preparing related reports;
f. Assisting in Office of Management and Budget (OMB) Exhibit 300 requirements;
g. Assisting with clearing documents through DHS, BTS, etc.;
h. Managing portfolio and program budget goals and objectives;
i. Assisting in resolving funding execution discrepancies;
j. Monitoring the availability and use of program funds;
k. Reviewing financial documents and plans for impact to program objectives and requirements;
l. Assisting in preparing responses to internal and external communications regarding financial matters;
m. Assisting in financial and budget briefing preparations including spreadsheet and graphic presentations

3.3 Provide acquisition management support.

The contractor may assist the contracting officer's technical representative (COTR) and the contracting officer by collecting and drafting input for OIT pre-negotiation briefings and similar products. The contractor may be requested to assist the contracting officer or COTR in cost and price analysis, and preparing the cost and price report. The contractor may research the historical proposal activity and pricing strategies to assist and advise

CBP on the best strategy for obtaining the desired products and services for the best value to the government.

3.4 Support internal and external reporting and program oversight requirements.

Review inquiries, provide input, and prepare responses as requested to support all OIT/DHS/Congressional/OMB/other outside organization reporting requirements and inquiries. This task includes preparing presentations, briefings, point papers, alternative recommendations, and spreadsheet analysis of financial data for briefings to OIT/DHS management or outside organizations.

3.5 Develop, implement, and maintain program documents, plans, and performance measures

Prepare or assist in preparing program management plans for accomplishing the effort required by each task order. These plans shall describe the administrative functions, technical approach, organizational resources, management controls, and quality assurance monitoring that the contractor shall employ to meet the cost, performance and schedule requirements throughout the task order period of performance.

3.6 Develop and maintain databases, tracking, and reporting systems

a. Develop, implement, and maintain databases or reporting systems required by individual program offices that may be necessary for program/project management and tracking.

b. Propose, develop, implement, and maintain best practices to assist OIT with the management of deliverables and proposal responses. The tracking systems shall provide a detailed listing of requests and proposals, dependencies, milestone dates, dues dates and other details as required.

3.7 Prepare and Support Templates, Models, Guides and Training.

Provide assistance to OIT in the development and delivery of templates, preparation guides, and OIT's employee refresher workshop guides and materials for program documents and acquisition processes listed below as examples.

- Acquisition Plan
- Acquisition Program Baseline
- Configuration Management Plan
- Risk Management Plan

- Program Management Plan
- Alternative Analysis
- Earned Value Management
- Other related processes as need dictates

3.8 Support unspecified program management tasks.

Given the magnitude of program management support needs and the diverse needs of individual program and project offices, it is not possible to capture all potential program management support needs in this document. It is also anticipated that the OIT organization and environment may continuously evolve during the period of performance.

3.9 Transition to a follow-on contractor, if required.

Provide a Transition Plan if award of a follow-on contractual document is to a contractor other than the incumbent.

4.0 INSPECTION, ACCEPTANCE, DELIVERABLES, AND FACILITY REQUIREMENTS

Specific requirements for inspection, acceptance, deliverables, and facilities/resources requirements will be detailed in each task order awarded under this BPA.